New Mexico Human Services Department

Susana Martinez, Governor Sidonie Squier, Secretary

Income Support Division
Director's Office
PO Box 2348
Santa Fe, NM 87504-2348
Phone: (505) 827-7250; Fax: (505) 827-7203

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:

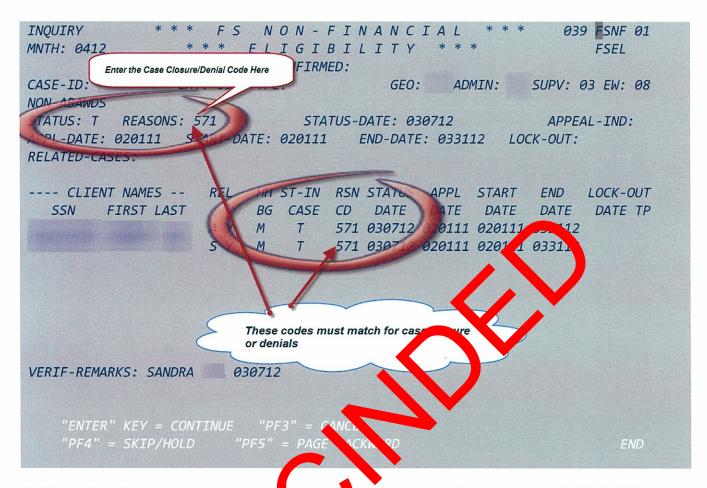
Correct ISD2 Coding for Manual Case Tenian Case Closures

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

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

IMPORTANT NOTE: In order [artist] 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 extre case, the proper status and reason codes for the closure must be entered into the "STATUS" and "WASON" fields on the left side of the "--NF" screen. Coding each individual member may resta in an insufficient notice being issued to the household.

Example: A hot of old requests closure of their SNAP case. The caseworker shall enter the valid value of "T" in the "STA US" 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)



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