New Mexico Human Services Department

Susana Martinez, Governor
Sidonie Squier, Secretary

ISSUED ELECTRONICALLY

INTER-DEPARTMENTAL MEMORANDUM

ISD- IPP – 12-04

DATE: March 14, 2012

TO: **All ISD Employees**

FROM: **Ted Roth, Acting Director**
              Income Support Division

RE: **Correct ISD2 Coding for Manual Case Denial or Case Closures**

This IPP is a reminder to staff of the correct procedures for caseworkers to manually enter a case denial or case closure on ISD2.

This procedure must be followed to ensure that all categories of eligibility are correctly coded so that the Notices of Adverse Actions (Negative Action) include the correct denial/closure code and correct New Mexico Administrative Codes (NMAC) citations.

IMPORTANT NOTE: In order for ISD2 to generate the correct denial/closure code on the Notices of Adverse Action (Negative Actions) all codes on the "—NF" (i.e. FSNF, FANF, and MANF)." When denying or closing **an entire case**, the proper status and reason codes for the closure must be entered into the "STATUS" **and** "REASON" fields on the left side of the "--NF" screen. Coding each individual member may result in an insufficient notice being issued to the household.

Example: A household requests closure of their SNAP case. The caseworker shall enter the valid value of "T" in the "STATUS" field and the reason code "571" in the "REASON " field on the "--NF" screen of ISD2. This coding will automatically change the coding for each individual in the case to valid value "T" with reason code "571". In this case the household will receive a notice informing them their SNAP case has been closed because you have requested closure. (See example of correct coding on second page)

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INQUIRY   * * * F S   N O N - F I N A N C I A L * * *   039 FSNF 01
MNTH: 0412   * * * F L I G I B I L I T Y * * *   FSEL

Enter the Case Closure/Denial Code Here   FIRMED:

CASE-ID: GEO: ADMIN: SUPV: 03 EW: 08
NON-ABANDS
STATUS: T   REASONS: 571   STATUS-DATE: 030712   APPEAL-IND:
APPL-DATE: 020111   START-DATE: 020111   END-DATE: 033112   LOCK-OUT:
RELATED-CASES:

---- CLIENT NAMES --   REL MH ST-IN RSN STATUS APPL   START   END   LOCK-OUT
    SSN   FIRST LAST   BG CASE   CD DATE   DATE   DATE   DATE   DATE TP
                      A   M   T   571 030712 020111 020111 033112
                      S   M   T   571 030712 020111 020111 033112

These codes must match for case closure or denials

VERIF-REMARKS: SANDRA   030712

    "ENTER" KEY = CONTINUE   "PF3" = CANCEL
    "PF4" = SKIP/HOLD   "PF5" = PAGE BACKWARD   END

RESCINDED

If ISD Field Staff have questions regarding the IPP please contact Kristen Ortiz at 505-827-7233 or by e-mail at kristenr.ortiz@state.nm.us.

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