

**Policy Clarifications
Cash Assistance - All
Medicaid - All
SNAP
PCA15986170
PMA15986370
PFS15986570**

Submitted: 11/01/11

Agency: CAOs

Citations:

Subject: Reported Changes

If a worker discovers a change in client circumstances (for example, as the result of a LIHEAP application) is the worker required to take any action regarding the change?

Response By: Bureau of Policy

Date:11/03/11

YES. The CAO will act on all reported changes, *regardless of whether the client was required to report the change*. In these instances, the CAO will act on the change but should remind the client of his/her reporting requirements.

The CAO will conduct a case review promptly, but no later than 10 calendar days after receiving information of a change. When the reported change is an increase/decrease in income, the CAO will request verification and make a plan with the client to provide the requested verification within 10 days of the report or within 10 days of the receipt of the income if the report is made prior to receipt of the increased/decreased income.

If the client does not provide the requested information, within the time frame agreed upon, the CAO should send proper notice to close the case.