

COMMENT DUE DATE: February 16, 2021

Date: January 15, 2021

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It is important that you provide your comments regarding the **draft copy** of policy by the comment due date. Comments are directed to *STO.LegalServices.Policy@okdhs.org. The proposed amendment is **permanent**.

SUBJECT: CHAPTER 65. PUBLIC ASSISTANCE PROCEDURES

Subchapter 3. Eligibility for Benefits

340:65-3-1 through 340:65-3-2.1 [AMENDED]

340:65-3-4 through 340:65-3-5 [AMENDED]

340:65-3-8 [AMENDED]

Subchapter 5. Procedures Relating To Case Changes

Part 1. General Provisions

340:65-5-1 [AMENDED]

(Reference WF 21-65)

SUMMARY:

The proposed amendments to Chapter 65, Subchapter 3 amend the rules to: (1) add a form that may be used to authorize a representative; (2) add Diversion Assistance (DA) and Family Violence Emergency Assistance (FVEA) and remove Supplemental Security Income-Disabled Children's Program (SSI-DCP) to types of applications; (3) update interview requirements for Temporary Assistance for Needy Families (TANF) and SSI-DCP; (4) remove resources and school attendance from the list of eligibility factors that do not require verification; (5) change the phone number used to request assistance in submitting an online application; (6) update interview scheduling requirements; (7) add interview forms; (8) update and clarify home visit and collateral contact information; (9) add DA and FVEA application processing time limits; (10) update TANF and SSI-DCP service plan renewal interview requirements; (11) add clarifying language and rule citations; and (12) update terminology.

The proposed amendments to Chapter 65, Subchapter 5 amend the rules to: (1) remove obsolete information regarding Child Care Subsidy income guidelines; (2) update fair hearing information for the Supplemental Nutrition Assistance Program (SNAP); (3) add clarifying information; and (4) update terminology.

PERMANENT APPROVAL: Permanent rulemaking is requested.

LEGAL AUTHORITY: Director of Human Services; and Sections 162, 164, 167, 169, and 230.50 of Title 56 of the Oklahoma Statutes.

Rule Impact Statement

To: Programs administrator
Legal Services - Policy

From: Patrick Klein, Director
Adult and Family Services

Date: December 18, 2020

Re: **CHAPTER 65. PUBLIC ASSISTANCE PROCEDURES**
Subchapter 3. Eligibility for Benefits
340:65-3-1 [AMENDED]
340:65-3-2 [AMENDED]
340:65-3-2.1 [AMENDED]
340:65-3-4 [AMENDED]
340:65-3-5 [AMENDED]
340:65-3-8 [AMENDED]
Subchapter 5. Procedures Relating To Case Changes
Part 1. General Provisions
340:65-5-1 [AMENDED]
(WF 21-65)

Contact: Laura Brown 405-521-4396

A. Brief description of the purpose of the proposed rule:

Purpose.

The proposed amendments to Chapter 65, Subchapter 3 amend the rules to: (1) add a form that may be used to authorize a representative; (2) add Diversion Assistance (DA) and Family Violence Emergency Assistance (FVEA) and remove Supplemental Security Income-Disabled Children's Program (SSI-DCP) to types of applications; (3) update interview requirements for Temporary Assistance for Needy Families (TANF) and SSI-DCP; (4) remove resources and school attendance from the list of eligibility factors that do not require verification; (5) change the phone number used to request assistance in submitting an online application; (6) update interview scheduling requirements; (7) add interview forms; (8) update and clarify home visit and collateral contact information; (9) add DA and FVEA application processing time limits; (10) update TANF and SSI-DCP service plan renewal interview requirements; (11) add clarifying language and rule citations; and (12) update terminology.

The proposed amendments to Chapter 65, Subchapter 5 amend the rules to: (1) remove obsolete information regarding Child Care Subsidy income guidelines; (2) update fair hearing information for the Supplemental Nutrition Assistance Program (SNAP); (3) add clarifying information; and (4) update terminology.

Strategic Plan Impact. The proposed amendments achieve Oklahoma Human Services (OKDHS) goals by continuously improving systems and processes and improving communication with OKDHS clients and staff.

Substantive changes.

Subchapter 3. Eligibility for Benefits

Oklahoma Administrative Code (OAC) 340:65-3-1 is amended to: (1) add a form that may be used to authorize a representative; (2) add DA and FVEA and remove SSI-DCP to types of applications; (3) update interview requirements for TANF and SSI-DCP; (4) remove resources and school attendance from the list of eligibility factors that do not require verification; (5) add clarifying language and rule citation; and (6) update terminology.

OAC 340:65-3-2 is amended to: (1) change the phone number used to request assistance in submitting an online application; and (2) updating terminology.

OAC 340:65-3-2.1 is amended to: (1) update interview scheduling requirements and terminology; and (2) add interview forms and rule citation.

OAC 340:65-3-4 is amended to: (1) update and clarify home visit and collateral contact information; and (2) update terminology.

OAC 340:65-3-5 is amended to: (1) add DA and FVEA application processing time limits; and (2) add clarifying information.

OAC 340:65-3-8 is amended to: (1) update TANF and SSI-DCP service plan renewal interview requirements; and (2) add rule citation.

Subchapter 5. Procedures Relating To Case Changes

Part 1. General Provisions

OAC 340:65-5-1 is amended to update: (1) remove obsolete information regarding Child Care Subsidy income guidelines; (2) update fair hearing information for the Supplemental Nutrition Assistance Program (SNAP); (3) add clarifying information; and (4) update terminology.

Reasons.

The proposed amendments in both Subchapters are amended to: (1) align with current rule or procedure changes made by TANF, SNAP, Child Care Subsidy, SSI-DCP; (2) make policy easier to understand for clients, Adult and Family Services (AFS) staff, and the public by clarifying and simplifying information; and (3) update, correct, or remove obsolete procedures; and (4) update or add rule citations, forms, and terminology.

Repercussions. If the proposed amendments are not implemented, rules in the Chapter will not align with other program rules and procedures will not be updated to current practices. This may lead to staff errors and staff and client confusion.

Legal authority. Director of Human Services; and Sections 162, 164, 167, 169, and 230.50 of Title 56 of the Oklahoma Statutes.

Permanent rulemaking approval is requested.

- B. A description of the classes of persons who most likely will be affected by the proposed rule, including classes that will bear the costs of the proposed rule, and any information on cost impacts received by the Agency from any private or public entities:** The classes of persons most likely to be affected by the proposed amendments are clients receiving benefits administered by AFS and AFS staff. The affected classes of persons will bear no costs associated with implementation of the rules.
- C. A description of the classes of persons who will benefit from the proposed rule:** The classes of persons who will benefit are clients receiving benefits administered by AFS and AFS staff.
- D. A description of the probable economic impact of the proposed rule upon the affected classes of persons or political subdivisions, including a listing of all fee changes and, whenever possible, a separate justification for each fee change:** The proposed amendments do not have an economic impact on the affected entities. There are no fee changes associated with the revised rules.
- E. The probable costs and benefits to the Agency and to any other agency of the implementation and enforcement of the proposed rule, the source of revenue to be used for implementation and enforcement of the proposed rule and any anticipated effect on state revenues, including a projected net loss or gain in such revenues if it can be projected by the Agency:** The probable cost to OKDHS includes the cost of printing and distributing the rules, which is estimated to be less than \$20. The proposed amendments will result in enhanced delivery of services for clients.
- F. A determination whether implementation of the proposed rule will have an impact on any political subdivisions or require their cooperation in implementing or enforcing the rule:** The proposed amendments do not have an economic impact on any political subdivision, nor will the cooperation of any political subdivisions be required in implementation or enforcement of the rules.
- G. A determination whether implementation of the proposed rule will have an adverse economic effect on small business as provided by the Oklahoma Small Business Regulatory Flexibility Act:** There are no anticipated adverse effects on small business as provided by the Oklahoma Small Business Regulatory Flexibility Act.
- H. An explanation of the measures the Agency has taken to minimize compliance costs and a determination whether there are less costly or nonregulatory methods or less intrusive methods for achieving the purpose of the proposed rule:** There are no less costly or non-regulatory methods or less intrusive methods for achieving the purpose of the proposed amendments.

- I. **A determination of the effect of the proposed rule on the public health, safety, and environment and, if the proposed rule is designed to reduce significant risks to the public health, safety, and environment, an explanation of the nature of the risk and to what extent the proposed rule will reduce the risk:** Implementation of the proposed amendments are not intended to reduce risks *to the public health, safety, and environment*.
- J. **A determination of any detrimental effect on the public health, safety, and environment if the proposed rule is not implemented:** If the proposed amendments are not implemented, no detrimental effects on public health, safety, or the environment are anticipated.
- K. **The date the rule impact statement was prepared and, if modified, the date modified:** Prepared May 22, 2020; modified December 18, 2020.

SUBCHAPTER 3. ELIGIBILITY FOR BENEFITS

340:65-3-1. Determination of eligibility Eligibility determination

Revised ~~9-15-16~~ 9-15-21

(a) **Eligibility determination.** The eligibility determination process of ~~determining eligibility~~ includes the applicant filing a signed application, the worker certifying or denying benefits, and all subsequent activities required to receive continuous benefits. ■ 1 The applicant has the right and responsibility to participate in the eligibility determination process and is relied on as the first source of information.

(1) Someone acting on the applicant's behalf, such as an authorized representative or a person with power-of-attorney, may complete the application for all programs except for Temporary Assistance for Needy Families (TANF). The applicant must complete and sign a TANF application. ■ 2

(2) ~~When someone other than the applicant applies~~ For another person to apply on the applicant's behalf, of the applicant, he or she must bring a signed statement from the applicant giving this person permission to act on the applicant's behalf or the applicant must have designated this designate the person as his or her the authorized representative on the signed application or the person must provide a completed Form 08MP008E, Authorized Representative Request, or a statement signed by the applicant giving the person permission to act on his or her behalf. ■ 3

The SoonerCare (Medicaid) programs allow others to apply for the applicant without a written designation.

(b) **Filing an application.** A household must complete an application to apply for the Child Care Subsidy Program, Low Income Home Energy Assistance Program (LIHEAP), SoonerCare (Medicaid) Program, Supplemental Nutrition Assistance Program (SNAP), State Supplemental Payment (SSP), Supplemental Security Income Disabled Children's Program (SSI-DCP), or TANF, Diversion Assistance (DA), or Family Violence Emergency Assistance (FVEA). The applicant may request one or more benefits on the same application with the exception of LIHEAP as LIHEAP because it is not an ongoing benefit. ■ 4

(1) The applicant may apply for benefits online via okdhslive.org, with a worker in a local county an Oklahoma Human Services (OKDHS) office of his or her choice, or by downloading a paper application and bringing or mailing it to an OKDHS office. DA and FVEA applications may not be submitted online. ■ 4

(2) When someone applies on behalf of the applicant and lives in a different county, the person may apply in his or her county of residence or in the applicant's county of residence. ■ 5

~~(2)~~(3) When the applicant applies for TANF cash assistance in a county in which he or she does not live, the applicant's TANF Work activities are assigned in the county offering more participation opportunities for ~~the client~~ him or her. ■ 6

~~(3)~~(4) When the applicant applies online via okdhslive.org, the system auto-assigns the application based on the applicant's ZIP code.

(c) **Signature requirements.** The applicant, guardian, or someone acting on the applicant's behalf, such as an authorized representative or a person with power of attorney must sign the application, prior to benefit approval.

(1) TANF, DA, and FVEA applications must be signed by the applicant. When the TANF applicant lives with his or her spouse, ~~both spouses~~ they must both sign the application. ■ 7

(2) The applicant may voluntarily withdraw the request for benefits or services before or after signing the application.

(3) An applicant who is:

(A) eligible for Medicare signs the application using the name on his or her Medicare Health Insurance Benefits (HIB) card; or ■ 8

(B) not eligible for Medicare signs the application using the name shown on his or her Social Security card.

(d) **Interview requirements.** Interview requirements vary by program. ■ 9

(1) ~~Prior to benefit approval, the applicant must complete For TANF, DA, and FVEA, a face-to-face interview for the TANF program is required prior to benefit approval, renewal, and when reviewing a TANF Work plan. The face-to-face interview may be conducted in the OKDHS office, at a home visit, or through a virtual video conference. When none of these options are feasible due to a hospitalization or other extenuating circumstance and prior approval from Adult and Family Services (AFS) TANF staff is obtained, a phone interview may be conducted at application or renewal.~~ ■ 10 All TANF Work reviews must be completed face-to-face.

(2) The applicant must complete a ~~telephone~~ phone or face-to-face interview that may be a virtual video conference interview, for the:

(A) Child Care Subsidy Program;

(B) SSP Program;

(C) SoonerCare (Medicaid) long-term care programs, such as ADvantage Waiver, nursing home care, or personal care;

(D) SoonerCare (Medicaid) programs that categorically relate to the aged, blind, and disabled population, such as Qualified Medicare Beneficiary Plus (QMBP), Specified Low-Income Medicare Beneficiary (SLMB), or Qualified Disabled and Working Individuals (QDWI); or

(E) SNAP; ■ 4011 or

(F) Supplemental Security Income-Disabled Children's Program. ■ 12

(3) An interview is not required when a person applies for:

(A) LIHEAP; or

(B) SoonerCare (Medicaid), when the Oklahoma Health Care Authority (OHCA) is responsible for determining eligibility, per Oklahoma Administrative Code (OAC) 317:35-5-63. ■ 4413

(e) **Worker responsibilities.** During the eligibility determination process, the worker is responsible for: ■ 4214

(1) informing the applicant of the:

(A) ~~Oklahoma Department of Human Services (DHS)~~ OKDHS responsibility for reaching a decision and notifying the applicant of eligibility or ineligibility within the appropriate time limits, per OAC 340:65-3-5; ■ 4315

(B) applicant's right to request a fair hearing and be represented at the hearing by any person the applicant chooses, per OAC 340:2-5. The applicant may request a fair hearing when there is a:

- (i) delay beyond the established time limits for determining eligibility, per OAC 340:65-3-5; or ■ 4416
 - (ii) disagreement with any action taken on the case;
 - (C) applicant's legal responsibility for reporting all facts pertinent to eligibility;
 - (D) types of changes the applicant must report within 10-calendar days;
 - (E) penalty for failing to report changes;
 - (F) program requirements and information needed to establish eligibility for each program for which the applicant applied. The worker uses Form 08AD092E, Client Contact and Information Request, to request an interview or verification and gives the applicant at least 10-calendar days to comply, per OAC 340:65-3-2.1; ■ 4517
 - (G) type of assistance ~~DHS~~ OKDHS provides in establishing eligibility;
 - (H) permission the applicant gives ~~DHS~~ OKDHS to obtain information from sources other than the applicant by signing the application; and
 - (I) applicant's responsibility to cooperate with federal and state ~~and federal~~ officials when ~~the applicant's~~ his or her case is selected for a Quality Control review;
- (2) collecting information necessary for determining the applicant's initial and continuing eligibility. Information is considered verified when not questionable or inconsistent with known facts, and the information provider is the primary source of the information. The Unless questionable, the worker accepts, without further verification, the:
- (A) applicant's statement concerning:
 - (i) residency;
 - (ii) relationship;
 - (iii) age;
 - (iv) living in the home of a relative payee;
 - (v) a minor parent living in the home of a relative;
 - (vi) Social Security number (SSN);
 - (vii) ~~non-liquid resources~~;
 - ~~(viii)~~ household members;
 - ~~(ix) school attendance~~; and
 - ~~(x)~~(viii) third party insurance;
 - (B) unearned income information obtained through:
 - (i) Beneficiary and Earnings Data Exchange System (BENDEX), from the Social Security Administration (SSA);
 - (ii) Supplemental Security Income (SSI)/State Data Exchange System (SDX), from SSA;
 - (iii) Unemployment Insurance Benefits (UIB), from the Oklahoma Employment Security Commission (OESC); and
 - (iv) workers' compensation documents from the Workers' Compensation ~~Court~~ Commission; and
 - (C) alien status information obtained through Systematic Alien Verification for Entitlements (SAVE), from the United States Citizenship and Immigration Services (USCIS);

(3) contacting other persons who may be able to help establish eligibility when the applicant is unable to participate in the eligibility determination because of a physical or mental disability, inability to speak English, or other difficulties;

(4) determining ~~whether~~ if the applicant is currently ~~receiving~~ receives benefits from another state, when he or she has resided in Oklahoma for less than 12 months; ■ ~~4618~~

(5) recognizing expressed or implied needs that include:

(A) determining if there is a need for crisis intervention;

(B) addressing the applicant's social services needs; and

(C) making appropriate referrals; ■ ~~4719~~ and

(6) denying the application when sufficient facts are available to substantiate ineligibility or the applicant fails to cooperate in determining eligibility. ■ ~~4820~~

(f) **SSN requirement.** ■ ~~4921~~ The applicant must provide a verifiable SSN or a pending SSN application for every person requesting food benefits, SSP, SSI-DCP, LIHEAP, or TANF benefits. The requirement for a verifiable SSN also applies to all persons whose needs are included for SoonerCare (Medicaid) benefits, except newborn children deemed eligible, per OAC 317:35-6-60, and undocumented aliens requesting emergency medical services, per OAC 317:35-5-25. ■ ~~2022~~

(1) The ~~worker accepts the~~ applicant's statement to document regarding each household member's SSN is sufficient unless the information is inconsistent or ~~there are~~ other facts or observations ~~that~~ cause the worker to question the statement. ■ ~~2423~~

(A) Persons for whom a SSN is required, but not available must be referred to the appropriate SSA office for SSN enumeration-

(i) ~~The worker uses~~ using Form 08AD101E, SSN Enumeration Referral, ~~to refer persons to the SSA office for a SSN application.~~

(ii) The return of Form 08AD101E to DHS OKDHS validates the application(s) or indicates which persons have not provided SSA-appropriate original evidence of age, identity, and citizenship. ■ ~~2224~~

(B) Parents of newborns who participate in Enumeration at Birth (EAB) receive Form SSA-2853-OP3, Message From Social Security, from hospital personnel. This receipt form is verification the newborn was enumerated at birth.

(2) When the person fails or refuses to furnish or to apply for a SSN, the worker takes action per (A) and (B) of this paragraph.

(A) For TANF purposes, the person's needs are included; however, the worker imposes a 25 percent payment standard reduction penalty until an application for or a SSN is provided. ■ ~~2325~~

(B) For food benefit, LIHEAP, and SoonerCare (Medicaid) purposes, only the needs of the person for whom a SSN is not provided or applied for are not included. ■ ~~2426~~

(g) **Citizenship requirement.** All persons applying for federal or state public assistance benefits, such as Child Care Subsidy, SNAP food benefits, LIHEAP, SoonerCare (Medicaid), SSP, or TANF must declare the citizenship or alien status for each household member applying for such benefits on the application or benefit renewal. ■ ~~2527~~ When the payee requests benefits for additional household members between application and benefit renewal, the payee completes and signs Form 08MP022E,

Declaration of Citizenship Status, to declare the citizenship or alien status of the additional household members. ■ ~~2628~~ Citizenship Refer to OAC 317:35-5-25 for citizenship and alien status requirements for persons applying for SoonerCare (Medicaid) benefits ~~is determined using specific program requirements per OAC 317:35-5-25.~~

(1) When the applicant declares that some or all of the household members applying for benefits are aliens, the worker must follow SAVE procedures, per OAC 340:65-3-4, to determine the validity of documents provided to verify legal alien status.

(2) The worker must follow each program's ~~policy~~ rules regarding citizenship and alien status requirements to determine benefit eligibility, per:

- (A) OAC 340:40-7-5 for Child Care Subsidy benefits;
- (B) OAC 340:50-5-67 for SNAP food benefits; ■ ~~2729~~
- (C) OAC 340:20-1-8, 340:20-1-10, and 340:50-5-67 for LIHEAP;
- (D) OAC 317:35-5-25 for SSP; and
- (E) OAC 340:10-15-1 for TANF.

(3) The citizenship requirements per (g)(3)(A) through (C) and (g)(4) of this Section are pursuant to Section 71 of Title 56 of the Oklahoma Statutes (56 O.S. § 71) and ~~Section 20j of Title 74 of the Oklahoma Statutes~~ 74 O.S. § 20j.

(A) Lawful status in the United States (U.S.) is considered verified when:

- (i) the person applying for benefits provides a SSN or SSA completed Form 08AD101E indicating SSA accepted the person's SSN application; and
- (ii) ~~DHS~~ OKDHS, through the automated SSN enumeration data exchange transaction with SSA, is able to verify the person's SSN. ■ ~~2830~~

(B) Prior to receiving benefits, when ~~DHS~~ OKDHS is unable to verify the SSN with SSA for a person 14 years of age or older, the person must provide a:

- (i) ~~provide~~ a signed and notarized Form 08MP005E, Citizenship Affidavit, attesting to his or her U.S. citizenship or alien status; or
- (ii) ~~provide~~ a U.S. birth certificate, U.S. passport, a Certificate of Naturalization or other acceptable document, per OAC 317:35-5-25 to verify lawful status. ■ ~~2931~~

(C) When the person fails or refuses to provide a signed and notarized Form 08MP005E or one of the documents per (g)(3)B(ii) of this Section, the worker denies or closes benefits for that person. ■ ~~3032~~

(4) The application, benefit renewal, and Form 08MP022E contain a statement informing the applicant that ~~DHS~~ OKDHS reports fraudulent claims of citizenship or lawful alien status to the U.S. Attorney and, when a fraudulent claim is made, the person may be subject to criminal prosecution.

(5) When the worker discovers a person who signed Form 08MP005E attesting to U.S. citizenship or legal alien status made a false claim:

(A) the worker sends a memo and supporting documentation to ~~Adult and Family Services (AFS)~~ the appropriate AFS Program. The memo must include:

- (i) the time frame, benefit type, and amount the person fraudulently applied for or obtained; and
- (ii) how the worker discovered the claim was false;

(B) AFS Program staff in consultation with Legal Services (LS) staff, review the memo and supporting documentation; ~~and~~

~~(C) when AFS and Legal Services staff to determine if the person made a false claim; Legal Services LS staff files a complaint with the U.S. Attorney for the applicable district based upon the venue in which the affidavit was executed when appropriate.~~

(h) **Eligibility determination.** The worker determines eligibility after the applicant or other authorized person signs the application, completes an interview, when required, and provides required proof.

INSTRUCTIONS TO STAFF 340:65-3-1

Revised ~~12-1-159-15-21~~

1. (a) ~~Except for children in Oklahoma Department of Human Services (DHS) (OKDHS) or tribal custody whose cases remain in the county of jurisdiction, applicants may apply for and receive benefits in a local county an OKDHS office, of their choice or, when known to DHS, apply online via okdhslive.org. Known to DHS means the applicant was previously listed as a payee or spouse on an existing case.~~
(b) The timeframe needed to determine eligibility varies depending on the capabilities of the applicant and the amount of verification required. Refer to Oklahoma Administrative Code (OAC) 340:65-3-5 for application processing time limits for all Adult and Family Services (AFS) benefits.
(c) When the applicant informs the worker he or she does not have the information needed to determine eligibility, the worker offers to assist the applicant in obtaining the information. The worker's assistance may range from explaining how or where to obtain proof to the worker obtaining proof when the applicant is unable to do so. The worker is not required to obtain proof for an applicant who is simply unwilling to do so.
2. (a) The authorized representative's role is defined in Supplemental Nutrition Assistance Program (SNAP) rules, per OAC 340:50-3-1 and in Child Care Subsidy program rules, per OAC 340:40-3-1.
(b) Due to the Temporary Assistance for Needy Family (TANF) program requirement to assess employment barriers and the familys' service needs of the family, the applicant must complete the application. The worker makes a home visit or conducts a virtual video conference when it is difficult or inadvisable for the applicant to come to the ~~county~~ OKDHS office.
3. (a) For the Child Care Subsidy program, when the natural or adoptive parent lives in the home but is too incapacitated to apply, another person living in the home may apply for the parent. The other person must provide proof of the parent's inability to apply, per OAC 340:40-3-1(a)(2)(E).
(b) For SNAP, any responsible household member may apply or designate an authorized representative. ~~When children live with someone else while the a~~ parent is temporarily out of the home, the worker determines the children's eligibility based on the responsible person's eligibility.
4. (a) Methods the applicant may use to apply for SNAP, and Child Care Subsidy, SoonerCare (Medicaid), when OKDHS is responsible for determining eligibility, State Supplemental Payment, and TANF include:
 - (1) completing the application electronically by:

- (A) accessing www.okdhslive.org; or
 - (B) getting help from **DHS OKDHS** or a community partner to complete the application on www.okdhslive.org;
 - (2) downloading a paper application from **DHS OKDHS-Forms and Applications for Service** and, completing, signing, and bringing, mailing, or faxing it to **DHS OKDHS**; or
 - (3) ~~going into the local county~~ contacting an OKDHS office to complete the application with a worker using the Family Assistance/Client Services (FACS) system.
- (b) ~~Methods the applicant may use to apply for SoonerCare (Medicaid) when the Oklahoma Health Care Authority (OHCA) is responsible for determining eligibility per OAC 317:35-5-63, include:~~
- (1) ~~completing the application electronically by:~~
 - (A) ~~accessing OHCA online enrollment at www.okhca.org;~~
 - (B) ~~accessing www.okdhslive.org; or~~
 - (C) ~~getting help from DHS staff or a community partner to complete the application on www.okdhslive.org or online enrollment; or~~
 - (2) ~~going into the local county office to complete the application with a worker using FACS.~~
- (c) ~~Methods the applicant may use to apply for SoonerCare (Medicaid) when DHS is responsible for determining eligibility, State Supplemental Payment, Supplemental Security Income-Disabled Children's Program (SSI-DCP), and TANF Diversion Assistance and Family Violence Emergency Assistance include:~~
- (1) ~~downloading Form 08MP001E, Request for Benefits, Form 08MP002E, Eligibility Information for Benefits, and Form 08MP003E, Rights, Responsibilities, and Signature for Benefits, from DHS OKDHS-Forms and Applications for Service and completing, signing, and bringing or mailing them to the local county an OKDHS office. The rest of the application is completed with the worker using FACS; or~~
 - (2) ~~going into the local county contacting an OKDHS office to complete the application with a worker using FACS.~~
- (d)(c) ~~Methods the applicant may use to apply for the Low Income Home Energy Assistance Program (LIHEAP) include:~~
- (1) ~~downloading Form 08LH002E, Low Income Home Energy Assistance Program (LIHEAP) Walk-In Application, from DHS-Forms and Applications for Service and completing, signing, and bringing, mailing, or faxing it to DHS completing the application electronically using www.okdhslive.org;~~
 - (2) ~~going into the local county office to complete the application with a worker phoning 405-487-5483; or~~
 - (3) ~~completing and signing the computer-generated form sent to certain recipients per OAC 340:20-1-19 and 340:20-1-20 and bringing, mailing, or faxing it to DHS requesting Form 08LH002E, Application for Low Income Home Energy Assistance Program (LIHEAP) Application, be mailed. When mailed, it is sent with a postage-paid envelope. The applicant must~~

complete and return the application by email, by faxing it to the number on the form, or by mail in the postage-paid envelope.

(d) Methods the applicant may use to apply for SoonerCare (Medicaid) when the Oklahoma Health Care Authority (OHCA) is responsible for determining eligibility, per OAC 317:35-5-63, include completing the application electronically by:

(1) accessing OHCA online enrollment at www.okhca.org; or

(2) getting help from OKDHS staff to complete the application using agency view for online enrollment.

5. (a) The nursing facility may prefer the application be handled locally, but the applicant's needs of the applicant take precedence.
(b) Cases for children in DHS OKDHS or tribal custody must remain in the county of jurisdiction.
6. (a) When the applicant applies for TANF in a county other than the one in which he or she lives, the worker and applicant together determine whether the applicant is best served by referring him or her to TANF Work activities in the county of residence or in the county in which he or she applied. Determining factors may include the availability of:
 - (1) services that best fit the applicant's skills and abilities;
 - (2) transportation;
 - (3) appropriate child care; or
 - (4) where the applicant's support network is located.(b) When indicated, workers in both counties confer to develop the most appropriate TANF Work plan for the applicant.
7. (a) A ~~signature submitted on~~ signed Form 08MP001E submitted through email or a fax is acceptable to establish a request date for the Child Care Subsidy program or the application date for the SNAP, TANF, and SoonerCare (Medicaid) programs. Form 08MA005E, Notification of Needed Medical Services, may also preserve the application date for SoonerCare (Medicaid) eligibility groups for which DHS OKDHS is responsible ~~for determining eligibility,~~ per OAC 317:35-5-63.
(b) In addition to an original signature, a signature submitted on an imaged document by email or fax is acceptable.
(c) An electronic signature submitted through OKDHSLive is considered the same as a pen and ink signature.
8. In rare situations, an applicant's name may not match records used to establish Medicare buy-in and/or data exchange.
 - (1) When an applicant has Medicare, the worker uses the name on the Medicare Health Insurance Benefits (HIB) card as the case name to facilitate matching Medicare records and completing Medicare buy-in activities.
 - (2) When, after certification, county staff or the state buy-in coordinator discovers that the case name and the Medicare HIB card name do not match, he or she changes the case name to match the HIB card. When county staff changes the name, he or she reports the name change to the state buy-in coordinator to avoid or resolve Medicare buy-in issues.

- (3) When the applicant does not receive Medicare, the worker uses the name on the Social Security card.
9. (a) When an interview is required for SNAP, per OAC 340:50-3-2, the:
- (1) county worker sends Form 08AD091E, Interview Notice, to schedule the interview because:
 - (A) it provides the option of an office or telephone phone interview; and
 - (B) advises the applicant to send proof to the ~~local county~~ OKDHS office address; and
 - (2) support center worker sends Form 08AD093E, Support Center Interview Notice, because it only provides the telephone phone interview option and advises the applicant to send proof to the Customer Services Center address.
- (b) Workers scheduling interviews for all programs except SNAP, send Form 08AD092E, Client Contact and Information Request, because Form 08AD092E allows the worker to schedule an office or a telephone interview and request required proof at the same time.
10. The worker emails TANF@okdhs.org to request approval to conduct a phone interview and explains why a face-to-face interview is not feasible. When this occurs, the worker documents the approval and reason requested in FACS case notes.
- ~~1011.~~ (a) Per OAC 340:50-3-2, staff may conduct SNAP initial and certification renewal interviews by phone. ~~When a household meets expedited services criteria per OAC 340:50-11-1, staff may approve benefits and postpone the interview for up to 30 calendar days.~~
- (b) The worker conducts a face-to-face interview when the household does not have a phone or requests a face-to-face interview.
12. The Supplemental Security Income-Disabled Children's Program service plan may also be conducted during a home visit. The worker completes Form 08MA017E, SSI-DCP Service Plan, with the child's parent, guardian, or caretaker.
- ~~113.~~ When OHCA is responsible for determining eligibility, the OHCA rules engine approves SoonerCare (Medicaid) benefits.
- ~~1214.~~ The worker is responsible for:
- (1) explaining the availability of child care subsidy benefits and child support services that may help the applicant achieve the expected outcomes of self-support and self-sufficiency;
 - (2) giving applicants applying for SoonerCare (Medicaid) or cash assistance for a child under younger than 21 years of age ~~the DHS~~ OKDHS Pub. No. 87-36, Early Periodic Screening, Diagnosis and Treatment, and the ~~DHS~~ OKDHS Pub. No. 91-25, Oklahoma Child Support Services Handbook; and
 - (3) giving applicants applying for SoonerCare (Medicaid) and a State Supplemental Payment (SSP) for a child under younger than 18 years of age ~~the DHS~~ OKDHS Pub. No. 86-150, Where to Turn for Help for Children with Disabilities.

- 4315.** The worker determines the month and effective date of the applicant's eligibility or ineligibility and the system issues the notice based on the reason for the case action.
- (1) The system does not issue a computer-generated notice when the worker denies an application using the reason code of "death or code 01" or "other or code 69."
 - (2) When the worker uses the reason code of "other or code 69," the worker issues Form 08MP038E, Notice of Action Taken, to explain the reason for the denial.
- 4416.** Refer to OAC 340:2-5 for fair hearing information.
- 4517.** When the worker completes Form 08AD092E, he or she only checks the items required to determine eligibility based on program specific policy. For example, the worker does not require proof of resources to determine eligibility for a SNAP food benefit application, in most instances, or self-employment records when no one is self-employed.
- 4618.** When the household lived in another state(s) within the last 12 months, the worker contacts the former state(s) by phone or using Form 08AD080E, Out-of-State Inquiry, to determine if the household currently receives assistance from that state(s). When the household receives cash assistance or food benefits from the other state, the worker does not approve the household for assistance in Oklahoma until the month after the assistance ends in the other state.
- (1) Per OAC 340:10-1-4, TANF receipt is limited to 60 months when an adult is included in the benefit. Refer to OAC 340:10-7-1 for residency information.
 - (2) When the applicant plans to remain in Oklahoma, Child Care Subsidy benefits may be approved for the same month benefits are approved in the other state provided there is a planned closure date. This is possible because the benefit is paid to the child care provider not the recipient.
 - (3) Per OAC 340:50-5-28, a person residing in a domestic violence shelter included in an active food benefit household may participate as a separate household in the same month when the active household includes the person who subjected the shelter resident to abuse.
 - (4) SoonerCare (Medicaid) may be approved for nursing care in Oklahoma for the same month the person received nursing home care in another state when the applicant intends to remain in Oklahoma. When approved, the worker subtracts the verified nursing home vendor payment paid by the client in the other state from the vendor payment in Oklahoma.
- 4719.** When the applicant requests help with social service needs, the worker may give or send the applicant DHS OKDHS Pub. No. 09-454, Statewide Helpline Numbers, or DHS OKDHS Pub. No. 09-454SV, in Spanish. The publication contains statewide hotline numbers and space for the worker to enter the statewide 211 information and referral phone number and contact information for local community services.
- 4820.** Refer to OAC 340:2-5 for fair hearing information and OAC 340:65-3-7 for denial information.

1921. The worker informs the applicant that **DHS OKDHS** matches the Social Security number (SSN) of each person included for benefits with data from the:

- (1) Social Security Administration (SSA) on benefits and wages;
- (2) Oklahoma Employment Security Commission on unemployment benefits and wages;
- (3) Internal Revenue Services on unearned income;
- (4) Workers' Compensation Court Commission on workers' compensation benefits;
- (5) financial institutions that participate in the Asset Verification System, when the applicant requests a SoonerCare (Medicaid) program for aged, blind, and disabled populations; or
- (6) other agencies.

2022. (a) A SSN is not required for undocumented aliens who are eligible for SoonerCare (Medicaid) emergency services, per OAC 317:35-5-25(a)(3) and (4).

(b) Per OAC 340:50-5-68 for food benefits, a newborn child is not required to have a SSN or pending SSN application until the next certification renewal or within six months following the baby's birth month, whichever is later.

(c) Per OAC 340:40-7-4 for Child Care Subsidy benefit rules, the applicant is not required to provide a SSN for any member of the household.

2123. (a) When the worker questions the applicant's statement, the worker is required only to verify that the SSN is valid and the name and SSN given by the applicant appear on the document supplied as proof. The applicant may provide a copy of each household member's Social Security card or another document that contains the person's name and SSN, such as an award letter or W-2 form as proof. The worker may use documentation in other public assistance case records or the data exchange files as proof. The worker documents the source used in FACS Case Notes.

(1) When the document provided appears to be false or altered, the worker requests a secondary proof document.

(A) When the person's name and SSN match on both documents, the worker accepts the information. The worker includes the person in the benefit when he or she meets all other factors of eligibility.

(B) When the SSN enumeration (ENU) transaction returns a discrepancy message because the SSN was not verified through data matching with SSA, the applicant must supply a copy of the person's Social Security card or proof from SSA that a SSN application is pending for the person.

(C) ~~Additional information ENU regarding the SSN process is located on the Infonet under Job Functions/Adult and Family Services/Tools/Systems Help/Data Exchange.~~ Refer to Quest article "Resolving a Social Security Number (ENU) Discrepancy" for information to resolve ENU discrepancy.

(2) The worker takes appropriate action per paragraph (3) of this Instruction when the applicant:

(A) does not provide the initial or secondary proof document;

- (B) provides secondary documentation that appears to be false or altered; or
- (C) states he or she is using a name or SSN that is not his or hers.
- (3) Appropriate action includes:
 - (A) applying a 25 percent program penalty to the TANF benefits, per OAC 340:10-12-1;
 - (B) denying or closing food benefits for the person, per OAC 340:50-5-68; and
 - (C) denying or closing SoonerCare (Medicaid) benefits for the person, per OAC 317:35-5-27; and
 - (D) not including the person in household size for LIHEAP.
- (b) When the applicant's citizenship status is in question, refer to OAC 340:65-3-1(g) and OAC 340:65-3-4(5).
- 2224.** (a) The worker gives or mails Form 08AD101E, SSN Enumeration Referral, and Form 08AD092E, Client Contact and Information Request, to the applicant to request proof the applicant applied for a SSN.
- (b) The SSA does not assign a SSN to an alien who does not have authorization from the United States Citizenship and Immigration Services (USCIS) to work in the United States (U.S.) unless the alien has a valid non-work reason for needing a SSN. ~~The SSN requirement for receiving~~ To receive benefits or services is a valid non-work reason to obtain a SSN. When making a referral to SSA for a SSN, the worker indicates the alien status on Form 08AD101E.
 - (1) When the applicant fails to return Form 08AD101E, no further referral is necessary. ~~Appropriate~~ before the worker takes appropriate action is taken.
 - (2) When SSA staff accepts Form 08AD101E for processing, ~~the returned form he or she~~ indicates SSA staff acceptance of the SSN application on the completed Form 08AD101E.
 - (A) ~~When SSA accepts the SSN application, normally issues~~ a Social Security card ~~is normally issued within two weeks for persons younger than 1 year of age~~ within two weeks of the application date. It may take up to 14 weeks to issue an original Social Security card for a person 1 year of age ~~or~~ and older. The worker advises the applicant to ~~notify the worker when the Social Security card is received so~~ provide the SSN may be recorded in the case record as soon as it is received.
 - (B) When SSA does not accept the applicant's SSN application because the applicant:
 - (i) was unable to provide the required evidence documents, the worker makes every effort to assist the applicant in obtaining the evidence documents; or
 - (ii) failed to cooperate or was not eligible for a SSN, the person's needs are not included for benefits.
 - (c) The Case Worker Activity (CWA) Report 21 lists the names of recipients who received benefits for at least 60-calendar days, are 1 year of age or older,

and do not show a SSN on FACS. Children younger than 1 year of age do not appear on the CWA report until they receive benefits for six months.

~~(1) The worker contacts recipients listed on the CWA report to determine if they received a SSN number.~~

~~(2) When a SSN number was not received, the worker gives or mails sends Form 08AD092E to all households whose case number appears on CWA Report 21 requesting the recipient they provide a SSN for the household member appearing on the report within 10-calendar days.~~

~~(3)(2) When the recipient household does not provide the SSN within 10-calendar days, the worker takes appropriate, negative action.~~

~~(4) Initial referrals using Forms 08AD092E and 08AD101E are made for children not required to provide a SSN or proof of a SSN application at certification.~~

2325. Refer to OAC 340:10-3-57(g) for TANF benefit reduction as a result of program violation.

2426. (a) There is no SSN requirement for a newborn child deemed eligible for SoonerCare (Medicaid). ~~Refer to~~ per OAC 317:35-6-60.

(b) For food benefits, when it is determined failure to provide or apply for a SSN is due to non-cooperation, refer to OAC 340:50-5-68.

2527. The applicant is not required to declare the citizenship or alien status of household members not applying for benefits. The worker must determine if the income and resources of the excluded household members are considered, using household composition rules, per:

(1) OAC 340:40-7-6 for the Child Care Subsidy program;

(2) OAC 340:50-5-1 through 340:50-5-10.1 for SNAP;

(3) OAC 340:20-1-10 for LIHEAP;

(4) OAC 340:15-1-5 for the SSP program;

(5) OAC 317:35-7-36 for SoonerCare (Medicaid) programs for persons categorically related to the aged, blind, and disabled; and

(6) OAC 340:10-3-56 for TANF.

2628. (a) Between renewal periods, the payee must complete Form 08MP022E, Declaration of Citizenship Status, before the worker adds the person to benefits.

(b) When the payee reports the additional household member at benefit renewal, Form 08MP022E is not required because the payee declares the citizenship status of the person when completing and signing the benefit renewal.

(c) When the person is 14 years of age and older, a data match with SSA must occur or the person must meet requirements, per OAC 340:65-3-1(g)(3), before the worker approves the person for benefits.

2729. Only the applicant's identity must be verified prior to the issuance of expedited food benefits, per OAC 340:50-11-5. The worker and applicant must make reasonable efforts to verify other eligibility factors prior to benefit issuance.

2830. Refer to OAC 340:65-3-1(e)(2)(f) and Instructions to Staff (ITS) # ~~619~~ through ~~423~~ of this Section and OAC 340:65-3-4(4)(A) and ITS # ~~913~~ for information about SSN ENU and the penalty for not furnishing a verifiable SSN.

2931. (a) ~~The local county office~~ OKDHS offices must make notary services available to the applicant clients.

(b) When the worker is unable to match the SSN for a person 14 years of age or and younger, benefits may be approved when allowed by the program. Refer to OAC 340:65-3-1(f) and ITS # ~~4220~~ in this Instruction for more information.

(c) The worker does not issue for persons 14 years of age and older until lawful status is verified.

3032. The worker uses reason codes 31 or 40 from ~~DHS~~ OKDHS Appendix U, Reasons for Negative Benefit Actions, when denying benefits for the entire household. When the worker denies or removes one or more persons from the benefits, the worker uses the reason "failed or refused to provide proof of citizenship" for the person.

340:65-3-2. Definitions

Revised ~~9-16-199-15-21~~

The following words and terms when used in this Subchapter shall have the following meanings, unless the context clearly indicates otherwise:

"Applicant" means a person who directly or through a person acting responsibly on the applicant's behalf, requests a formal eligibility determination for one or more programs administered by Oklahoma Department of Human Services (~~DHS~~) (OKDHS) Adult and Family Services (AFS).

"Application process" means the process by which the applicant requests benefits, completes program requirements, and provides necessary proof, and the worker determines eligibility. Any person who fraudulently represents facts, acts without authority, or exceeds his or her authority to perform a transaction may be prosecuted under all applicable criminal and civil laws.

"Client" means a person applying for or receiving services, cash assistance, or other benefits.

"Date of application" means: ■ 1

(A) the Child Care Subsidy Program does not define the application date, per Oklahoma Administrative Code (OAC) 340:40-3-1.

(i) "Request date" is ~~defined as~~ the date the applicant requests subsidized child care benefits verbally or in writing.

(ii) "Certification date" is ~~defined as~~ the date the applicant or the applicant's authorized representative completes the child care interview and provides all necessary verification to the ~~county~~ OKDHS office, including the name of the child care provider the ~~the~~ client chooses to use;

(B) ~~For~~ for Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP) food benefits, SoonerCare (Medicaid), State Supplemental Payment (SSP), and the Low Income Home Energy Assistance Program (LIHEAP), the application date is the date the applicant or a person acting on the applicant's behalf signs the application.

(i) When the application is initiated outside of ~~DHS~~ OKDHS, the application date is the date the application is stamped in the ~~county~~ OKDHS office or received electronically through okdhslive.org.

(ii) Receipt of Form 08MA005E, Notification of Needed Medical Services, preserves the date of application for SoonerCare (Medicaid) eligibility groups for which ~~DHS~~ OKDHS is responsible for determining eligibility, per OAC 317:35-5-63.

(C) ~~When DHS~~ when OKDHS staff receives a verbal request prior to the signature date on the application, staff enters the verbal request date in red above the signature date. ■ 2 The verbal request date is the application date for TANF, SSP, and SoonerCare (Medicaid) eligibility groups for which ~~DHS~~ OKDHS determines eligibility. ■ 3

(i) Per OAC 340:50-3-1, a verbal request for food benefits does not preserve the application date unless the applicant informs staff a hardship exists that prevents him or her from signing a request on that date. A hardship may exist when the applicant states no one can come to ~~the local county~~ an OKDHS office because of a situation beyond the applicant's control, such as illness, disability, or lack of transportation; and the applicant is unable to file submit the application online at www.okdhslive.org or by ~~phone at 405-487-5483~~ phoning an OKDHS office or the phone number on the www.okdhslive.org website to file obtain help in submitting the application. ■ 4

(ii) A verbal request for LIHEAP does not preserve the application date as funding for the program is limited.

(iii) The verbal request date preserves the application date only when the applicant signs the application within 30-calendar days.

(I) When the applicant fails to sign the application within 30-calendar days, no application request is considered made. ■ 5

(II) When the applicant subsequently contacts ~~DHS~~ OKDHS after 30-calendar days and completes the application process, the application date is the date the applicant completes and signs the application; and

(D) ~~When~~ when the applicant comes to ~~the county~~ an OKDHS office to request benefits and cannot stay to complete the application with a worker or no appointment times are available that day, the applicant must submit a completed and signed Form 08MP001E, Request for Benefits, to preserve the application date. When the applicant does not leave a completed and signed Form 08MP001E, an application date is not preserved and an appointment for an interview is not set.

"Inquiry" means a request for information but does not imply a request for assistance.

"Payee" means the person in the household in whose name benefits are issued. The person considered the payee varies depending on the requested programs. The payee may or may not be included in the benefit. ■ 6

(A) For the Child Care Subsidy Program, the payee must be the person responsible for the child for whom benefits are requested. The payee is not required to be related to the child. When the parent of the child is in the home, the parent must be the payee, per OAC 340:40-3-1(a)(2).

(B) For the TANF Program, the payee must have a certain degree of relationship to the child for whom benefits are requested, per OAC 340:10-3-56 and 340:10-9-1.

(C) For SNAP, the payee may be any responsible adult living in the home, per OAC 340:50-3-1.

(D) For the SoonerCare (Medicaid) Program, the payee is the person for whom benefits are requested or the person responsible for the minor child for whom benefits are requested. The payee is not required to be related to the child. When the parent of the child is in the home, the parent must be the payee.

(E) For the SSP Program, the payee is the person for whom benefits are requested. When the person for whom benefits are requested is a minor child, the child is coded as a payee with a guardian. ■ 7

(F) For LIHEAP, the payee may be any responsible adult living in the home. When the household receives other benefits, the payee is the same person shown as payee for the other benefits.

"Recipient" means a person who receives services, cash assistance, or other benefits.

INSTRUCTIONS TO STAFF 340:65-3-2

Revised ~~4-15-199~~-15-21

1. The applicant or person acting on the applicant's behalf may sign the application electronically when using OKDHSLive.
2. The worker documents the date of the verbal request using ~~case notes in the Family Assistance/Client Services (FACS) system~~ case notes.
3. A verbal request does not preserve the application date for a person in an eligibility group for which the Oklahoma Health Care Authority (OHCA) determines SoonerCare (Medicaid) eligibility.
4. The worker must document in FACS case notes why the verbal request date was used instead of the date the applicant signs the application.
5. When the person has an existing case record, the worker documents the applicant's contact with the ~~Oklahoma Department of Human Services (DHS)~~ in FACS case notes. When a case record does not exist, the worker documents the contact as information and referral only.
6. The worker does not change the case name and number when a different household member signs the Supplemental Nutrition Assistance Program (SNAP) certification renewal or other program renewal unless the household specifically requests a change. Changing the case name and number when it is not necessary may create benefit access or retrieval problems when there are multiple case records for the same household.
7. (a) When capable, a 16 or 17 year old minor child may be the payee of his or her State Supplemental Payment (SSP) benefit.
(b) When the SSP recipient is a minor child or an adult in need of a substitute payee/ or a responsible adult, the worker must enter household information in the FACS Interview Notebook Household tab for the person and the parent or other responsible adult. Information about the parent or other responsible adult must be added in order for his or her name to appear on the debit card.
 - (1) For the child or the adult in need of a substitute payee, the worker:

(A) selects "G, applicant or recipient with guardian, conservator, or substitute payee" in the "relationship to payee" field; and
(B) enters the name of the child's guardian in the "guardian, substitute payee, conservator, authorized representative, other responsible person, or extra address line" field in the FACS Interview Notebook Case Information tab.

(2) For the parent or other responsible adult, the worker selects the indicator of:

(A) "P, applicant, recipient payee or head of household" in the "relationship to payee" field; and

(B) "A, State Supplement to the aged"; "B, State Supplement to the blind"; or "D, State Supplement to the disabled" in the "benefit type" field; and "N, not included in benefit. Income and resources are not considered for benefit computation" field.

340:65-3-2.1. Counting days for providing proof, interview dates, and application time limits

Revised ~~9-15-17~~9-15-21

When counting days for providing proof, interview dates, and application time limits, the worker does not count the first day in the time period. The worker counts the last day in the time period unless the Oklahoma Department of Human Services (~~DHS~~) (OKDHS) is not open for business on that date. When ~~DHS~~ OKDHS is not open on the last day of the time period, ~~the worker gives the client~~ has until the next business day to comply with eligibility requirements.

(1) **Providing proof.** The When proof is required to determine eligibility, the worker gives the client at least 10-calendar days to provide proof, when needed, to verify his or her eligibility to receive or continue to receive benefits it. The worker assists the client in obtaining necessary proof, when requested. The worker's assistance may range from explaining how or where to obtain proof to obtaining the proof when the client is unable to do so. The worker is not required to obtain proof for a client who is able, but unwilling to do so. ■ 1

(2) **Interview date.** When the client must be interviewed, the worker sets the earliest possible interview date allowing for sufficient mail delivery time when the client cannot be reached by phone based on program requirements. ■ 2 When the client applies for:

(A) Temporary Assistance for Needy Families or State Supplemental Payment and cannot be interviewed on the application date, the worker sets the interview date at least 10-calendar days in the future and sends Form 08AD092E, Client Contact and Information Request, to inform the client of the interview date and request any required proof;

(A)(B) When the client applies for Supplemental Nutrition Assistance Program (SNAP) food benefits, and the worker interviews the client on the application date when possible. When not possible, the worker sets the earliest possible interview date, allowing for sufficient mail delivery time, and sends Form 08AD091E, Interview Notice, or Form 08AD093E, Support Center Interview Notice, to inform the client of the interview date. When the client:

~~(i) appears eligible for expedited services, the worker completes the interview within seven calendar days or, when identity is verified, may postpone the interview per Oklahoma Administrative Code (OAC) 340:50-3-2 and 340:50-11-4; or~~

~~(ii) When the household does not appear eligible for expedited services, the worker schedules the interview no later than the 20th calendar day from the application date.~~

~~(B)(C) When the client applies for Child Care Subsidy benefits, the worker interviews the client on the request date, per OAC 340:40-3-1, when possible, since the earliest approval date is the date the client completes the interview and provides all necessary proof. When the worker cannot reach the client by phone, the worker sets the earliest possible interview date, allowing for sufficient mail delivery time, and sends Form 08AD092E to inform the client of the scheduled interview date and request any required proof.~~

(3) Application time limits. Refer to OAC 340:65-3-5 for application processing time limits. To be considered timely, the worker must certify or deny an application:

(A) no later than the last business day of the time limit; or

(B) when ~~DHS~~ OKDHS is closed on the last day of the time limit, the ~~the~~ next open business day. ■ 3

INSTRUCTIONS TO STAFF 340:65-3-2.1

Revised ~~9-15-17~~ 9-15-21

1. The worker gives or sends the client Form 08AD092E, Client Contact and Information Request, to request needed proof. The worker only checks the items required to determine the client's eligibility based on program specific policy. For example, the worker does not check resources when resources are not an eligibility factor or self-employment when the client did not report that someone in the household was self-employed.

(1) When the client fails to provide all or part of the requested proof, the worker does not send a new Form 08AD092E before denying the application.

(2) When the worker requests additional proof not listed on the original Form 08AD092E, he or she must provide a new Form 08AD092E giving the client at least 10-calendar days to provide the additional information.

(3) When the client contacts the worker to check the status of the application and the client has not provided all required proof, the worker verbally informs the client what proof is needed and by what date it must be provided ~~before the worker denies the~~ to avoid application denial. The worker may resend the original Form 08AD092E with remaining required proof circled when there is sufficient time for the client to receive the form and respond.

(4) In order to provide better customer service when time permits, the worker may initiate a call to the client to inform him or her of remaining required proof and by what date it must be provided. The worker does not resend the original Form 08AD092E unless he or she is first able to explain why it is being sent and there is a reasonable period of time for the client to

receive the form and respond. Per Oklahoma Administrative Code (OAC) 340:65-1-2 Instructions to Staff # 76, an email reminder may also be sent.

(5) The worker records all face-to-face, verbal, and written client contacts in Family Assistance/Client Services (FACS) Case Notes including:

- (A) the date of the contact;
- (B) if the contact was worker or client initiated;
- (C) if the contact was face-to-face, verbal, or in writing; and
- (D) when verbal:
 - (i) any information provided by the client regarding eligibility;
 - (ii) what the worker advised the client regarding remaining required proof, when applicable;
 - (iii) if the worker resent the original Form 08AD092E or sent a new Form 08AD092E requesting additional proof; and
 - (iii) any other information the worker gave regarding the application process and time frame.

2. (a) When an interview is required for Supplemental Nutrition Assistance Program (SNAP) and the type of proof needed is unknown, the worker sends Form 08AD091E, Interview Notice, or Form 08AD093E, Support Center Interview Notice, to schedule the interview.

(1) The county office worker uses Form 08AD091E instead of Form 08AD093E because it:

- (A) provides the option of an office or phone interview; and
- (B) instructs the applicant to send proof to the local county Oklahoma Human Services (OKDHS) office address.

(2) The support center worker sends Form 08AD093E because it only provides the phone interview option and instructs the applicant to send proof to the Customer Services Center address.

(b) Workers scheduling interviews for all programs except SNAP, send Form 08AD092E because this form allows the worker to schedule an office or a phone interview and request proof at the same time.

(c) When an earlier interview date is agreed upon and the client misses the interview, FACS Case Notes must document when the client agreed to the earlier interview date. For SNAP, when a scheduled interview is missed, the worker uses the FDENY transaction to future deny the application and issue the Notice of Missed Interview (NOMI).

3. (a) When the client has at least 10-calendar days to comply with eligibility requirements, the worker ~~may deny~~ denies the application on or before the last day of the application time limit unless one of the reasons apply, per OAC 340:65-3-5(2)(A)-(D).

(1) When the client complies with eligibility requirements on the last day of the time limit, the worker approves benefits back to the first day allowed by specific program requirements.

(2) When the ~~Oklahoma Department of Human Services (DHS)~~ OKDHS offices are closed on the last day of the time limit and the client complies with eligibility requirements by the next business day, the worker approves benefits back to the first day allowed by specific program requirements.

(b) When FDENY is used for SNAP and the last day of the application time limit falls on a day ~~DHS~~ OKDHS is not open, the system waits to deny the application until the next business date. When FDENY is used, the timeliness report shows the application was completed timely.

340:65-3-4. Investigation of eligibility conditions and services planning

Revised ~~9-15-16~~ 9-15-21

The worker is responsible for collecting information necessary for ~~determining to determine~~ the client's benefit eligibility for ~~benefits~~ and addressing ~~address~~ the client's social services needs. ■ 1 When proof from a source other than the client's statement is necessary to determine eligibility, the worker uses sources described in this Section ~~are used~~. ■ 2

(1) **Home visits.** Home visits are sometimes necessary for Adult and Family Services (AFS) staff to provide services and benefits and promote safety and stability for families. All home visits are planned and coordinated ~~to prevent duplication of efforts~~ with the client.

(A) AFS staff makes home visits or other client contacts during normal work hours whenever possible. Home visits may be made outside of normal business hours when planned with the client and approved by appropriate supervisory personnel. ■ 3

(B) The AFS worker makes a home visit when:

(i) ~~there is a need to confirm the accuracy of statements made by the client and~~ he or she is unable to obtain necessary documentation from other sources;

(ii) a face-to-face interview is required and an office visit creates a hardship for the household;

(iii) a Temporary Assistance for Needy Families (TANF) benefit closes due to failure to cooperate, per Oklahoma Administrative Code (OAC) 340:10-2-2;

■ 4

(iv) it is the best method to complete or review the TANF employability plan;

(v) protective services are needed; or

(vi) the worker deems it necessary for another reason and the supervisor concurs.

(2) **Collateral contact.** A collateral contact is a person outside of the household that confirms the household's circumstances. The collateral contact may be made in person or over the phone.

(A) A collateral contact is not restricted to a particular person, but may be anyone able to provide an accurate third party ~~verification~~ confirmation of the household's ~~statement~~ circumstances. Examples of acceptable collateral contacts are:

(i) employers;

(ii) agencies, businesses, or community action groups;

(iii) migrant service agencies;

(iv) neighbors of the household;

(v) landlords; or

(vi) other persons outside of the household with knowledge of the household's circumstances.

(B) The client's signature on the application or renewal authorizes the worker to secure the required information or verification from collateral contacts. When the collateral contact requires additional written authorization before supplying information to the Oklahoma Department of Human Services (DHS) (OKDHS) regarding:

(i) ~~the client or a dependent child, the client~~ the affected adult household member signs Form 08AD060E, Request for Release of Information, to give authorization.

~~(ii) another adult household member, that person signs Form 08AD060E to give authorization.~~

(C) The worker informs the person contacted for information how DHS OKDHS ~~will plans to~~ use the requested information and the reason it is needed. ~~When the person does not want the client to know his or her identity, the worker does not record the person's name in the case record nor reveal the person's name to the client.~~ ■ 5

~~(D)(i) When worker contacts a collateral contact for information or someone contacts DHS~~ the worker with information related to the client's household's eligibility and the collateral contact requests anonymity, the worker does not record the person's name in the case record ~~nor~~ or reveal the person's name to the client. ■ 5

(ii) When the collateral contact requests anonymity, information obtained from the collateral contact cannot be used to reduce or close benefits unless the worker is able to verify the information by another source.

~~(E)(D)~~ (D) When the collateral contact provides information related to the client's eligibility that conflicts with information provided by the client, the worker gives the client the opportunity to resolve the inconsistency. ■ 65

(3) **Public records.** The worker may obtain information from public records that affects the person's eligibility without obtaining the person's consent.

(4) **Data exchange.** Automated data exchange with other agencies provides DHS OKDHS with information regarding household members' benefits, wages, taxes, Social Security numbers, and current addresses. The system compares information obtained electronically with data stored within DHS OKDHS electronic records to determine if there are discrepancies that need to be addressed. Automated data exchange information is also available within the DHS OKDHS system to determine discrepancies. ■ 76 Refer to OAC 340:65-1-2 for information regarding practices for safeguarding case information and raw tax data. The worker is responsible for:

(A) reviewing data exchange information at application and eligibility renewal. Available data exchange information screens include:

(i) Beneficiary and Earnings Data Exchange System (BENDEX); ■ 87

(ii) Buy-In Data Exchange (BIL); ■ 98

(iii) Supplemental Security Income (SSI)/State Data Exchange System (SDX); ■ 109

(iv) Social Security Administration (SSA) Beneficiary Earnings Exchange Record (BEER/BWG); ■ 4410

- (v) New Hire Employee list (NHL); ■ 4211
- (vi) Social Security Number (SSN) Verification - SSN Enumeration; ■ 4312
- (vii) Wage Data Exchange; ■ 4413
- (viii) Unemployment compensation; ■ 4514 and
- (ix) Unearned Income Eligibility Verification System (IEVS) income report (IEVS-IRS) and resource data from the Internal Revenue Service (IRS); ■ 4615
- (B) initiating appropriate queries; and ■ 4716
- (C) resolving data exchange discrepancy messages within 45-calendar days of the date the message is posted on the data exchange inquiry screen. ■ 4817
- (5) **Systematic Alien Verification for Entitlement (SAVE).** All applicants and recipients of the TANF, SoonerCare (Medicaid), Supplemental Nutrition Assistance Program (SNAP), Low Income Home Energy Assistance Program (LIHEAP), State Supplemental Payment (SSP), and Child Care Subsidy Program benefits are required to declare their citizenship status. Persons who declare themselves or their minor child non-citizens must present documentation of their legal alien status from the United States Citizenship and Immigration Services (USCIS) or other acceptable source. The status, as determined from the documentation, must be verified through the Alien Status Verification Index (ASVI) maintained by USCIS. ■ 4918
- (6) **Workers' compensation.** AFS staff reviews copies of all Workers' Compensation Court Commission documents by matching SSNs with ~~DHS~~ OKDHS records. Any court action that appears to potentially impact eligibility is forwarded to the ~~servicing-DHS~~ applicable OKDHS office for clearance. ■ 2019
- (7) **Birth verification.** For persons born in Oklahoma, ~~DHS~~ OKDHS has an agreement with the Oklahoma State Department of Health to electronically verify birth for persons with an open SoonerCare (Medicaid) benefit. ■ 2420
- (8) **Food stamp disqualification (FSD).** When a client is disqualified for SNAP food benefits due to fraud, the FSD screen shows the date the disqualification began and the length of the disqualification period. ■ 2221

INSTRUCTIONS TO STAFF 340:65-3-4

Revised ~~1-15-199~~15-21

1. When the client requests help with social service needs, the worker may give or send the client ~~Oklahoma Department of Human Services (DHS)~~ (OKDHS) Publication No. 09-454, **Statewide Helpline Numbers**, containing statewide hotline numbers. There is space on OKDHS Publication No. 09-454 for the worker to enter contact information regarding appropriate local community services and the statewide 211 information and referral phone number.
2. (a) When the client fails to present complete or consistent proof needed to determine eligibility, the worker attempts to contact the client to:
 - (1) resolve the remaining questions; and
 - (2) decide if the worker or the client will obtain necessary proof.
- (b) When the client is unwilling to help resolve the question or permit the worker to seek necessary information, the worker denies or closes the benefit, per Oklahoma Administrative Code (OAC) 340:65-3-1 or OAC 340:65-3-8.

(c) The Office of the Attorney General administers the Address Confidentiality Program (ACP) to assist victims of domestic violence.

(1) Per Section 60.14 of Title 22 of the Oklahoma Statutes, the ACP prohibits state agencies from requiring an ACP participant to provide his or her finding address.

(2) The ACP provides victims of domestic violence with an ACP authorization card. The ACP authorization card includes the:

(A) participant's name;

(B) participant's date of birth;

(C) participant's authorization number; and

(D) participant's substitute address; and

~~(E)~~ (B) the ACP toll-free phone number.

(3) The substitute address may be used as the participant's residence, school, and work addresses. It may also be used when applying for public utilities, registering to vote, or transferring school records. The substitute address is a post office box number assigned to all participants.

(4) When the client presents an ACP authorization card, the worker:

(A) does not require the client to provide his or her actual address;

~~(B) does not or~~ make a home visit; and

~~(C)~~ (B) uses the substitute address as the client's actual address when inputting information into the DHS OKDHS system, sending DHS OKDHS forms or notices to the client, or making service referrals.

(5) For more information concerning ACP refer to the Oklahoma Office of the Attorney General - Victim Services.

3. When the worker needs to contact a client outside of normal business hours because of an emergency, the worker obtains permission from his or her immediate supervisor or the county director or designee prior to contacting the client. When the immediate supervisor and county director or designee are not available, the worker takes care of the client's emergency need and notifies appropriate supervisory personnel of the situation as soon as possible.

4. Per OAC 340:10-2-2, the worker makes a home visit to determine the family's circumstances and social service needs following Temporary Assistance for Needy Families (TANF) benefit closure due to a sanction.

~~5. When a collateral contact requests anonymity, information obtained from the collateral contact cannot be used to reduce or close benefits unless the worker is able to verify the information by another source.~~

~~6~~5. (a) The worker documents in the Family Assistance/Client Services (FACS) case notes, information obtained from collateral contacts and the client's explanation regarding inconsistencies.

(b) When the worker unsuccessfully attempts to contact the client to explain inconsistencies, the worker documents what attempts were made and the action taken in FACS case notes.

~~7~~6. (a) Data exchange information is obtained by matching the client name, Social Security number (SSN), Social Security claim number, date of birth, and address from DHS OKDHS records with other state and federal agency

records. The results of the match are posted to the Information Management System (IMS) and are viewed by using various transactions. An online description of any IMS transaction is viewed by entering M space and the transaction name. For example, M space PY.

(b) PY is an index of data exchange information and case data for a particular person.

(1) To access the information, the user enters PY space and the SSN of the person being queried or enters PY space case number and person code.

(2) The user may also access PY from the EF page of the PS-2 for the person being queried by typing PY at the bottom of that page and pressing the enter key.

(A) The upper portion of the PY screen lists records from the PS-2 database for the SSN queried.

(B) The middle portion of the screen lists records from the ALFX client database.

(C) The lower portion of the screen lists types of data exchange information available for the person.

(3) The user may also enter the PY transaction code at the bottom of any data exchange screen and return to the PY screen.

(4) The worker views data exchange information by:

(A) moving the cursor to the line of information desired, typing in the transaction code, and pressing the enter key; or

(B) entering a transaction code and SSN of the person at the top of a blank IMS screen.

(c) DXL is a history screen of all data exchange discrepancy messages found on a particular person. The user may access this screen by entering DXL space SSN. The DXL screen lists the:

(1) error type;

(2) date the error was discovered;

(3) date the worker resolved the error;

(4) system code; and

(5) comparison between case income and income shown on the data exchange system.

(d) The worker is able to obtain AXL/G1DX, G3, Case Scan and case worker activity (CWA) reports from the automated caseload evaluation system (ACES) ~~by clicking on the Infonet Job Functions tab/Adult and Family Services/Eligibility Tools/ACES on Quest under Applications & Tools. When the worker clicks on AXL/G1DX, he or she is able to request an AXL or a G1DX report by entering the county number/supervisor number/worker number and clicking on the type of report needed. Review Quest articles "How to Access ACES from the Infonet" and "How to Access/Upload ACES Case Scan from FACS".~~

(1) AXL generates a list of all cases assigned to the worker by case name, case number, Zip code, open benefits, and the phone number listed on the case. Review Quest article "AXL Report" for more information.

(2) G1DX shows the differences between information reported to DHS OKDHS and information reported to agencies that share information with

DHS OKDHS through data exchange, including the Oklahoma Employment Security Commission, Social Security Administration (SSA), the Internal Revenue Service (IRS), and the United States Post Office.

(A) G1DX generates a report showing a list of discrepancies on cases assigned to the worker by case number. The report shows the name and SSN of the person with discrepant information, the type of discrepancy, the date the discrepancy posted, and the number of days pending. Review Quest articles "G1DX Report", "Types of G1DX Edits", "How to Check G1DX Edits", "G1DX Standardized Procedures" for more information.

(B) After analyzing the discrepancy and updating case information as needed, the worker clears the discrepancy using DXL.

(3) G3 messages are alerts to notify workers of information. Review Quest article "G1 Report" for more information. Examples of G3 alerts available through ACES are a:

(A) message instructing the worker to close the client's TANF cash assistance benefit because Child Support Services received child support in excess of the TANF benefit; and

(B) child protective services alert instructing the worker to contact Child Welfare Services immediately. It also instructs the worker not to inform the client of the alert. This alert is posted to the client's person information section of the Case Scan Report. Review Quest article "Protective Services Alert (PSA" for more information.

(4) When the worker clicks on case scan, he or she may select up to six CWA reports to view or may request a case scan on up to six cases. Review Quest articles "Case Scan Report" and "CWA Report" for more information. The case scan shows the:

(A) case number, name, status, address, phone number; and

(B) SSN, date of birth, age, gender, and any data exchange information available for each person on the case.

(5) When the worker clicks on CWA, he or she may enter the county OKDHS office number, supervisor number, worker number, check all reports, and types ok to view current CWA reports available for his or her caseload.

(6) When the worker clicks on MICAL, he or she can calculate income for a person and print the results for the case record.

87. Beneficiary and Earnings Data Exchange System (BENDEX). BENDEX provides verification of Social Security benefits and Medicare entitlement. To view, enter BEN space Social Security claim number. ~~The worker may view BENDEX income code information in~~ Review Quest at article "IMS: BENDEX Income Codes." Field B07 contains ~~contains~~ the Social Security claim number.

(1) When using BENDEX to verify Social Security benefits, the worker drops any cents from the gross benefit amount in BENDEX Field B27 and uses only the whole dollar figure. For example, round \$349.50 to \$349.00.

(2) When a person is dually entitled to receive Social Security benefits

under two Social Security claim numbers, the person may receive benefits under one or both claim numbers.

(A) When the person receives a combined benefit, BENDEX displays two records for the person. Each record displays a "D" for dual entitlement in Field C21 and the cross referenced Social Security claim number in BENDEX Field B20.

(i) The worker counts the income displayed under the BENDEX record with a "CP" payment status code in Field B20. The CP means current pay. The person receives the combined Social Security benefit amount under this Social Security claim number.

(ii) The worker does not count the income displayed in the BENDEX record with the "AD" in payment status code Field B20. The AD means adjusted for dual entitlement and the person does not receive income under this BENDEX record.

(B) The benefit issuance process used by the SSA may cause a \$1 or \$2 difference in the actual payment made to a person who receives combined benefits.

(C) When the person receives benefits under both Social Security claim numbers, each BENDEX record displays a CP in the payment status code Field B20. The worker adds the whole dollar figures in Field B20 together and drops the cents to arrive at the person's Social Security benefit. For example, when one record shows \$202.51 and the other shows \$361.23, the worker adds \$202 to \$361 to arrive at the person's countable income of \$563.

98. Buy-in data exchange (BIL). To view buy-in data for Part A and Part B Medicare, enter BIL space Social Security claim number. BENDEX uses the Social Security claim number, Field B07, instead of the Medicare number. ~~Additional Review additional buy-in information is located in Quest at~~ articles "Aged, Blind, Disabled (ABD): Buy-In – What is Buy-In?"; "Aged, Blind, Disabled (ABD): Buy-In – How Does the Buy-in Work?"; and "Aged, Blind, Disabled (ABD): Buy-In – Medicare Buy-in Problems and Solutions."

109. (a) SSI/State Data Exchange System (SDX). The SDX file contains data for Supplemental Security Income (SSI) applicants and recipients that is viewed by entering SDX space SSN. When using SDX to verify SSI income, the worker rounds the amount shown to the nearest dollar. For example, 1¢ to 49¢ is rounded down and 50¢ to 99¢ is rounded up. ~~Refer to Review Quest for information on~~ articles "How to Read SDX Screens", "State Data Exchange (SDX) Payment Status Codes", "State Data Exchange (SDX) Resource Codes", "State Data Exchange (SDX) Miscellaneous Codes", and "Resolving a SDX Discrepancy."

(b) SDX list (SDL). The SDL transaction is a shortcut that reduces keystrokes and provides a history list of the current and previous SDX records. To view, enter SDL space SSN. To view a particular record, move the cursor to the line of the record date selected, type SDX, and press the enter key.

110. SSA Beneficiary Earnings Exchange Record (BEER/BWG). AFS staff accesses the SSA earnings record file through the BENDEX system for all

applicants by entering BWG space SSN. SSA earnings record data is from 18 to 24 months old when received.

~~42~~11. New Hire Employee list (NHL). The NHL transaction provides information obtained from employers reporting new hires to the Oklahoma Employment Security Commission (OESC). AFS staff enters NHL space SSN to view new hire data. Refer to Quest for information regarding article "Resolving an NHL Discrepancy."

~~43~~12. SSN enumeration (ENU) transaction. ENU sends the client's name, birth date, and reported SSN to SSA to match with SSA records when the person is required to have a SSN and the SSN is not shown or is shown but not verified. SSA returns one of 12 possible messages to indicate the results of the match. The message is posted to ENU, G3, and PY. When the SSN is verified, ENU updates the FACS Interview Notebook/Household tab/SSN field, PS-2 block F42, with Y. Detailed information regarding ENU is available in Quest at articles "IMS: Social Security Number (SSN) Enumeration (ENU)-" and "Resolving a Social Security Number (ENU) Discrepancy."

~~44~~13. Wage Data Exchange (OWG). ~~DHS~~ OKDHS receives wage data from OESC and compares it to case data. Discrepancies are posted to the G1DX screen. When a discrepancy exists, the worker contacts the client or employer to confirm the employment, wages earned, and available medical insurance information on the employee and his or her dependents. To view available data, enter OWG or OWC space SSN. Review Quest article "Resolving an Employment History (OWG) Discrepancy."

~~45~~14. Unemployment Compensation (UIB). A computer match is made weekly of ~~DHS~~ OKDHS cases in active or application status with Unemployment Insurance Benefits (UIB) files. To view, enter UIB space SSN. Review Quest article "Resolving an Unemployment Compensation (UIB) Discrepancy."

~~46~~15. Federal Tax Information (FTI). Select AFS staff, designated as FTI specialists, may view certain FTI received through IRS matched records by using the income eligibility verification (IEV) transaction. Refer to OAC 340:65-1-2 for information regarding safeguarding FTI.

(1) The IEV transaction displays unearned income as reported by the tax payer on a federal income tax return. The unearned income may include income types not considered on the case or income already reported and used in determining benefit amounts.

(A) The worker must not delay processing application and renewal determinations because of an IEV discrepancy.

~~(2)~~(B) The FTI specialists may view more detailed information on the FTI, such as the payer's address and a brief explanation of the document type code by using the WGD transaction.

~~(3) The worker must not delay processing application and renewal determinations because of an IEV discrepancy.~~

~~(4)~~(C) FTI specialists are responsible for clearing IEV discrepancies. Until the client provides independent verification of FTI shown on the IEV screen, the FTI specialist does not:

~~(A)(i)~~ document or reference anything about FTI in FACS case notes, imaged documents, or the physical case record; or

~~(B)(ii)~~ reference FTI on any form or notice sent to the client.

~~(5)(D)~~ Once the client provides independent proof of the unearned income, it is no longer considered FTI and staff may document the income in FACS case notes and the case record.

~~(5)(E)~~ When the worker must prepare an overpayment referral, hearing documents, or an investigative report that includes FTI, the FTI specialist assists in preparing and securing necessary documents as appropriate. The case record must indicate that such documents were secured by the FTI specialist and do not reference the specific FTI.

(2) Workers no longer have access to quarterly wage information (QTRI) from SSA as it is considered FTI. QTRI information may be used to determine if an alien is qualified and eligible to receive Supplemental Nutrition Assistance Program, Low Income Home Energy Assistance Program, or SoonerCare (Medicaid) benefits due to 40 qualifying quarters of coverage under Title II of the Social Security Act.

(A) The client may obtain this information online after creating an account at SSA.gov and clicking on My Social Security. To create an account, the client must provide basic demographic information and an email address. Once the client creates an account, he or she is sent a security code and can then access his or her earnings record.

(B) The earnings record shows yearly earnings. OKDHS Appendix C-1, Schedule XII, Maximum Income, Resource, and Payment Standards, shows the SSA minimum earnings for a quarter of coverage.

4716. Online query transactions available on IMS for requesting specific types of data on a person are:

(1) Oklahoma Wage Link (OWL). The OWL transaction is an online query received from OESC that lists the last two quarters of employment and current UIB information. The worker MUST access available data at initial application and at each renewal by entering OWL space person's SSN.

~~(2) Quarters covered (QTRC/QTRI). The worker uses the QTRC transaction to query the SSA earnings file for a determination of covered quarters of employment. When requesting the information, the worker enters QTRC space SSN.~~

~~(A) The worker enters identifying information about the person on the screen and presses enter.~~

~~(B) After a confirmation screen appears, the worker presses the enter key a second time to release the query. Normally, the response is returned in two to three business days and displays on the QTRI screen.~~

~~(C) To access the data, the worker enters QTRI space SSN or by using the PY screen. When using PY, move the cursor to the line marked QTR, type in QTR, and press the enter key. This screen displays the number of covered quarters for the person as well as other information.~~

- ~~(D) When information does not return within three business days, the worker re-initiates the request; and~~
- (3) Third Party Query (TPQYC/TPQYI). Verification of SSI, Social Security benefits, Medicare, and the person's SSN may be obtained through the automated Third Party Query procedure. This procedure accesses the same file that produces SDX and BENDEX data. A SSA verification record may also be requested by using the TPQYC transaction.
- (A) To access this online transaction, type TPQYC, space, and case number, enter the SSN when prompted, and confirm the information entered.
- (B) When no response is received within 48 hours of the request, repeat the process.
- (C) The TPQYC transaction generates online data that is returned to the requester electronically.
- (i) Information verified with this procedure is generally the most current because SSA records may be updated at various times during any given month. Therefore, data on TPQYC responses may or may not agree with data appearing on the SDX or BENDEX file for the same person.
- (ii) To view the returned data, the worker enters TPQYI space SSN or enters the TPQ transaction code while on the PY screen. ~~In Review Quest, refer to~~ articles "IMS: How To Initiate a TPQYC Request" and "What is TPQYC?" for more information.
- (iii) When using TPQYC to verify:
- (I) Social Security benefits, the gross benefit amount is rounded down to a whole-dollar figure; or
- (II) SSI income, net amounts are given. This figure is rounded to the nearest dollar. For example, 1¢ to 49¢ is rounded down and 50¢ to 99¢ is rounded up.

4817. Data exchange information is routinely compared with ~~DHS~~ OKDHS records. When discrepant information is detected, discrepancy messages post to IMS automatically. These messages are accessible by using transactions G1DX, G3, and PY. All discrepancy messages must be cleared using the DXD transaction within 45-calendar days of the error posting.

- (1) G1DX displays a list of discrepancy messages by ~~DHS~~ OKDHS office number. The worker accesses discrepancies by entering G1DX space ~~DHS~~ OKDHS office number and location code. A more detailed list is obtained by entering G1DX space, ~~DHS~~ OKDHS office number, location code, supervisor number, and district number. Refer to Instructions to Staff # 86 of this Section for more information.
- (2) G3 displays an expanded message. The user accesses this screen by entering G3 space case number.
- (3) One of the G1DX discrepancies that may appear on a worker's G1DX report is an address discrepancy. An address discrepancy starts with the letters "AD." When an address discrepancy appears, the worker must contact the client to verify the current address before updating the address

in FACS and clearing the discrepancy. More Review Quest articles "Address Discrepancy and Integrity", "Resolving an Address (ADC) Discrepancy", and "Address Discrepancy and Integrity Project Acronyms" for more information regarding address validity and integrity is available under ~~Systems Help/Data Exchange/Address Validity and Integrity.~~

(4) The date data exchange discrepancies called "prisoners" (PRS) and "date of death" (DOD) are available from SSA. Discrepant information appears as alerts on G1DX. Information may be old or incorrect so the worker must attempt to confirm the information before taking action. SSA receives and sends information to DHS OKDHS for:

(A) PRS from some, but not all prisons, jails, other penal institutions or correctional facilities, certain mental health institutions, and various third parties, including media sources. SSA maintains this data to identify Supplemental Nutrition Assistance Program clients who 'are currently' or 'have been incarcerated'. The worker accesses the incarceration dates by typing PRS next to the SSN on the G1DX results and hitting enter. A detail screen displays with incarceration dates. Review Quest article "Resolving a Prisoner Data Exchange (PRS) Discrepancy" for more information; and

(B) DOD from local State Departments of Health. The G1DX screen displays the date of death for persons that were reported as deceased by SSA but appear to be receiving DHS OKDHS benefits. Review Quest article "Resolving a Date of Death (DOD) Discrepancy" for more information.

(5) The worker uses DXD to clear the data exchange discrepancy after documenting the information in FACS case notes and taking appropriate action. The user accesses this screen by entering DXD space case number. When the screen appears, the user enters his or her SSN, system type, and a reason code to show the error caused a reduction "reason code 7", an increase "reason code 9," or no change in benefits (reason code C) and presses enter. After pressing enter, the system requests confirmation. When the user selects Y, the transaction clears the error from G1DX and G3 and posts a resolution date on the DXL screen.

~~1918.~~ (a) The worker accesses the Alien Status Verification Index (ASVI) through a web-based online system at <https://save.uscis.gov/Web/vislogin.aspx?JS=YES>. Online responses are returned for the initial and additional verification inquiries. The worker images and files the online verification number or entire verification record in the case record or copies and pastes the information into FACS case notes.

(1) Initial verification responses are returned in three to five seconds. Initial verification is initiated when at least one of the documents in (A) through (J) appears to be valid, is available, and has an A-number of A0000001 through A59999999, A70000000 through A79999999, or A90000000 through A9999999. Documents include forms:

(A) I-551, Permanent Resident Card;

- (B) I-797A, Notice of Action, issued to an applicant as a replacement Form I-94;
 - (C) I-766, Employment Authorization Document;
 - (D) I-327, Permit to Reenter the United States;
 - (E) I-571, Refugee Travel Document; or
 - (F) I-94 or I-94A, Arrival/ Departure Record endorsed, in a foreign passport, for persons younger than 1 year of age.
- (2) The worker uses the same website to request additional verification as initial verification or submits Form G-845, Verification Request, to the United States Citizenship and Immigration Services (USCIS). The website method is preferred since a response is returned in three-federal business days as opposed to a 10-business day paper response time using Form G-845. Benefits of persons who are otherwise eligible are not delayed, closed, or reduced due to the non-receipt of a response from USCIS.
- (3) The worker initiates additional verification immediately, when:
- (A) the person provides documents that appear counterfeit or altered;
 - (B) there is no A-number on any document;
 - (C) an A-number in the A60000000 or A80000000 series appears on any document;
 - (D) any USCIS fee receipt other than I-687, Application for Status as a Temporary Resident, is presented; or
 - (E) Form I-94 in a foreign passport has an endorsement processed more than one year ago from the current date.
- (b) USCIS is responsible for determining immigration status. AFS reports the names and addresses of persons applying for or receiving benefits who are determined to be residing in the U.S. unlawfully to USCIS. The worker reports to AFS program staff the names and addresses of applicants or recipients who:
- (1) admit illegal aliens are present in the household and present USCIS information that appears to be forged; or
 - (2) present a formal order of deportation or removal.
- ~~2019~~. The worker images and files the court document in the case record and documents any case action in FACS case notes.
- ~~2120~~. The availability of new birth records within a previous five-month period is dependent upon reporting time frames of hospitals, midwives, and birth centers. When a data match occurs, the system updates the "citizenship verification" and "citizenship verification date."
- ~~2221~~. Review Quest article "Disqualifications (FSD Transaction)" for food stamp disqualification (FSD) information. To display FSD screen, enter FSD space SSN.
- (1) The FSD is indicated on the PY screen so a separate transaction is not necessary when the PY transaction is used first.
 - (2) When fraud is determined for the Supplemental Nutrition Assistance Program (SNAP) or TANF this information is updated on the FSD screen.
 - (3) For SNAP rules, refer to OAC 340:50-15-25 and 340:65-9-4 for TANF Program rules.

340:65-3-5. Application process

Revised ~~9-15-17~~9-15-21

The worker certifies or denies an application received online or in the local **county** office within time limits specified in paragraph (1) of this Section.

(1) **Application processing time limits.** An application must be processed within program specific time limits. Refer to Oklahoma Administrative Code (OAC) 340:65-3-2.1, when the last day of the time limit falls on a day the Oklahoma Department of Human Services (~~DHS~~) (OKDHS) is not open for business. The time limits are:

- (A) Temporary Assistance for Needy Families (TANF) – 30-calendar days;
- (B) Title IV-E Foster Care – 30-calendar days;
- (C) Supplemental Nutrition Assistance Program (SNAP) - 30-calendar days unless the household is eligible for expedited service. When the household is eligible for expedited service, the application must be completed within seven-calendar days per OAC 340:50-11-4;
- (D) State Supplemental Payment (SSP) for persons:
 - (i) ~~persons~~ categorically related to Aid to the Aged - 30-calendar days; and
 - (ii) ~~persons~~ categorically related to Aid to the Blind or Disabled - 60-calendar days;
- (E) SoonerCare (Medicaid) benefits for:
 - (i) persons categorically related to Aid to the Aged - 30-calendar days;
 - (ii) persons categorically related to Aid to the Blind or Disabled - 60-calendar days;
 - (iii) Optional Tuberculosis (TB) Coverage group - 45-calendar days; and
 - (iv) persons requesting long-term care services - 45-calendar days;
- (F) TANF Emergency Assistance - five working days;
- (G) Low Income Home Energy Assistance Program (LIHEAP), per OAC 340:20-1-14:
 - (i) 60-calendar days of the application date for winter heating and summer cooling; or
 - (ii) no later than 18 hours of the application date for an Energy Crisis Assistance Program (ECAP) application involving a life-threatening medical situation or 48 hours for all other ECAP applications;
- (H) Refugee Medical Assistance - 30-calendar days; ~~and~~
- (I) Child Care subsidy benefits – two-business days from the date the interview is completed and required proof is provided or, when not provided, within 30-calendar days;
- (J) Diversion Assistance – seven working days; and
- (K) Family Violence Emergency Assistance – 30-calendar days.

(2) **Delayed applications.** When it is not possible to process the application timely, the worker sends the applicant Form 08MP038E, Client Notice of Action Taken, advising to inform the client of the reason for the delay and the applicant's hearing rights. An application is not denied when it cannot be processed timely due to: ■ 1

- (A) the applicant's failure or delay in providing needed information because of circumstances beyond the applicant's control;
- (B) an examining physician's failure or delay in supplying needed information;

(C) the Social Security Administration's failure or delay in making a disability decision; or

(D) the worker's failure to take timely action.

(3) **Certification for cash assistance.** When ~~all conditions of~~ TANF eligibility ~~are~~ is established for the application month, certification is effective from the application date and benefits are prorated per (5) of this Section. ■ 2 When SSP eligibility is established for the application month, certification is effective from the first day of the month and the SSP is not prorated.

(A) When a TANF applicant requests benefits for an additional person after the application date, but before certification, the worker approves benefits for the additional person effective on the same date as the rest of the assistance unit. ■ 3

(B) When a TANF recipient requests benefits for an additional person after certification, the recipient must complete a new application ~~for~~ before the additional ~~benefit~~ person is added to the TANF benefit. When eligible, the worker prorates benefits for the additional person from the application date per (5) of this Section. ■ 4

(C) A retroactive payment may be authorized for any month the worker establishes eligibility prior to the current month. An application denied in error must have payment authorized for the period eligibility is established. ■ 5

(D) A certification is valid even when a month of ineligibility is determined between application and the date the certification action is taken. An applicant who is ineligible for the month of application and eligible for a subsequent month, is certified effective the first day of the subsequent month. ■ 6

(4) **Notice of ineligibility.** When an applicant is ineligible, a computer-generated denial notice is sent to the applicant explaining the reason. The applicant may request a fair hearing within the period of time specified in the notice. ■ 7

(5) **Proration of TANF benefits.** When eligible, the worker certifies a TANF application from the application date and prorates the initial month's benefit, unless the applicant applied on the first day of the month or received a TANF benefit for the previous month and is eligible to be reopened per OAC 340:65-5-6. ■ 8 Proration also applies for the first month the worker adds an additional person to an open TANF cash assistance benefit. ■ 4 The family is eligible for the full TANF benefit effective the following month, when applicable.

(A) The worker refers to ~~Schedule IX on~~ OKDHS Appendix C-1, Maximum Income, Resource, and Payment Standards, Schedule IX to determine the full monthly TANF benefit before computing the prorated benefit.

(B) The worker uses Appendix B, Prorated TANF and Food Benefit Payment, to compute the prorated benefit amount or the formula: $31 - \text{application date} \times \text{full monthly TANF benefit} \div 30 = \text{the prorated payment}$. The prorated payment is rounded down to the lower dollar amount.

(i) When the prorated benefit is less than \$10, the family is not eligible for a money payment, but is eligible for SoonerCare (Medicaid) benefits for the entire month.

(ii) When food benefits are certified at the same time or after the TANF certification in the TANF case for the month the TANF payment is prorated,

the food benefit unearned income is automatically updated to show the TANF benefit before proration.

(iii) The computer-generated client notice shows the benefit amount for the initial month and following month.

INSTRUCTIONS TO STAFF 340:65-3-5

Revised ~~10-1-169-15-21~~

- 1. ~~Case Notes in the~~ The worker must clearly document in Family Assistance/Client Services (FACS) system must clearly document case notes what circumstances caused the delay. Temporary Assistance for Needy Families (TANF) and State Supplemental Payment (SSP) delayed application rules are located in this Chapter. For other program specific procedures, refer to:
 - (1) Oklahoma Administrative Code (OAC) 340:50-9-4 for Supplemental Nutrition Assistance Program (SNAP); and
 - (2) OAC 340:40-3-1(a)(8) for Child Care Subsidy.**
- 2. Refer to OAC 340:65-3-5(5) for proration of benefits.**
- 3. When the applicant requests TANF benefits for an additional person prior to certification, the applicant is not required to complete a new application. The worker approves benefits for the person as if he or she was included at the time of application. For example, the applicant applies for TANF on June 2, ~~2015~~ 2020, and requests benefits for an additional child on June 10, ~~2015~~ 2020. Since the application is pending on June 10, ~~2015~~ 2020, the worker adds the child to the TANF benefit effective the certification date.**
- 4. (a) Refer to OAC 340:65-5-1(a)(3) and Instructions to Staff # ~~65~~ regarding household composition changes after certification.**
(b) To approve benefits for the additional person, the worker:
 - (1) enters a change action in the FACS Eligibility Notebook Financial Eligibility tab for the next effective date;
 - (2) adds the person to the FACS Interview Notebook Household tab;
 - (3) adds countable income to the FACS Eligibility Notebook Income tab; and
 - (4) issues a supplement for the application month and, when necessary, the next month using the F17C transaction.
- 5. (a) The worker must use the F17C transaction to issue a TANF benefit for a prior month when food benefits are open and countable income is different for the prior month than for the current month. The F17C transaction must also be used to issue any months prior to the immediate prior month when food benefits are open and the unfinished issuance process cannot be used.**
(b) When the F17C transaction is used, the worker must send Form 08MP038E, Client Notice of Action Taken, to notify the applicant as the F17C transaction does not issue a notice.
- 6. When a month of ineligibility occurs between application and the date the certification action is taken, the worker:**
 - (1) uses the F17C transaction to issue any prior month benefits;

- (2) sends Form 08MP038E to deny the ineligible month and inform the applicant of the retroactive certification; and
- (3) certifies the TANF benefit in the FACS Financial Eligibility tab for the next effective month.

7. Refer to OAC 340:2-5 for fair hearing procedures.
8. Refer to OAC 340:10-2-2 when reopening the TANF benefit after a sanction.

340:65-3-6.1. Electronic Benefits Transfer [INSTRUCTIONS TO STAFF ONLY]

Revised 6-1-08

Food and child care benefits are delivered by a statewide Electronic Benefits Transfer (EBT) system. ■ 1

INSTRUCTIONS TO STAFF 340:65-3-6.1

Revised ~~1-15-199~~-15-21

1. (a) **Electronic benefits transfer (EBT) system.** EBT provides an electronic method to deliver Supplemental Nutrition Assistance Program (SNAP) food benefits and Child Care Subsidy Program child care benefits to eligible clients and to pay child care providers. The EBT system provides access to these benefits through the client's use of an EBT card, called Access Oklahoma, and a personal identification number (PIN).
 - (1) Clients choose their own PIN numbers when they receive their initial benefits. When they receive SNAP food benefits and Child Care Subsidy benefits, they may use the same PIN for both benefits, but must PIN each benefit separately before they can use their Access Oklahoma card. Clients may PIN their cards at the ~~local county~~ OKDHS office or call the integrated voice response (IVR) number at 888-328-6551. When they call the IVR number, they choose option 1 for SNAP and option 3 for Child Care Subsidy.
 - (2) For SNAP, the EBT system credits benefits to the client's food benefit account. The client uses an Access Oklahoma card to purchase food from a business approved by the United States Department of Agriculture to accept food benefits.
 - (3) For Child Care Subsidy, the EBT system tracks time and attendance for approved children and processes child care provider payments. The client uses the Access Oklahoma card to swipe attendance at the child care facility. Child care providers are paid based on swiped attendance.
- (b) **Training.** The client and the designated authorized representatives must view the Oklahoma Department of Human Services (~~DHS~~) (OKDHS) Client EBT Training Videos DVD 2017 before they are issued an EBT card. SNAP and the Child Care Subsidy Program have different training videos on the same digital versatile disc (DVD). When the client applies for both programs, he or she must view both DVD videos. The DVD videos are available in English, Spanish, and closed-caption in English and Spanish. The county director or designee orders the DVD videos from Financial Services (FS) Electronic Payment Systems (EPS) Unit staff.

(1) Effective training is the best defense against repeated card replacements. County directors are encouraged to monitor EBT training to determine its effectiveness.

(2) FS EPS staff are available to visit ~~county~~ OKDHS offices to assist in training new EBT specialists in the use of the Administrative Terminal (AT) system. County office training of clients and authorized representatives may be conducted by any staff member familiar with EBT.

(3) There is no requirement to view the EBT video again unless a client is not using his or her EBT card appropriately, ~~repeatedly requests replacement cards,~~ or the EBT video was revised since the last time the client was approved for benefits. Refer to Oklahoma Administrative Code (OAC) 340:40-10-3 when a client receiving child care benefits misuses an EBT card.

(c) Access Oklahoma card issuance. An initial Access Oklahoma card for food and/or child care benefits is issued to the payee after the benefits are placed in application status and the payee views the EBT training video. A second Access Oklahoma card may be issued per program for a designated authorized representative, per (d) of this Instruction. When SNAP and Child Care Subsidy benefits are included in the same case, the client may choose a different authorized representative for each program. Refer to OAC 340:50-3-1 for information regarding SNAP authorized representatives and OAC 340:40-3-1 regarding Child Care Subsidy authorized representatives.

(1) FS EPS staff remotely print initial SNAP only and SNAP with Child Care Subsidy Access Oklahoma cards to the ~~local county~~ OKDHS office embosser and, in instances described in (e)(2) of this Instruction, replacement cards when requested by ~~county~~ OKDHS office or support center staff. An EBT card is considered an initial card, when:

(A) a client applies for SNAP benefits for the first time;

(B) a client is given a new case number;

(C) there is a change in payee or authorized representative; or

(D) the payee or authorized representative never had the initial card printed.

(2) To request EPS assistance, ~~county~~ OKDHS office or support center staff enters CARDR in the Information Management System (IMS). On the top half of the CARDR screen, staff enters all necessary information and clicks the enter key. The CARDR screen requests that staff verify the entered information is correct. After checking to ensure the entered information is correct, staff clicks the enter key again. Review Quest article "EBT – Requesting EPS to Print an EBT Card" for more information.

(A) EPS staff remotely prints the card from EPPIC to the ~~county~~ OKDHS office embosser and then sends the last four digits of the new card number back to the ~~local county~~ OKDHS office on the CARDR screen to confirm the card printed correctly.

(B) When the card prints correctly, the EBT specialist enters a "Y" on the CARDR screen in the "county office action" field and hits enter to complete the request. When the card does not print correctly, the EBT

- specialist enters an "N" and comments on the CARDR screen and then hits enter to let EPS staff know the card needs to be reprinted.
- (3) The EBT specialist prints Access Oklahoma cards with child care only benefits. Access Oklahoma cards containing SNAP food benefits must be remotely printed by FS EPS staff to the county embosser. Since child care providers are not paid until the worker approves the child care application, authorizations must be completed in a timely manner. Child care providers have the right to decline serving children receiving Oklahoma Department of Human Services (DHS) (OKDHS) child care benefits until an approval is received.
- (4) Conduent staff print and mail SNAP replacement cards per (e) of this Instruction. They do not have access to the EPPIC system and cannot print and mail child care EBT cards.
- (5) Before giving a person an EBT card, county OKDHS staff verifies the person's identity. Government-issued identification with a photograph is best, but not required, as any method used to identify a person for program purposes is acceptable. The person selects his or her own PIN when an initial card is issued and when the person wants to change his or her PIN.
- (d) Authorized representative card issuance. When the client requests an authorized representative, he or she must do so in writing, on a signed application or renewal or by naming the authorized representative on a signed statement. For SNAP benefits, the statement must clearly indicate that the client wants to allow the authorized representative access to the household's food benefits in order to purchase food for the household. The authorized representative must also view the EBT training video per (b) of this Instruction.
- (1) Before an EBT card may be issued for an authorized representative, the worker must enter the authorized representative's name, date of birth, Social Security number (SSN), mailing address, and phone number in the information management system (IMS) using the EBTU transaction. To view instructions for entering or editing information on EBTU, enter "M" space EBTU.
- (2) The worker must also enter the authorized representative's name in the "extra address/guardian name" field (block A32) and an "R" in the "extra address indicator" field (block A33) in the Family Assistance/ Client Services (FACS) Interview Notebook, Case Information tab.
- (e) Replacement card issuance. The person whose name appears on the EBT card must be the person who requests a replacement card.
- (1) When a client or authorized representative requests replacement of a lost, stolen, or destroyed SNAP only EBT card, county OKDHS staff instructs the person to call Conduent at 1-888-328-6551 or to go online at www.connectebt.com/ to cancel the current card and request a replacement card. Conduent mails the replacement card by the next business day after the person requests card cancellation and a replacement card. Replacement cards take seven to 10-calendar days to be

delivered. Conduent does not replace EBT cards containing only child care benefits.

(A) An EBT card is considered:

- (i) lost when the client had an EBT card but cannot locate it;
- (ii) damaged when the EBT card is unreadable, the magnetic strip no longer works, or is torn; and
- (iii) stolen, when the client files a police report.

(B) When a person calls Conduent to request a replacement card, he or she is asked to provide the EBT card number and PIN.

(i) When the person does not know the EBT card number, he or she waits to answer until prompted to enter the card number, report a lost or stolen card, or to enter personal information. The person then chooses option three to enter personal information and is then prompted to provide his or her SSN.

(ii) When the person enters a valid SSN on file in IMS, the person is prompted to enter his or her date of birth and then the PIN number. When the SSN and date of birth match the PIN number provided, the person is then asked to select different options that includes replacing an EBT card.

(iii) When the client does not know the PIN number, he or she is directed to contact the county OKDHS office for card replacement. County staff confirms the person's identity and then emails FS EPS staff at *EBT.Notifications@okdhs.org to request a replacement card be mailed to the client. Staff must include the client's case number, the name of the card holder, and confirm the address in the information management system (IMS) is correct.

(C) When the client calls Conduent to report a stolen EBT card and request a replacement, in addition to cancelling and replacing the EBT card, Conduent staff records:

(i) the reason and circumstances for the request for cancellation and the exact date and time the call is received. This provides a tracking mechanism for any disputes that may arise if the client claims that benefits were taken from the account after the card was reported stolen; and

(ii) what information the client provided to identify himself or herself. The client is frequently asked about the last place he or she used the card, the amount of the purchase, and where he or she usually shops. This further documents the report and assists law enforcement officials in efforts to determine if EBT card trafficking is involved.

(2) When a client requests more than four food benefit replacement cards in the last 12 months, a notice is sent to the client explaining:

(A) the household's EBT transactions will be closely monitored;

(B) what is considered misuse or trafficking of the EBT card; and

(C) if the number of replacement cards ordered continues to increase, the Office of the Inspector General may conduct an investigation to ensure no fraudulent activities occurred.

(2)(3) County office staff only requests EPS assistance in printing a SNAP only or SNAP with child care replacement card, per (c)(1) of this Instruction, for reasons described in (A) through (E) of this subparagraph. EPS staff remotely prints the replacement card in the county OKDHS office the same day as requested. Assistance is requested, when:

(A) SNAP expedited services are approved for the month the replacement is requested;

(B) an EBT card was previously issued but the applicant never received benefits or has not received food benefits within the last 24 months;

(C) a card containing SNAP benefits is returned to the county OKDHS office because it is demagnetized or in an unusable condition. When this occurs, the card is immediately deactivated and destroyed;

(D) the county director approves requesting EPS assistance because of special circumstances, such as when a homeless person uses the county OKDHS office as his or her mailing address, when a treatment center client leaves the treatment center, or any other limited circumstance when a replacement card is needed right away; or

(E) the client requested a replacement card from Conduent, but the card was not received.

(i) Before requesting a replacement card from EPS, county staff checks to ensure:

(I) the client's address is correct in IMS and in EPPIC. When the address is not correct, staff updates the address in IMS;

(II) it has been more than 10-calendar days since Conduent issued the replacement card; and

(III) there has been no activity on client's EBT card since the replacement was requested.

(ii) When these conditions are met, the client has the option of requesting Conduent mail another replacement card or going to the county OKDHS office to request a replacement card be issued that day. When the client requests a replacement card from the county OKDHS office, staff must enter information in the Comments area of the CARDR transaction stating the address was checked and is correct and, it has been more than 10-calendar days since Conduent issued a replacement card.

(3)(4) EBT specialists in the county OKDHS office issue replacement cards for child care only benefits within two-business days of the person's request. When the EBT card contains SNAP food benefits, FS EPS staff remotely prints the EBT card to the county office embosser.

(4)(5) When the client comes to the county OKDHS office to request a replacement card but leaves prior to receiving the printed card and does not return before the end of the business day, the EBT specialist destroys and logs the card that same day on Form 10EB02E, Daily Card Issuance

Report. A new card is issued when the client returns to the county OKDHS office.

(f) Misuse of EBT card. When DHS staff becomes aware the client or authorized representative is misusing his or her EBT card, the EBT card may be cancelled by FS EPS staff or by the county EBT specialist. The EBT specialist cannot issue a replacement card containing SNAP benefits.

(1) Misuse of the EBT card for child care subsidy benefits may occur when the client or authorized representative gives his or her EBT card to another person, such as the child care provider, to swipe attendance or the client knowingly swipes incorrect attendance dates and times. Refer to OAC 340:40-10-3 for child care procedures.

(2) Misuse of the food benefit EBT card ~~for food benefits~~ occurs when the client's EBT card number is continually entered manually. FS EPS staff receives a report from the Office of the Inspector General showing when this occurs. When FS EPS staff receives this report, he or she:

(A) notifies the client by letter that the client's EBT card will be deactivated 30-calendar days from the date on the letter because only manually entered transactions are being used unless the client obtains a new EBT card from the county OKDHS office and watches the training video prior to the end of the 30-calendar day period; and

(B) deactivates the EBT card 30-calendar days from the letter-issuance date when the client does not watch the video and obtain a new EBT card before that date.

(g) Food benefit issuance dates. The date food benefits issue varies.

(1) ~~DHS~~ OKDHS sends regular roll benefits to Conduent after deadline each month. Regular roll food benefit issuance is staggered and issued over three days each month to improve SNAP households' access to fresh food products, particularly in rural areas with smaller grocery stores. The date food benefits issue for a household is determined by the last digit of the household's case number. Food benefits issue on the:

(A) first day of the month for case numbers ending with zero through three;

(B) fifth day of the month for case numbers ending with four through six; and

(C) tenth day of the month for case numbers ending with seven through nine.

(2) Food benefits certified for the current month issue based on the staggered schedule in (1) of this subsection when:

(A) the household is not eligible for expedited service; and

(B) the regular roll issuance date is a future date.

(3) Food benefits issue immediately:

(A) for the first month of certification when the household is eligible for expedited food benefits or the regular roll issuance dates have already occurred for the month. Benefits for the next month are issued based on the information in (1) of this subsection;

(B) when the household is certified for a retro month; and

- (C) when the household is approved for supplemental or replacement food benefits.
- (4) When benefits are posted by Conduent, the status block changes to "P." Refer to the "BN" transaction by entering "M space" BN."
- (h) Payee change. When Before changing the payee changes on a case, the worker determines whether to give the new payee access to the current account balance ~~before changing the payee on the case~~.
- (1) To grant access to the food benefit account balance, the worker first codes the new payee as the authorized representative under the former payee on the FACS Case Information tab, by entering the new payee's name in the 'extra address/guardian name' field (block A32) and an "R" in the "extra address indicator" field (block A33) and then adding the new payee information on the EBTU screen. When there is already an authorized representative on the case, the EBT specialist must cancel his or her EBT card before making the new payee the authorized representative. The EBT specialist requests EPS assistance in remotely printing an authorized representative EBT card for the new payee using the CARDR screen, per (c)(1) of this Instruction.
- (2) After the authorized representative card prints, the worker updates the FACS Household tab to change the case name to the new payee and removes the new payee as the authorized representative on the Case Information tab. The EBT specialist then completes the CARDR screen per (c)(1) of this Instruction to request EPS assistance in remotely printing a new EBT card in the name for the new payee which gives him or her access to future food benefits.
- (3) The worker does not deactivate the new payee as an authorized representative on the EBTU screen until the old benefits are depleted.
- (4) A payee removed from a case is able to access past benefits in the EBT account that were not used unless his or her card is deactivated.
- (i) Authorized representative change. When the payee, or for food benefits, another adult household member, requests a new authorized representative, he or she must do so in writing per (d) of this Instruction. The EBT specialist immediately deactivates the current authorized representative's EBT card using the EBTU transaction. For food benefits, immediate card deactivation prevents misuse of the household's food benefits by the current authorized representative. Refer to (c)(1) and (2) and (d) of this Instruction for instructions on activating and printing an EBT card for the new authorized representative.
- (j) Expungement of food benefits. The client must access the food benefit account at least once every 365 days to keep the food benefit EBT account active. When the client does not access the EBT account within this time period, the benefits are automatically expunged from the client's account and cannot be reissued.
- (k) Out-of-state moves. The Access Oklahoma card may be used to access food benefits in most states. Most major retailers accept the Access Oklahoma card.

(1) When a client notifies the worker he or she moved or plans to move to another state, the worker instructs the client to use the Access Oklahoma card in Oklahoma when possible, before leaving the state. When the household has already moved and has trouble locating a retailer that accepts the Access Oklahoma card, the worker gives the household the phone number for the local food benefit office and suggests the household contact the local office for help. The worker may contact ~~DHS~~ OKDHS EPS staff for a list of retailers in the new state to send the client.

(2) The worker updates the client's address, closes food benefits and/or child care benefits effective the first day of the next month following the next negative action deadline date, per OKDHS Appendix B-2, Deadlines for Case Actions, and enters a case note regarding the move and benefit closure.

(3) When, after moving, the client contacts the county OKDHS office to request a replacement card, staff refers the client to Conduent to request a replacement card and updates the client's address, when needed.

(l) Separation of duties. Federal regulations require a separation of duties between persons who certify benefits, issue SNAP EBT cards, and have access to the EBT AT to make updates in the EPPIC system. This means staff cannot have update access to PS-2 or FACS and update access to the AT. This protects employees from any appearance of inappropriate conduct in benefit issuance.

(1) FS EPS staff remotely print SNAP EBT cards statewide, per (c) of this Instruction. County EBT specialists are responsible for printing all child care only EBT cards.

(2) County EBT specialists, with read-only access privileges continue to:

(A) train clients, authorized representatives, and additional card holders;

(B) operate the EBT AT with inquiry only access;

(C) maintain card inventory records;

(D) operate the embosser;

(E) assist in PIN selection, when needed;

(F) give the client the EBT card printed in the county OKDHS office by the OSS;

(G) look up a client transaction history and pull EPPIC reports;

(H) print child care only cards; and

(I) link child care to SNAP.

(m) Timely reporting of changes. The worker explains to clients the importance of reporting timely address and shelter expense changes so the correct benefit amount issues. When a client reports a change of address or shelter expense, the worker updates appropriate computer fields and documents the change in the FACS case notes.

(n) Card security. The county director is the designated security officer for card receipt and issuance. All Access Oklahoma cards must be inventoried at the time of receipt and kept locked in the county director's office or another secure location. The designated EBT specialist completes Form 10EB001E,

Daily Card Count, and Form 10EB002E each day. These forms are kept three years for audit and review purposes.

(o) Ordering cards. The county director or designee orders Access Oklahoma cards, sleeves, or ink ribbons by sending an email to EBTCardOrders@conduent.com.

(1) The email must contain the:

- (A) name of the ~~county~~ **OKDHS** office;
- (B) ~~county~~ **OKDHS** office physical address including the Zip code;
- (C) contact person's name and phone number; and
- (D) supplies needed.

(2) When the email is sent to Conduent before 3:30 pm Monday through Friday, the cards are sent out the next business day via ground transport from Houston, Texas. When the email is sent after 3:30 pm, there is a 24-hour delay.

340:65-3-8. Determination of continuing eligibility

Revised ~~10-1-16~~ 9-15-21

(a) **Determination of continuing eligibility.** The worker determines continued eligibility at appropriate intervals, per (b) of this Section. The worker is responsible for:

- (1) informing the recipient at each contact of his or her ~~responsibility to report changes within 10 calendar days of the date the change becomes known~~ reporting responsibilities, per Oklahoma Administrative Code (OAC) 340:65-5-1;
- (2) contacting the recipient when possible changes are indicated to ensure continuing eligibility;
- (3) synchronizing the renewal dates for all benefits received by the household when possible; ■ 1 and
- (4) determining continuing eligibility.

(b) **Benefit renewal time frames.** The periodic renewal time frame varies depending on the program.

(1) A benefit renewal must be completed at six-month intervals with a:

(A) Temporary Assistance for Needy Families (TANF) recipient due to:

- (i) pending required immunizations, ~~per Oklahoma Administrative Code (OAC) 340:10-14-1~~;
- (ii) payment standard reductions because of program violations, ~~per OAC 340:10-3-57(g) or (h)~~;
- (iii) hardship extension approvals, ~~per OAC 340:10-3-56(a)(2)(E)~~;
- (iv) earned income, ~~per OAC 340:10-3-31 through 340:10-3-40~~; or
- (v) the exemption of a work-eligible person from TANF Work activities because of his or her incapacity or to care for a disabled family member living in the household, ~~per OAC 340:10-2-1~~; or

(B) food benefit recipient subject to a mid-certification renewal, ~~per OAC 340:50-9-5(d) and (e)~~.

(2) A benefit renewal must be completed at 12-month intervals, unless an earlier renewal date is warranted, with a:

- (A) TANF recipient unless (b)(1)(A) of this Section applies;
- (B) ~~State Supplemental Payment (SSP)~~ recipient;

- (C) ~~child care~~ Child Care Subsidy recipient, per OAC 340:40-9-1;
- (D) food benefit household subject to an annual mid-certification renewal, per OAC 340:50-9-5(b) and (c);
- (E) food benefit household whose Supplemental Nutrition Assistance Program (SNAP) certification renewal must be completed at 12-month intervals, per OAC 340:50-9-6; or
- (F) SoonerCare (Medicaid) recipient, per OAC 317:35. ■ 2

(3) The worker completes a SNAP certification renewal at 24-month intervals for households subject to an annual mid-certification renewal, per OAC 340:50-9-5(b) and (c).

(c) **Benefit renewal notification.** The recipient receives a notice when the benefit renewal is due, informing the recipient he or she must complete the benefit renewal within a specified time frame in order to continue receiving benefits. ■ 3

- (1) The worker sends Form 08AD092E, Client Contact and Information Request, to:
 - (A) SoonerCare (Medicaid) recipients for whom ~~DHS~~ Oklahoma Human Services determines eligibility, per OAC 317:35-5-63 when they are not eligible to submit their renewals through okdhslive.org;
 - (B) SSP recipients; and
 - (C) TANF recipients.
- (2) A computer-generated notice is sent to:
 - (A) child care recipients; and
 - (B) food benefit recipients due for mid-certification renewal and certification renewal.

(d) **Signature requirements.** The recipient, guardian, or a person acting on the recipient's behalf, such as an authorized representative or a person with power-of-attorney, must sign the benefit renewal for all programs except TANF. TANF renewals must be signed by the recipient. When the recipient lives with his or her spouse, both must sign the TANF renewal. ■ 4

(e) **Interview requirements.** Benefit renewal interview requirements vary depending on the program. ■ 5

- (1) A face-to-face interview is required for the:
 - ~~(A) TANF program; or~~
 - ~~(B) Supplemental Security Income-Disabled Children's Program (SSI-DCP) service plan renewal per OAC 340:15-3-1.~~ The face-to-face interview may be conducted in the OKDHS office, at a home visit, or through a virtual video conference. When none of these options are feasible due to a hospitalization or other extenuating circumstance and the worker obtains prior approval from Adult and Family Services (AFS) TANF staff, a phone interview may be conducted at application or renewal. ■ 6
- (2) A ~~telephone~~ phone or face-to-face interview is required at for a:
 - (A) SNAP certification renewal, except for (e)(3)(C) of this Section, per OAC 340:50-3-1; or
 - (B) Supplemental Security Income-Disabled Children's Program (SSI-DCP) service plan renewal, per OAC 340:15-3-1. ■ 7
- (3) An interview is not required for:

(A) any of the SoonerCare (Medicaid) programs as long as the client signed and completed the renewal, provided all required proof and none of the information is questionable. When necessary, the worker contacts the recipient to complete the renewal; ■ 68

(B) Child Care Subsidy program renewals; or

(C) food benefit households completing a:

(i) mid-certification renewal, at six- or 12-month intervals; or

(ii) SNAP certification renewal when all household members are elderly or disabled and there is no earned income in the household, per OAC 340:50-3-2(a)(2).

(f) **Eligibility determination.** The worker determines eligibility after the benefit renewal is signed, all required proof is provided, an interview, if required, is conducted, and all information evaluated. ■ 79

(1) The worker may:

(A) complete the benefit renewal without changes;

(B) complete the benefit renewal with changes; or

(C) close the benefit or benefits. ■ 810

(2) When benefits close and the recipient provides required proof by the last day of the month of closure, benefits may be reopened. ■ 911

INSTRUCTIONS TO STAFF 340:65-3-8

Revised ~~10-1-16~~ 9-15-21

1. **Synchronizing benefit renewal dates for all programs provides better client service as it reduces the number of times the client must complete a benefit renewal.**

2. **For SoonerCare (Medicaid) rules, refer to:**

(1) **Oklahoma Administrative Code (OAC) 317:35-6-61 for SoonerCare (Medicaid) benefits for pregnant women and families with children;**

(2) **OAC 317:35-7-62 for a child in state or tribal custody;**

(3) **OAC 317:35-7-61 for SoonerCare (Medicaid) programs that categorically relate to the aged, blind, or disabled population, such as:**

(A) **State Supplemental Payment (SSP);**

(B) **Qualified Medicare Beneficiary (QMB);**

(C) **Specified Low-Income Medicare Beneficiary (SLMB);**

(D) **Qualified Disabled and Working Individuals (QDWI);**

(E) **Qualified Medicare Beneficiary Plus (QMBP); and**

(F) **Tax Equity and Fiscal Responsibility Act (TEFRA);**

(4) **OAC 317:35-15-7 and 317:35-15-9 for Personal Care;**

(5) **OAC 317:35-17-12 and 317:35-17-15 for Advantage Waiver; and**

(6) **OAC 317:35-19-22 and 317:35-19-23 for nursing facility services.**

3. (a) **Methods the recipient may use to submit the Supplemental Nutrition Assistance Program (SNAP) semi-annual or annual benefit renewal ~~and or~~ Child Care Subsidy program annual benefit renewal, ~~or SNAP certification renewal~~ include:**

(1) **accessing www.okdhslive.org and submitting the benefit renewal electronically;**

- (2) getting help from Oklahoma Department of Human Services (DHS) (OKDHS) or a community partner to access www.okdhslive.org and submitting submit the benefit renewal electronically;
- (3) downloading Form 08MP004E, Renew My Benefits, from DHS OKDHS - Forms and Applications for Service and completing, signing, and hand-delivering, mailing, or faxing it to DHS OKDHS; or
- (4) ~~going into~~ contacting the local county OKDHS office or a more convenient county office for the client to complete the benefit renewal using the OKDHSLive kiosk available in the lobby or with a worker using the Family Assistance/Client Services (FACS) system.
- (b) ~~In addition to the methods outlined in (a) of this instruction, the SoonerCare (Medicaid) population in Oklahoma Health Care Authority (OHCA) online enrollment may also submit the annual benefit renewal by using OHCA online enrollment or downloading federal Form OMB No. 0938-1191, Application for Health Coverage & Help Paying Costs, from OHCA - Forms and Instructions, or healthcare.gov and completing, signing, and mailing it to OHCA.~~
- (c) ~~To complete~~ Methods the recipient may use to submit a Temporary Assistance for Needy Families (TANF), benefit renewal, include:
- (1) ~~the worker and recipient contacting the OKDHS office to complete 08MP001E, Request for Benefits, Form 08MP002E, Eligibility Information for Benefits, and Form 08MP003E, Responsibilities and Signature for Benefits~~ the benefit renewal with the worker using the Family Assistance/Client Services (FACS) system or paper forms, when completed and signing Form 08MP001E, Request for Benefits, and Form 08MP003E, Responsibilities and Signature for Benefits;
- (2) completing Form 08MP001E, Form 08MP002E, Eligibility Information for Benefits, and Form 08MP003E with the worker during a home visit.; or
- (3) accessing www.okdhslive.org and submitting the benefit renewal electronically.
- (d)(c) ~~To complete~~ Methods the recipient may use to submit a SSP benefit renewal or a SoonerCare (Medicaid) benefit renewal for recipients not in OHCA online enrollment, ~~the worker and recipient complete~~ include:
- (1) contacting the OKDHS office to complete the benefit renewal with the worker using FACS and signing Form 08MP001E, Form 08MP002E, and Form 08MP003E;
- (2) completing Form 08MA001E, Medical Assistance Benefit Review Report;
or
- (3) completing Form 08MP004E, Renew My Benefits; or
- (4) accessing www.okdhs.org and submitting the benefit renewal electronically.
- (e) ~~A recipient who is aged, blind, or disabled may access www.okdhs.org to complete the SSP and/or SoonerCare (Medicaid) renewal when the recipient receives SNAP benefits and completes the SNAP certification renewal at the same time. Before completing the SSP and/or SoonerCare renewal when the~~

~~recipient does not receive Supplemental Security Income, the worker calls the recipient to inquire about current resources and request needed verification.~~

~~(f) To complete a Supplemental Security Income-Disabled Children's Program (SSI-DCP) renewal, the worker and family complete Form 08MA017E, SSI-DCP Service Plan.~~

(d) Methods the recipient may use to renew for SoonerCare (Medicaid) when the Oklahoma Health Care Authority (OHCA) is responsible for determining eligibility, per OAC 317:35-5-63, include:

(1) accessing OHCA online enrollment at www.okhca.org;

(2) downloading federal Form OMB No. 0938-1191, Application for Health Coverage & Help Paying Costs, from OHCA - Forms and Instructions, or healthcare.gov and completing, signing, and mailing it to OHCA; or

(3) getting help from OKDHS staff to complete the renewal using agency view for online enrollment.

4. (a) An electronic signature is considered the same as a pen and ink signature.
- (b) The worker documents in FACS Case Notes any additional proof received after the recipient signs the benefit renewal.

5. (a) Refer to OAC 340:65-3-2.1 for interview scheduling time frames.

~~(a)~~(b) When an interview is required for SNAP and the type of proof needed is unknown, the:

(1) ~~county~~ OKDHS office worker sends Form 08AD091E, Interview Notice, to schedule the interview. The ~~county~~ OKDHS office worker uses Form 08AD091E instead of Form 08AD093E, Telephone Interview Notice, because:

(A) it provides the option of an office or telephone interview; and

(B) advises the applicant to send proof to the ~~local county~~ OKDHS office address; and

(2) support center worker sends Form 08AD093E because it only provides the phone interview option and advises the applicant to send proof to the Customer Services Center address.

~~(b)~~(c) Workers scheduling interviews for all programs except SNAP, send Form 08AD092E, Client Contact and Information Request, because this form allows the worker to schedule an office or a phone interview and request proof at the same time. The worker sets the interview date at least 10-calendar days in the future.

~~(c)~~(d) When an interview is required, information discussed with the recipient includes:

(1) changes reported on the benefit renewal and any proof the recipient needs to provide or provided;

(2) information contained on the data exchange screens, when inconsistent with recipient statement;

(3) for TANF, the recipient's TANF Work plan, deprivation, and the child(ren)'s school attendance and immunization status; and

(4) a reminder of the types of changes the recipient must report.

~~(d)~~(e) When information is questionable, the worker may contact a person outside of the household to confirm information provided by the recipient or

make a home visit. Refer to OAC 340:65-3-4 for information regarding home visit requirements, collateral contacts, and data exchange screens.

~~(e)~~(f) When the recipient receives some benefits that require an interview and some that do not, for the benefits that:

(1) require an interview, the benefit renewal is not complete until the interview is conducted; and

(2) do not require an interview, the benefit renewal may be completed prior to the interview for the other benefits.

6. The worker emails TANF@okdhs.org to request approval to conduct a phone interview and explains why a face-to-face interview is not feasible. When this occurs, the worker documents the approval and reason requested in FACS case notes.

7. The Supplemental Security Income-Disabled Children's Program service plan may also be conducted during a home visit. The worker completes Form 08MA017E, SSI-DCP Service Plan, with the child's parent, guardian, or caretaker.

68. Attempts to contact the recipient to determine continued eligibility may be in person or over the phone. The worker documents all factors of eligibility and any contact with the recipient in FACS case notes.

79. (a) After the recipient completes the benefit renewal, the worker analyzes the information for each program benefit to determine:

(1) what changes occurred;

(2) whether the recipient provided all required proof;

(3) whether an interview occurred, when required; and

(4) what changes must be made on the system.

(b) The benefit renewal is complete after the worker:

(1) evaluates information contained on the benefit renewal, in the verification provided, and on data exchange screens to determine if changes occurred and clears any discrepancies;

(2) for TANF:

(A) updates the TANF Work plan with the recipient;

(B) discusses and completes Form 08TA006E, Important Notice About the Effect of Lump Sum Payments on TANF Benefits, with the recipient;

and

(C) updates deprivation information with the recipient that includes:

(i) completing Form 08TA012E, Cooperation Agreement and Request for Good Cause, when deprivation is based on absence and obtaining updated information regarding the non-custodial parent when known;

(ii) completing Form 08MA022E, Medical Social Summary, and obtaining current medical information, when deprivation is based on incapacity and updated information is required, per OAC 340:10-10-2;

or

(iii) ensuring the parents meet conditions, per OAC 340:10-10-3, when deprivation is based on unemployment.

~~(2)(3)~~ enters all benefit renewal information, including changes, in the Interview and Eligibility Notebooks of the Family Assistance/Client Services (FACS);

~~(3)(4)~~ documents any changes made and how continued eligibility was determined in FACS case notes; and

~~(4)(5)~~ updates the system using Systems Help instructions for ~~FACS and okdhs~~live located in Quest on the ~~Infonet~~ under the ~~Job Functions tab/Adult and Family Services/~~Systems Help Online Services.

~~(5)(c)~~ CWA reports are available to help workers track the status of pending benefit renewals. Information regarding each CWA report is available on the ~~Systems Help web page under Reports/CWA and ACES~~. Review Quest articles "Case Scan Report" and "CWA Report" for more information.

810. (a) When the worker determines the benefit renewal is incomplete because the recipient failed to sign the benefit renewal, did not provide all required proof, or did not complete a required interview, the worker attempts to contact the recipient, when a contact number is available, to inform him or her what is lacking. The worker documents the contact and any attempts to obtain needed proof in FACS Case Notes.

(b) When the recipient does not provide required proof timely, the worker closes benefits effective the next advance notice deadline date, per OKDHS Appendix B-2, Deadlines for Case Actions.

911. (a) After closure, benefits may be reopened when the recipient provides the required proof by the last day of the month of closure.

(1) Benefits are reopened effective the date of closure for SoonerCare (Medicaid) populations not in online enrollment, Child Care Subsidy, TANF, and SSP.

~~(2) For SNAP, benefits are reopened and prorated to the date the recipient provided all required proof per refer to OAC 340:50-9-5(i)(j).~~

(b) The recipient must reapply when he or she waits until after the last day of the month of closure to provide needed proof.

SUBCHAPTER 5. PROCEDURES RELATING TO CASE CHANGES PART 1. GENERAL PROVISIONS

340:65-5-1. Case changes

Revised ~~40-4-179-15-21~~

(a) **Change reporting requirement for Temporary Assistance for Needy Families (TANF), State Supplemental Payment (SSP), and SoonerCare (Medicaid).** Recipients of TANF, SSP, and SoonerCare (Medicaid) for the aged, blind, and disabled must report within 10-calendar days any changes in circumstances that increases, reduces, or closes benefits.

(1) The worker:

(A) gives the client 10-calendar days to provide proof to verify the reported change; and

(B) acts on changes that increase, reduce, or close benefits within 10-calendar days of the date the change is reported and required proof is received. ■ 1

- (2) Failure to report changes timely may result in a client error overpayment. ■ 2
- (3) Examples of changes the client must report include:
 - (A) household income; ■ 3
 - (B) household resources; ■ 4
 - (C) household composition; ■ 5
 - (D) the client's address or phone number; ■ 6
 - (E) legal alien status of non-citizens; ■ 7
 - (F) insurance coverage, per Oklahoma Administrative Code (OAC) 317:35-5-43; and
 - (G) in addition, for TANF program:
 - (i) deprivation of parental support, per OAC 340:10-10-1 through 340:10-10-4;
 - (ii) when a TANF Work activity stops or starts, per OAC 340:10-2-1 through 340:10-2-8; and
 - (iii) when a child in the assistance unit stops attending school, per OAC 340:10-13-1.

(b) **Change reporting for the Supplemental Nutrition Assistance Program (SNAP).** SNAP has three categories of households with different change reporting responsibilities; annual reporters, semi-annual reporters, and change reporters. Refer to OAC 340:50-9-5 for change reporting requirements. ■ 8

(c) **Change reporting for the Child Care Subsidy Program.** Child Care Subsidy recipients must report income changes within 10-calendar days when the household's gross income exceeds federal income guidelines eligibility threshold for the household size, per OAC 340:40-9-2(a). ~~Refer to and~~ Oklahoma ~~Department of Human Services (DHS)~~ OKDHS Appendix C-4, Child Care Eligibility/Copayment Chart, ~~Schedule II for the federal exit income threshold.~~ ■ 9

(d) **Change processing deadline.** After certification, all reported changes must be processed, per ~~DHS~~ OKDHS Appendix B-2, Deadlines for Case Actions, to be effective the first day of the month following the deadline date.

(e) **Notices.** A computer-generated notice is sent to the client when the action taken increases, reduces, suspends, or closes benefits. A computer-generated notice is not sent when the action taken does not affect the benefit level.

(1) Advance notice is required when the action taken reduces, closes, or suspends benefits for a reason other than those listed per (2) of this subsection. When advance notice is required, refer to ~~DHS~~ OKDHS Appendix B-2 for advance notice deadline dates.

(2) When advance notice is not required, refer to ~~DHS~~ OKDHS Appendix B-2 non-advance notice deadline dates. Advance notice is not required when the action taken does not suspend, close, or reduce benefits, or when:

- (A) all members included in the benefit die;
- (B) the TANF payee dies and there is not a relative available to serve as a new payee;
- (C) benefits are transferred from one category of assistance to another without a resulting reduction or interruption in benefits, such as changing from disability to aged benefits; ■ 10

- (D) care is approved in a skilled nursing facility or an intermediate nursing care facility that requires closure of the person's SSP benefit or the SoonerCare (Medicaid) Qualifying Individuals - group 1 (QI-1s) benefit;
- (E) the household moves out of state;
- (F) an automatic increase in income occurs because of federal legislation, such as a cost-of-living increase to all beneficiaries of Social Security, Supplemental Security Income, Railroad Retirement, or Veterans' benefits;
- (G) the client is admitted to a public institution where his or her needs are fully supplied;
- (H) the client provides a signed, written statement:
 - (i) stating he or she no longer chooses to receive assistance; or
 - (ii) requesting closure or reduction of benefits to avoid or repay an overpayment;
- (I) the client's whereabouts are unknown. This may occur when ~~DHS~~ OKDHS mail directed to the client is returned by the post office indicating no known forwarding address. SNAP and Child Care Subsidy benefits are not closed for this reason; ■ 11
- (J) a TANF child is removed from the home because of a judicial determination or voluntary foster care placement by the legal guardian for more than 30-calendar days;
- (K) a change occurs in federal or state law;
- (L) SSP benefits must be reduced to comply with federal law pertaining to maintenance of effort or a state mandate; ■ 12 or
- (M) the client requests a reduction in or closure of the child care benefit or a change in child care provider for the Child Care Subsidy program, per OAC 340:40-9-2 and 340:40-9-3.

(f) **Reinstating or reopening benefits.** Within 30-calendar days of notice issuance, the client may request reduced benefits be reinstated or closed benefits be reopened at the previous benefit level due to an incorrect action or a change in circumstances. ■ 13

(1) When benefits were reduced and the worker determines the client remains eligible at:

- (A) the previous benefit level, the worker restores benefits to the previous benefit level for all Adult and Family Services (AFS) programs;
- (B) an increased benefit level, benefits are increased based on specific program rules; or
- (C) a reduced level than the last action taken, the worker reduces benefits further:
 - (i) effective the next advance notice deadline date for TANF, SSP, and SoonerCare (Medicaid);
 - (ii) when the renewal is due for Child Care Subsidy and SNAP. When the renewal is not due:
 - (I) benefits are not reduced for Child Care Subsidy, per OAC 340:40-9-2(a); or
 - (II) reduced in limited circumstances for SNAP. Refer to OAC 340:50-9-5 for appropriate circumstances.

(2) For TANF, SSP, and SoonerCare (Medicaid), when benefits were closed or suspended and the client remains eligible, but at a reduced benefit level, benefits are reopened using current eligibility information. ■ 14

(3) When Child Care Subsidy benefits are reopened and the renewal is not due, benefits are not reduced below the benefit level at closure. Child care benefits may only be reduced at renewal, per OAC 340:40-9-2(a).

(4) When SNAP benefits are reopened and the benefit renewal is not due, benefits may only be reduced in limited circumstances. Refer to OAC 340:50-9-5 for appropriate circumstances.

(g) **Fair hearing information.** When the client requests a fair hearing within 90-calendar days of the date action is taken for SNAP or 30-calendar days for all other AFS programs, the worker follows fair hearing procedures, per OAC 340:2-5.

(1) When the client requests a fair hearing within 10-calendar days following the notice issuance date and requests benefits be ~~reinstated~~ continued at the same benefit level ~~pending the outcome of the hearing~~ as authorized immediately prior to the adverse action notice, the worker reopens or reinstates benefits at to the same previous benefit level and pending the outcome of the hearing.

(A) For SNAP, the client is not required to request benefits be continued at the same level when he or she requests a fair hearing within 10-calendar day. Benefits are continued at the previous level unless the client waives continuation of benefits.

(B) For all AFS programs, the worker explains to the client if when benefits are continued at the previous level and the appeal is not decided in the client's favor, he or she is expected to repay the benefits.

(C) Benefits remain open at the previous level unless another change occurs before a hearing decision is made that requires benefits be reduced or closed. ■

15

(2) When the client does not request the fair hearing within 10-calendar days of the notice date, the worker does not restore benefits unless the client provides information verifying the client remains eligible at the previous benefit level, the worker determines an incorrect action was taken, or the hearing is decided in the client's favor. ■ 16

(3) Per OAC 340:2-5, the ~~DHS~~ OKDHS Legal Services Appeals Unit makes a decision regarding the fair hearing and sends a decision letter to the client and the ~~county~~ OKDHS office.

(A) The worker is responsible for taking the action needed to carry out the hearing decision. ■ 17

(B) When benefits were reinstated or reopened and the hearing decision is not in the client's favor, benefits are continued through the end of the month in which the final decision on the fair hearing is reached and an overpayment referral is sent to AFS Benefit Integrity and Recovery, when appropriate.

INSTRUCTIONS TO STAFF 340:65-5-1

Revised ~~10-1-179-15-21~~

1. The worker is responsible for updating the applicable Family Assistance/Client Services (FACS) tabs and recording a brief explanation of the action taken and

reason for taking the action in FACS Case Notes. In addition to rules in this Section, refer to Oklahoma Administrative Code (OAC) 317:35-7-36 for SoonerCare (Medicaid) case changes.

2. Overpayment procedure rules are located at:
 - (1) OAC 340:65-9 for the Temporary Assistance for Needy Families (TANF) and State Supplemental Payment (SSP) programs;
 - (2) OAC 340:40-15 for the Child Care Subsidy program;
 - (3) OAC 317:35-13-5 for the SoonerCare (Medicaid) program; and
 - (4) OAC 340:50-15 for the Supplemental Nutrition Assistance Program (SNAP).
3. Refer to income rules at:
 - (1) OAC 340:10-3-26 through 340:10-3-40 for the TANF program;
 - (2) OAC 340:15-1-4, 340:15-1-6, and 317:35-7-38 for the SSP program; and
 - (3) OAC 317:35-5-42 for the populations related to the aged, blind, and disabled (ABD), including long term care (LTC).
4. Refer to resource rules at:
 - (1) OAC 340:10-3-1 through 340:10-3-10 for the TANF program;
 - (2) OAC 340:15-1-14 and 317:35-7-38 for the SSP program; and
 - (3) OAC 317:35-5-41 through 317:35-5-41.11 for populations related to ABD and OAC 317:35-17-10 and 317:35-19-20 for the (LTC) population for the SoonerCare (Medicaid) program.
5. (a) Refer to household composition rules at:
 - (1) OAC 340:10-3-56 and 340:10-3-57 for the TANF program;
 - (2) OAC 340:15-1-5 and 317:35-7-36 for the SSP program; and
 - (3) OAC 317:35-7-36 for the population related to ABD and OAC 317:35-17-9 and 317:35-19-20 for the (LTC) population for the SoonerCare (Medicaid) program.

(b) For TANF, when the client requests benefits for an additional person prior to certification, a new application is not needed. The client must complete a new application when he or she requests benefits for an additional person after certification.

 - (1) To evaluate an additional person's eligibility, the worker first determines if the person is required to be included in the assistance unit, per OAC 340:10-3-56.
 - (A) When the person must be included, the worker completes the TANF renewal for the rest of the assistance unit at the same time.
 - (B) When the person is not required to be included in the assistance unit and including the person will reduce the TANF benefit, the client may choose not to include the person. The worker is responsible for informing the client of his or her options.
 - (C) After certification, when the client chooses not to include the person or the person is not eligible for another reason, the worker sends Form 08MP038E, Client Notice of Action Taken, to inform the client of the denial.
 - (2) When the additional member is eligible, the worker adds the person to the TANF benefit effective the date of request.

- (A) When the additional person increases the TANF benefit, the worker prorates the initial month's supplemental benefits, per OAC 340:65-3-5(5).
- (B) When the additional person must be included and has countable income that reduces the TANF benefit, the worker adds the person and reduces the TANF benefit effective the first day of the month following the advance-notice deadline date per Oklahoma Department of Human Services (~~DHS~~) (OKDHS) Appendix B-2 Deadlines for Case Actions.
- (C) When the additional person must be included and causes the assistance unit to no longer be eligible for TANF benefits, the worker closes the TANF benefit effective the first day of the month following the advance-notice deadline date, per ~~DHS~~ OKDHS Appendix B-2.
- (3) The worker is responsible for updating the applicable FACS tabs and recording in FACS ~~Case Notes~~ case notes the date the client requested benefits for the additional person, when the person moved into the household, details about the person's eligibility, and how the person affects the benefit amount for the assistance unit.
- (c) For TANF, when the client reports that a person included in the assistance unit left the home, the worker removes the person's needs effective the first day of the month following the advance-notice deadline date, per ~~DHS~~ OKDHS Appendix B-2. When the person dies, the worker removes the person effective the date of death, using reason code 01 and sends Form 08MP038E when other household members are included in the benefit.
- (d) For all programs, when the client reports a household member's name changed, the worker updates the person's name in FACS after the client provides the person's Social Security card showing the correct name.
- (e) When after certification a person not included in the assistance unit asks to be made payee for the TANF benefit, the person must complete a new application and the worker must review household eligibility before making the change. The worker documents the new circumstances in FACS Case Notes, including why the current payee must be removed. The new payee must have a certain degree of relationship to the child for whom benefits are requested, per OAC 340:10-3-56 and 340:10-9-1.
- (f) For rules regarding who can be payee for programs other than TANF, refer to:
- (1) OAC 340:65-3-2 for the SSP program;
 - (2) OAC 340:40-3-1 and 340:65-3-2 for the Child Care Subsidy program;
 - (3) OAC 317:35-7-15 and 340:65-3-2 for the SoonerCare (Medicaid) program; and
 - (4) OAC 340:50-3-1 and 340:65-3-2 for SNAP.
6. When the client moves to another county, refer to OAC 340:65-1-3 Instructions to Staff # 1(~~e~~)(d) for transfer procedures.
7. For rules regarding legal alien status of non-citizens, refer to:
- (1) OAC 340:65-3-1 for all programs;
 - (2) OAC 340:10-15-1 for the TANF program; and
 - (3) OAC 317:35-5-25 for the SoonerCare (Medicaid) program.

8. For SNAP, refer to:
 - (1) OAC 340:50-7-22, through 340:50-7-29, and OAC 340:50-7-30 for income rules;
 - (2) OAC 340:50-7-1 and 340:50-7-6 for resource rules;
 - (3) OAC 340:50-5-1 through 340:50-5-10.1 for household composition rules; and
 - (4) OAC 340:50-5-67 for legal alien status of non-citizens rules.
9. For Child Care Subsidy, refer to:
 - (1) OAC 340:40-7-10 through 340:40-7-13 for income rules;
 - (2) OAC 340:40-7-5 for resource and legal alien status of non-citizen rules; and
 - (3) OAC 340:40-7-6 for household composition rules.
10. When a person transfers from a TANF benefit to SSP, an advance notice is almost always required because the public assistance benefit for that person reduces. An advance notice is not required when the TANF cash assistance amount remains the same or increases.
11. Per OAC 340:50-9-5 for SNAP and OAC 340:40-9-2 for Child Care Subsidy, the worker does not close benefits because of returned mail between renewal months. The worker enters a FACS case note regarding the returned mail and inquires about the client's current address at renewal.
12. ~~DHS~~ OKDHS may adjust the SSP benefit one or more times during the year to ensure ~~DHS~~ OKDHS does not spend more or less on the program than was spent the previous year. ~~DHS~~ OKDHS sends a special notice to the client and a broadcast message to staff when an adjustment is made.
13. For rules regarding reopening or reinstating benefits, refer to:
 - (1) OAC 340:65-5-6 for the TANF and SSP programs;
 - (2) OAC 340:40-9-2 for the Child Care Subsidy program; and
 - (3) OAC 340:50-9-5 for SNAP.
14. Using current eligibility information means the effective date of the reopen action that reduces benefits is the same effective date as would have occurred had the benefit remained open.
15. The worker notifies the hearing officer of actions taken while a hearing decision is pending.
16. When, within 30-calendar days of closure, the worker reopens the client's benefit without a gap in benefits because of a reconsideration of administrative action, per OAC 340:65-5-6, the worker attaches a cover letter to the fair hearing request to notify the ~~DHS~~ OKDHS Legal Services (LS) Appeals Unit that benefits were reopened. Per OAC 340:2-5-70(c), the ~~DHS~~ OKDHS LS Appeals Unit dismisses the fair hearing request when ~~DHS~~ OKDHS withdraws the action the client appealed and restores benefits.
17. When the appeal is not decided in the client's favor, the worker sends Form 08MP038E to the client explaining the action taken.