

Policy Clarifications

Food Stamp - PFS12890576

Medicaid - All - PMA12890376

Submitted: 2/21/06

Agency: CAOs

Citations: [MEH 376.1](#), [FSH 576.2](#)

Subject: Telephone Renewal Issues/Letters and Phone

Are there any plans to consolidate the forms that advise clients about phone interviews? Currently we have the PA 10 SP ADD to be used for FS elderly and disabled, but is not the form provided by the Redet. Data Base. Then there is the PA 1795 to be used for all others, which is on the Redet. Data Base. The only major difference I can see is that the PA 10 SP ADD has the clients phone number that we are going to call on it. Our suggestion is to at least combine these two forms so that the clients phone number is on it and it is the one issued by the Redet. Data Base. In the meantime can one or the other be used for all phone recertifications? If yes can it be the one issued from the Redet. Data Base? Also, could we incorporate the Notice of Medicaid Redetermination as a phone call is required for these redets too.

Response By: Denise Hoffman

Date: 5/11/06

1. Per our phone conversation regarding form PA 1795, you clarified that you were referring to the PA 1595. A cover letter for telephone renewals was provided in [PFS 12950576](#). Please use the form attached to PFS 12950576 in lieu of the PA 1595 and the PA 10SPADD for telephone renewals. We will be making the PA 1595 and the PA 10SPADD obsolete as the renewal cover letter supplies all the information necessary to set up a telephone interview. The PA 10SPADD will be reactivated should the Social Security Administration start taking FS renewals for SSI clients. Plans are to remove references to these forms in the FSH in the near future.
2. A phone contact is not required for Medicaid renewals unless the information reported on the renewal form requires clarification.

If the CAO receives an application and the accompanying verification does not contain sufficient information to determine eligibility and the caseworker attempted to obtain the information by telephone or written contact and was unable to obtain it, then as a last resort, the caseworker may schedule an appointment interview with the client. The caseworker will send an appointment notice to the client advising him of the interview date and the information required to complete the eligibility determination. Please refer to [OPS 031206](#).