Manual Revision Memorandum

ISD-MR 17-21

TO:	**ISD Employees**
FROM:	**Mary Brogdon, Director, Income Support Division**
DATE:	**October 20, 2017**
RE:	**Update to ISD 211 – Help Us Make a Decision (HUMAD) revised 9/30/17**

The ISD 211 – Help Us Make a Decision (HUMAD) form has been updated in ASPEN to incorporate federal and state compliant language. The HUMAD form is used to notify the client about their pending verifications. The pending verifications are necessary to determine the eligibility of the client. This notice is only available through central print.

Instruction:

New- ISD 211 – Help Us Make a Decision (HUMAD) revised 9/30/17

If you have questions regarding this MR, please contact Gavino Archuleta at (505) 827-7244 or by e-mail at Gavino.Archuleta@state.nm.us.

Attachment: ISD 211 – Help Us Make a Decision (HUMAD) revised 9/30/17

Income Support Division
Central ASPEN Scanning Area
PO Box 830
Bernalillo, NM 87504
Phone Number: (800) 283-4465
Fax Number: (855) 804-8960

Case Number: 0123456789
Date: January 1st, 2015

Revision Date: ISD 211 System September 30th, 2017

Tom Smith
1600 Pennsylvania Avenue
Santa Fe, NM 87505

Help Us Make a Decision (HUMAD)

Trigger #1: Populated for the second HUMAD at initial application for ALL COES when there is a pending verification(s)

2nd Notice

Trigger #2: Populated for all HUMAD scenarios (ALL COEs)
Please read each page of this notice carefully.

We need documents that will help us decide if you can start or keep getting SNAP, Cash, Medicaid, and LIHEAP benefits. These documents are called proofs. You can provide proof(s) in one of the following ways:

✉	**Mail this form to:**	Income Support Division Central ASPEN Scanning Area P O Box 830 Bernalillo, NM 87004-0015
📠	**Fax to:**	(855) 804-8960
🖥	**Submit online at:**	https://www.yes.state.nm.us/
🏢	**In person at the ISD office.**	ISD Field office Name ISD Field office Address

Trigger #3: Expedited SNAP for postponed mandatory verification(s)
You are approved for expedited SNAP. If you do not provide the proof(s) listed below, your benefits will end. Your benefits may change based on the proof(s) you provide. If your benefits change or stop, we will send you a notice.

Trigger #4: If the only verification pending is citizenship for an approved Medicaid case. This trigger shall not print on 2nd HUMAD or on the Extension HUMAD. (Not available on the Manual HUMAD)
Your application for Medical Assistance has been temporarily approved for 95 days. To continue getting Medical Assistance, Federal Law requires proof of citizenship. Providing proof of citizenship is a one-time process. Your Medical Assistance will stop if you do not provide proof for the people listed below by the due date.

If you were born in the United States, a U. S. birth certificate is the easiest way to establish proof of citizenship.

If you were born in the United States and do not have a birth certificate, please complete the following section. By providing the following information every effort will be made to verify your birth certificate through the New Mexico Department of Health *or* we will provide you the documents necessary to obtain birth certificates for those household members born outside of the State of New Mexico.
Note: If you need more room attach a separate piece of paper.

Given Name at birth	Date of Birth	State of Birth	County of Birth	Gender	Mother's First Name	Mother's Maiden Name

Trigger #4a: If the only verification pending is immigration status for an approved Medicaid case. This trigger shall not print on 2nd HUMAD or on any additional HUMAD. (Not available on the Manual HUMAD)

Your application for Medical Assistance has been temporarily approved for 95 days. To continue getting Medical Assistance, Federal Law requires proof of immigration status. Your Medical Assistance will stop if you do not provide proof for the people listed below by the due date.

Trigger #5: Only populated for the HUMAD when due date is extended (2ⁿᵈ HUMAD or extension HUMAD)
You have more time to give us proof(s). Please check below for the new due dates for the proof(s) you must provide to the Income Support Division (ISD).

Name	Type of information we need	Program	Due Date	Examples of proof(s) that will give us the information we need (Please return one of the following):
Tom Smith	Identify	SNAP	August 31, 2012	Driver's License, Passport,
Tom Smith	Earned Income	Medicaid	November 31, 2012	Check Stubs for 2/24/12 to 3/02/12

If you need more time or help getting proof(s), please contact the Income Support Division (ISD) at (800) 283-4465. If you need help, it is the Department's responsibility to help you, providing you are cooperating.

You will receive a receipt for any proof(s) you provide.

Trigger #6: Populated for 1ˢᵗ HUMAD
Below is a list of proof(s) we need to make a decision about your benefits. If you do not provide proof(s) we may deny or close your benefits.

Name	Type of Information we need	Program	Due Date	Examples of proof(s) that will give us the information we need (Please return one of the following):
Tom Smith	Identify	SNAP	August 31, 2012	Driver's License, Passport,
Tom Smith	Earned Income	Medicaid	November 31, 2012	Check Stubs for 2/24/12 to 3/02/12

If you need more time or help getting proof(s), please contact the Income Support Division (ISD) at (800) 283-4465. If you need help, it is the Department's responsibility to help you, providing you are cooperating.

You will receive a receipt for any proof(s) you provide.

Trigger #7: When there are optional verifications pending

The following proof(s) are optional including spending on housing, bills, and dependent care. Such proof(s) are not required but may help you get more benefits.

Name	Type of Information we need	Program	Due Date	Examples of proofs that will give us the information we need (Please return one of the following):
Tom Smith	Expenses	SNAP	August 31, 2012	Driver's License, Passport,
Tom Smith	Expenses	Cash	November 31, 2012	Check Stubs for 2/24/12 to 3/02/12

Trigger #8: When there is a mandatory questionable verification for the client

The following proof(s) you provided are questionable. This means that ISD needs more documentation in order to decide if you can get benefits. Without the proof(s) listed below, your benefits will be reduced or denied. Please turn in the proof(s) listed below.

Name	Type of Information we need	Program	Due Date	Reason for questionable verification	Examples of proofs that will give us the information we need (Please return one proof for each of the following):
Wendy Smith	Identity	SNAP	August 31, 2012	Driver's License is expired *This is the comment a worker enters in ASPEN for questionable verifications. Whatever is entered by the worker in the comments box shall be displayed here.*	Valid Driver's License

Trigger #9: Standard Text

Trouble getting proofs? You can:
- Get a different kind of document.
- Get a statement from someone who knows you.