



Interim Policy & Procedure Memorandum

ISD IPP 20 - 15

TO: ISD Employees

FROM: Karmela Martinez, ISD Director 

RE: Amendment to Telephonic Signature Waiver

DATE: April 20, 2020

Amended May 18, 2020

Amended June 3, 2020

Amended July 7, 2020

Amended August 3, 2020

Amended September 1, 2020

Amended September 23, 2020

Amended October 28, 2020

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 8.100.110.9A NMAC Submission of Forms.

If a customer calls to apply for benefits and does not have a paper application on file Conduent will accept a telephonic application and telephonic signature for applications by completing an online application through YesNM; once the customer completes the application through YesNM with Conduent's assistance, the caseworker is responsible to complete an interview (if required), verify all information and complete eligibility on the application. Customers who request to complete an application by phone should be directed to the Medicaid Expansion Hotline (MEH) at 1-855-637-6574. Conduent will complete the information to which the household attests to and allow a verbal signature from the customer that is documented in the online application. The documentation from Conduent will include a case note in ASPEN to demonstrate that the client has signed the application. The information documented in the case file must include:

- the name of the customer completing the interview,
- date and time of application, and
- a summary of the information to which the client verbally attests to, and the client's responses indicating information entered is accurate.

If a client submits an application without a signature and the caseworker is able to connect with the client over the phone, the caseworker will also note on the application that verbal attestation of the signature was given.

The flexibilities are available for April, May, June, July, August, September, October, and through November 9, 2020. We will continue to accept paper applications with signatures, online applications with electronic signatures, and will be able to accept telephonic signatures for application missing a signature.

UPDATE:

This process will be available through November 9, 2020 and can be utilized for both new applications and recertifications. After this date we have come into compliance to select the state option of Telephonic Signature, which does not require an additional waiver.

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 505-396-0314.

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