



Interim Policy & Procedure Memorandum

ISD IPP 20 – 06

TO: ISD Employees

FROM: Karmela Martinez, ISD Director

A handwritten signature in black ink, appearing to read "K. Martinez", is placed over the "FROM" line.

**RE: Amendment to Waiver - Interview Process for SNAP and TANF and Waiver -
Recertification Waiver Process for SNAP, TANF, and Medicaid**

DATE: April 8, 2020

Amended April 28, 2020

Amended May 27, 2020

UPDATE

The adjustments outlined in this IPP will be implemented in order to limit person to person contact, increase social distancing and help slow the spread of COVID-19. This IPP provides interim policy and procedures for the following:

- General Operating Policies – Application 8.100.110 NMAC.
- Interviews in accordance with 8.139.110.11 NMAC and 8.102.110 NMAC.
- Interim Reports (IRs) in accordance with 8.139.120.9B NMAC. and 8.102.120.11C NMAC.
- Recertifications in accordance with 8.139.120.8, 8.102.120.9B NMAC 8.106.120.9 and 8.106.120.10 NMAC.

UPDATE

On April 22, 2020 the Food and Nutrition Service (FNS) approved NM to extend the waiver for certification period extension and provide an additional month of certification to include June 2020.

The flexibilities are available for all initial applications, interim reports (IRs) and recertifications through June 2020.

Waived Interview

- Waives all SNAP, TANF and GA-Unrelated Child interviews, if all mandatory verification standards are met.

- GA-Disability is excluded from this waiver; an interview must be conducted for GA as

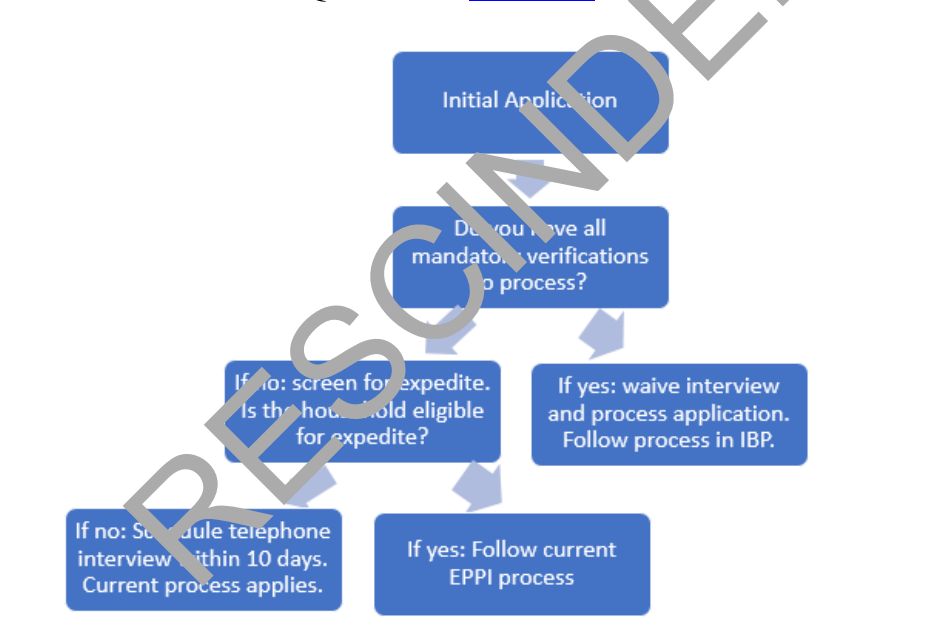
medical documentation is needed.

- Allows us to waive the requirement of having to offer a face-to-face and to conduct all interviews by phone.
- Allows us to postpone the interview for certain households eligible for expedite SNAP benefits. The applicant's identity must be verified, and an attempt must be made to contact the household for an interview. **Follow the process outlined in GI 18-24: Phase II-EPPI Process.**

1. SNAP and Cash Initial Applications

If an initial application is received in March, April, May and June:

- Process without an interview (see flow chart), provided that the applicant's identity has been verified along with all other mandatory verification standards are met. Please refer to the verification matrix on QuiKGuide: [click here](#)



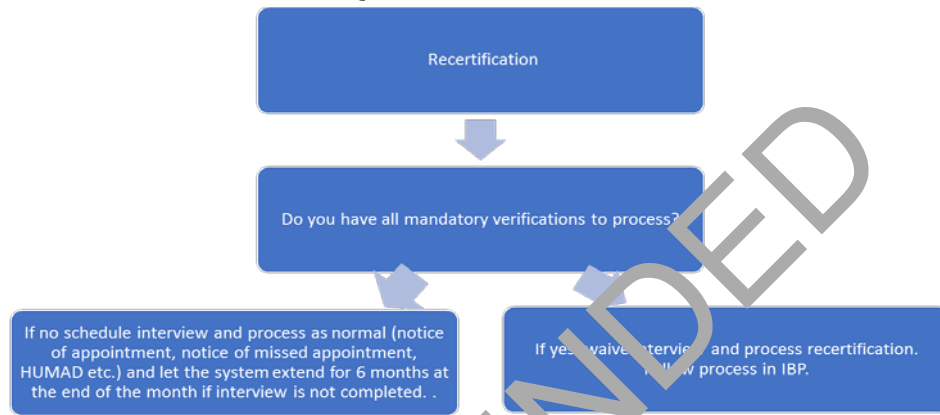
- For waived interview process, follow process in *IBP 35443* (see below).
- Every attempt must be made to verify household circumstances through available interfaces and other available data sources.
- The household must be contacted, and an interview conducted if any information on the application is questionable or if there is missing mandatory verification and it cannot be verified through interfaces.
- If the application cannot be processed without an interview, you must screen the application for expedited services, if the customer is eligible for expedite SNAP benefits based on application you must follow the process outline in **GI 18-24: Phase II-EPPI Process**.
- If an interview is already scheduled, attempt the interview, and complete.

- a. If they are a no show and all mandatory verifications can be verified the case can be processed.
- g. As you work the 29-day report and see the cases that will close for missed interview, you can go into case to see if all mandatory verification is there to be processed.

2. **SNAP and Cash Recertification Applications**

If a recertification application is received in March, April, May or June:

- a. Process without an interview (see flowchart), provided that the applicant's identity has been verified along with all other mandatory verification standards are met. Please refer to the verification matrix on QuiKGuide: [Click Here](#)



- b. For waived interview process, follow process in *IBP 35443* (see below).
- c. Every attempt must be made to verify household circumstances through available interfaces and other available data sources.
- d. Place case comment on why interview could not be waived, and process as normal.

Steps for IBP 35443: Waived Interview Process

1. In the Interviewed/Applicant Details Logical Unit of work, the date interviewed will be the date of application and interview type will be telephone.

2. In the Appointment-Details logical unit of work the appointment status will be “Showed/Waived”, the date will be application date, begin and end time will be the time you are processing the application, appointment type will be application, and interview type will be phone

Waived Interim Report (IR) and Extension of Certification Period

- IR’s - If an IR cannot be processed under normal processing, ASPEN will automatically extend certification periods for households with an IR due in March, and April for 6 months to the month the customers recertification is due. May and June IRs will be suspended and not mailed.
- Recertifications – If a Recertification cannot be processed under normal processing, ASPEN will automatically extend certification periods for households scheduled to recertify in March, April, May and June 2020, for 6 months until September, October and November 2020.

1. IR's

March and April IR's have been mailed to customers these can be processed as normal when received. For May and June, IR's will be suspended and not issued. These will be automatically extended by the system. ASPEN will automatically generate a case comment and an ISD 201 Notice to Client will be issued to the client that will cite the COVID – 19 emergency as the reason of the waived IR and extension of certification period. A report will be generated for tracking purposes. The field will not have to do anything with the report at this time.

Tasks remaining in the queue prior received prior to April 1, 2020 should be processed in a case change action only, workers should not update verification factors completed by the system, however they should enter in case comments for any discrepancies that may need to be addressed at the next recertification

If an IR or verification is received in March, April, May or June any time ***after*** April 1, 2020 the following process will apply:

- a. IRs that were received and have all mandatory verification factors will have been extended by the system, the worker will review the IR and enter any changes in case change mode only. If no changes are needed, worker will simply mark task complete.
- b. IR's that are received by the department but are lacking all or some mandatory verification standards will be extended by the system automatically. The worker will review the IR process as normal.
- c. Tasks will not automatically be marked as complete. Workers must process tasks as normal in a case change action to ensure case information is correct. Case changes for extended cases will not affect the certification period.
- d. Certification period override should not be used for processing any IRs that have had the certification period extended by the system.
- e. ASPEN will also update the mandatory HUMADs as received by updating the appropriate unverified data collection information as "Other Acceptable" and generate a report listing the cases and its details. Workers should not update this field for extended interim reports.

2. SNAP and Cash Recertifications

Recertification applications will continue to be issued to customers. Any recertification that has not been processed by the end of the month in March, April, May and June will be automatically extended by ASPEN for 6 months. ASPEN will automatically generate a case comment and an ISD 201 Notice to Client will be issued to the client that will cite the COVID – 19 emergency as the reason of the certification extension. A report will be generated for tracking purposes. The field will not have to do anything with the report at this time.

Tasks remaining in the queue prior received prior to April 1, 2020 should be evaluated for case change only, workers should not update verification factors completed by the system, however they should enter in case comments for any discrepancies that may need to be addressed at the next recertification.

Interviews with previously scheduled appointments should still be held. Workers will call the customer at the scheduled time and inform them of the recertification approval, if the customer does not show for the interview review the recertification and update the case with any changes in case change mode.

If a recertification or verification is received in March, April, May or June any time after April 1, 2020 the following process will apply:

- a. Recertifications that are received by the department will follow normal processing if all mandatory verification standards have been met. No interview will be required as stated in the above process in the Interview Waiver process.
- b. If the application cannot be processed because of missing mandatory verification standards, **schedule an interview and process as normal (notice of appointment, notice of missed appointment, HUMAD, etc.) and let the system extend for 6 months at the end of the month if interview is not completed.**
- c. ASPEN will automatically generate a case comment and an ISD 201 Notice to Client. The case comment and ISD 201 will cite the COVID-19 emergency as the reason for the extension.
- d. ASPEN will also update the mandatory HUMADs as received by updating the appropriate unverified data collection information as “Other Acceptable” and generate a report listing the cases and its details.

Medicaid Recertification (Renewal) Extensions

The Medical Assistance Division (MAD) is implementing several temporary changes to keep individuals on Medicaid for the duration of the emergency. One of the temporary changes is a 3-month extension of Medicaid cases that are due for renewal in March, April, May or June.

- a. Individuals will automatically have their Medicaid extended 3 months if they were due to renew in March 31, 2020, April 30, 2020, May 31, 2020 or June 30, 2020.
- b. The 3-month extension is only being applied as a last resort after individuals have been evaluated for twelve-month renewals first.
- c. MAGI Medicaid categories will continue to be evaluated through the administrative renewal process, manual task creation, and issuance of the MAD 608.
- d. Non-MAGI categories will continue to be issued the ISD 122 and MAD 609 for evaluation of a twelve-month renewal.
- e. ISD may receive a renewal form for an individual who was extended 3 months. For MAGI categories if there is a change in household composition or income ISD can process as a case change and the case will be auto renewed for 12 months. MSP cases will auto renew for 12 months for the same reasons and also for asset changes. For non-MAGI cases in which a renewal form is received ISD will wait to recertify them on the three-month extension.
- f. ASPEN will automatically extend individuals 3 months at month end if the renewal process has not been completed.
- g. ASPEN will also update the mandatory HUMADs as received by updating the appropriate unverified data collection information as “Other Acceptable” and generate a report listing the cases and its details.

For questions regarding this IPP, please contact Monica Sandoval, SNAP Program Coordinator, via e-mail at Monica.Sandoval@state.nm.us or by telephone at 505-827-7254