

# **Operations Memorandum - Cash Assistance - Medicaid - SNAP OPS100903**

**September 9, 2010**

**SUBJECT:** Adverse Action Change from 13 Days to 15 Days for Manual Client Notices  
**TO:** Executive Directors  
**FROM:** Joanne Glover, Director, Bureau of Operations

## **Purpose\**

To inform County Assistance Offices (CAOs) that system logic for the date by which a recipient may appeal an adverse action and maintain benefits pending the outcome of the appeal is changed from 13 calendar days from the processing date to 15 calendar days from the processing date. This change is effective September 18, 2010. With posting of this memorandum, the date for the adverse action for manual notices is changed from 13 days from the mailing date to 15 days from the processing date to align with system-generated notices.

## **Background/Discussion**

This change is to ensure that notices provide the 10-day appeal period as required by law. In 2005, the adverse action for system generated notices was changed to 13 calendar days from the processing date. An Operations Memorandum in October, 2005 revised the time frame for manual advance adverse action notices. Changing the date on manual adverse action notices to 15 calendar days from the processing date will align the time frame for both system-generated and manually-generated advance notice of adverse actions. The mail date on all notices will remain the next business day following the processing date.

The following examples are used to demonstrate the time frame for filing an appeal and maintaining benefits pending the outcome of the hearing:

### **Cash Assistance**

Ms. Collins reports a change on October 8 that will decrease cash assistance benefits. The worker processes the change on a manual notice on Tuesday, October 12. The mailing date of the notice is October 13. The date entered on the manual notice to file a timely appeal is October 27, which is 15 calendar days from the October 12 processing date.

### **Medical Assistance (MA)**

Mr. Allen is receiving MA. Mr. Allen reports he will receive \$500/month unearned income. The CAO processes the income change on Tuesday, August 17 and sends an advance notice of adverse action. The date entered on the PA 162 notice for a timely appeal to be filed is September 1, which is 15 calendar days from the date the change is processed.

#### Supplemental Nutrition Assistance Program (SNAP)

A household reports a change that will decrease SNAP benefits. The worker processes the change on a manual notice on August 19. The date entered on the manual notice to file a timely appeal is September 3. **This date is 15 calendar days from the processing date. The action effective date is October 1 for the decreased SNAP benefit.**

#### Next Steps

1. Review this information with your staff.
2. Direct any questions to your Area Manager.
3. This Operations Memorandum will become obsolete when the changes are incorporated into the handbooks.