

Operations Memorandum - Administrative

OPS080202

02/11/08

SUBJECT: Notice Dates for All Manual Notices
TO: Executive Directors
FROM: Joanne Glover, Director, Bureau of Operations

Purpose

To inform County Assistance Offices (CAOs) that all manual notices must include the mail date as the date of the notice, not the date the CAO completes the notice. The mail date is the next business day after the manual notice is completed. This change is effective February 19, 2008.

Discussion

Manual 162 notices completed by the CAO must be dated using the next business day as the date of mailing. This is consistent with the change made for system-generated notices introduced in Daily Status [D2767](#).

Old Policy	New Policy
The CAO completes, signs and dates a manual 162 notice with the date the notice is completed.	The CAO completes and signs a manual 162 notice and dates it with the date corresponding to the next business day. This change: <ul style="list-style-type: none">• Provides consistency with system generated notices and• Ensures clients have adequate time to respond.

Examples:

1. The CAO completes and signs a manual notice on Tuesday. It will not go out in Tuesday's mail. The date entered on the notice is Wednesday, the next business day.
2. The CAO completes and signs a manual notice on Thursday morning. It should go out in Thursday's mail. Following new policy, the CAO enters Friday's date as the mailing date since Friday is the next business day. Using Friday's date ensures that the time frame to respond is consistent with system generated notices.

3. The CAO completes and signs a manual notice on Friday. Monday is a holiday and the office is closed. The CAO enters Tuesday's date as the mailing date since Tuesday is the next business day.

NOTE: If a date on an attachment to a notice is required, the CAO must use the same date on the attachment as on the notice.

NOTE: For consistency with notice policy, the next business day is used on a manual notice regardless of the method of delivery, including notices picked up in the CAO.

The manual notices are revised to:

- change the language from "Date" to "Mailing Date"; and
- add the word "mailing" to the language text under "Your Right to Appeal and to a Fair Hearing" in the sentence " If the decision affects your assistance benefit, social services or medical assistance, you must request a hearing within 30 days of the mailing date of this notice."

Revised notices include:

- PA/FS 162, Notice to Applicant
- PA 162-RM, Notice to Applicant (Retroactive Medical Assistance)
- PA/FS 162A, Advance Notice
- PA/FS 162FH, Attachment to 162 Notice
- PA/FS 162C, Confirming Notice
- PA/CN 1, Attachment to SSP-Only Notice
- PA/CN 2, Attachment to SSI/SSP Notice
- PA/CN 3, Attachment to SSP Notice for Long Term Care, Domiciliary Care and Personal Care Boarding Home

This does not change the procedures for the date entered on an adverse notice to file a timely appeal according to [OPS051004](#), Revised Timeframe for Manual Advance Notice of Adverse Action and Calculation of Food Stamp Overpayments.

This change supersedes the Medical Assistance closing procedures outlined in [OPS050402](#), New Medical Policy and Procedural change.

Next Steps

1. Share this information with all staff.
2. Direct questions to your Area Manager.
3. This Operations Memorandum will become obsolete when the information contained herein is incorporated into the Food Stamp, Cash Assistance and Medicaid Eligibility Handbooks.
4. Docushare will be updated with revised manual notices.