

**Operations Memorandum  
Cash  
Medicaid  
SNAP  
OPS100604**

**June 3, 2010**

**SUBJECT: Implementation of Revised Client Notices**  
**TO: Executive Directors**  
**FROM: Joanne Glover, Director, Bureau of Operations**

**Purpose**

To inform County Assistance Offices about Client Notice Redesign (CNR). This initiative will roll out in two phases. Effective June 7, 2010, CNR will be piloted in Bradford, Bucks, Indiana, Tioga, Venango, and Washington counties. Statewide implementation is expected to occur late summer to mid-fall.

**Background/Discussion**

CNR is a complete change from the current notices. The CNR initiative was developed in response to requests made for simplified notices that are easier to understand and to reduce the number of notices sent to applicants and recipients.

The revised notices will:

- Eliminate the need for program specific notices.
- Consolidate changes that occur on the same day into one notice.
- Provide a summary page that briefly explains what benefits are being affected and when the changes will occur.
- Use plain language for ease of reading and understanding, including the Right to Appeal and Fair Hearing inserts.
- Reduce telephone calls and the number of appeals due to the recipient's better understanding of the notice.

Revised notices include:

- A summary section on the first page that will provide an overall picture of eligibility and/or any changes in eligibility.
- A benefit detail section by individual and by program, which includes legacy text, previously referred to as the reason code text.
- Household income and expense sections.
- A calculation section, by program

- The new Right to Appeal and Fair Hearing insert that includes the section to request an appeal (see [Attachment #1](#)).
- Re-designed Health Care Benefit Package inserts.
- ADA compliant information for visually-impaired and hearing-impaired individuals about the availability of accommodations through the helpline. The toll-free number for the helpline and the Telecommunications Device for the Deaf (TDD) service are provided.

Samples of the CNR notices include:

- [Attachment #2](#) – Eligibility Notice for Cash, Medical Assistance (MA) and Supplemental Nutrition Assistance Program (SNAP) benefits.
- [Attachment #3](#) – Eligibility Notice for Cash, MA and SNAP benefits with income.
- [Attachment #4](#) – Advance Notice for Cash, MA and SNAP benefits with change in income.
- [Attachment #5](#) – Eligibility Notice for MA and SNAP benefits.
- [Attachment #6](#) – Eligibility Notice for Long-Term Care Medical Assistance Program benefits.
- [Attachment #7](#) – Advance Notice for MA benefits with change from Non-Money Payment to Medically Needy Only.

### **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 all of the handbooks.