Policy Clarifications

Cash Assistance- All
Medical Assistance- All
SNAP Assistance – All

PCA-19793-180

PMA-19793-380

PFS-19793-580

Submitted: 03/04/20   **Agency: CAOs**

Subject: Completing the HS 764 to Issue an ACCESS Card in Pilot Counties

Question: The section of the HS 764 that instructs clerical to issue an ACCESS card to an individual only requires the line number and issuance code. With the system updates made in February 2020, The Standalone Tab > ACCESS Cards > Case ACCESS Card Maintenance (formerly CCIPAC) does not include the line numbers on screen. Should we continue to use the 3/16 version or is there a new one available?

Response By: Division of Federal Programs   **Date: 03/18/20**

Yes, continue to use the 3/16 version.

Due to the system change from CIS to eCIS, some information and procedures on the HS 764 are no longer accurate. The Bureau of Policy is working with the Division of Automation Planning and Support and the Bureau of Operations to update the form to correctly identify the screens and processes addressed by the HS 764. The revised form should be available before the pilot goes statewide.