

Policy Clarification

Cash Assistance – All- PCA-20312-870

Medical Assistance – All- PMA-20312-870

SNAP Assistance – All- PFS-20312-870

LTC Assistance – All- PMN-20312-870

Submitted: 1/29/2021

Agency: CAOs

Subject: Interim Assistance (IA) Benefit Notices

- Questions:**
- 1) What notices should be sent when IA is authorized, denied, or closed?**
 - 2) Why are there three different IA denial notice templates for each benefit program?**
 - 3) Has IA information in the Supplemental Handbook been updated?**

Response By: Division of Health Services

Date: 2/4/2021

- 1) Manual notices must be issued when IA benefits are authorized, denied or closed. IA manual notice templates have been created for all benefit programs. These notice templates are located in the new “Interim Assistance” folder on DocuShare.

NOTE: IA authorization and closure notices are not appealable. Only IA denial notices include appeal rights.

- 2) There are three reasons IA benefits may be denied. Each reason has its own notice template so the CAO must ensure the correct denial notice is sent. The denial reasons are:

- **Denial due to an untimely request (labeled D1 in DocuShare)** - this notice will be sent when the client requests IA before the Bureau of Hearings and Appeals (BHA) deadline to provide a hearing decision.
- **Denial due to a client delay (labeled D2)** - this notice will be sent when the client requests IA before the BHA deadline. When a client requests a hearing extension the new BHA deadline is the appropriate timeframe plus the number of days the hearing was extended due to a client's request.
- **Denial for an undocumented non-citizen (labeled D3)** - this notice will be sent to undocumented non-citizens who request IA since they are not eligible to receive IA.

3) Yes, please see Supplemental Handbook Chapter 870.8 for updated IA information.