 <p>DHS MARYLAND DEPARTMENT OF HUMAN SERVICES Department of Human Services 311 West Saratoga Street Baltimore MD 21201</p>	<h2>FIA INFORMATION MEMO</h2>
<p>Control Number: # 21-25</p>	<p>Effective Date: Immediately Upon Receipt Issuance Date: June 2, 2021</p>

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT,
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF
ELIGIBILITY DETERMINATION DIVISION STAFF
LOCAL HEALTH DEPARTMENT ELIGIBILITY STAFF**

FROM: LA SHERRA AYALA, EXECUTIVE DIRECTOR 
DEBBIE RUPPERT, EXECUTIVE DIRECTOR, MDH/OES 

RE: MANUAL REDETERMINATION CLOSURES

**PROGRAMS AFFECTED: SUPPLEMENTAL NUTRITION ASSISTANCE
PROGRAM (SNAP), TEMPORARY CASH ASSISTANCE
(TCA), TEMPORARY DISABILITY ASSISTANCE
PROGRAM (TDAP), NON- MAGI MEDICAL ASSISTANCE
AGE BLIND DISABLED (ABD)**

ORIGINATING OFFICE: OFFICE OF OPERATIONS

SUMMARY

As of April 2021, the Family Investment Administration (FIA) effectively resumed redeterminations, a practice that will continue until further notice. This Information Memo (IM) provides important reminders with regards to the manual closure of redeterminations in CARES and Eligibility and Enrollment (E&E) for SNAP and Cash Assistance cases. No changes in closure instructions are in effect at this time for Medical Assistance cases.

Case managers **should allow the system to automatically close SNAP and Cash Assistance** redeterminations when the customer does not return mandatory verifications. Case managers **should not** manually close a recertification. The case manager should code the outstanding items as **not verified** (NO) in CARES, Not Verified in E&E, and narrate accordingly.

REQUIRED ACTION FOR SNAP AND CASH ASSISTANCE:

- In CARES on the MISC screen, code the “Redet Completed” field with an “N” to show that the redetermination process has not been completed. This will automatically close the case with a 235 closure code.
- In CARES, the Reactivation option can be used for benefits that are closed with a 235 reason code, and that are re-established in the month following the closure. This option cannot be used if more than 30 days has passed from the 235 closure date.
 - Resource: CARES Bulletin #10-03 CARES Reactivation Process
- In E&E, if the mandatory verification fields are properly coded as Unverified, the case will close with a 604 closure code.
- In E&E, the Reinstate option can be used when processing a tardy redetermination. Benefits will be reinstated from the date of closing. Please note that you must complete the Initiate Redetermination process to successfully complete a tardy redetermination process.
 - Resource: How to Guide: Reinstate or Reopen a Case (See links below.)

REMINDER: MEDICAL ASSISTANCE (ABD)

Process any Medical Assistance redetermination that is returned. Do not close the case if the redetermination is not returned or if verifications were not returned.

Follow the instructions in the [New Update for OES SOP 20-05 Interim Emergency Procedures for Processing, Denying, and Closing Medicaid Cases \(Revised 5.12.2021\)](#).

Active Medical Assistance Programs are remaining active during the Public Health Emergency for COVID-19 and can be closed only for these specific reasons:

- the individual is deceased and is in a household of one,
- the individual has moved out of state,
- the individual has asked that the Medicaid case be closed,
- the individual is transferring from a nursing facility to the community,
- the individual is transferring immediately to another Medicaid coverage group that offers the same level or higher level of benefits, or
- the individual has applied and been approved for the Medicare Savings Program, that is, Qualified Medicare Beneficiaries (QMB), Specified Low-Income Medicare Beneficiaries (SLMB), or Qualifying Individuals (QI).

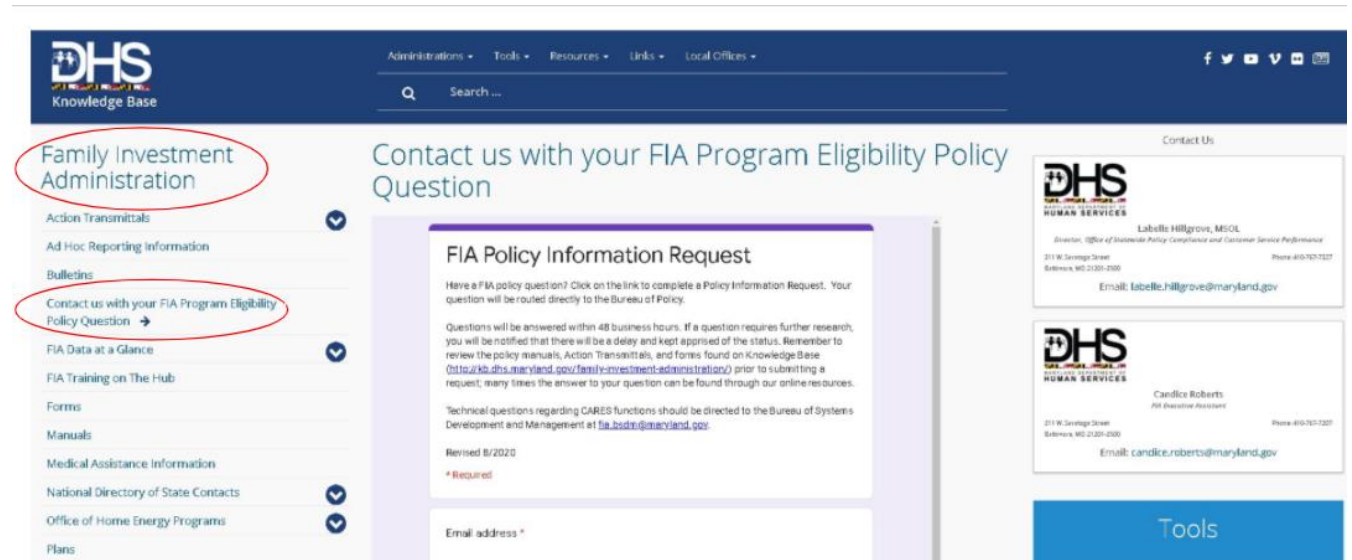
Exception: Spend-down cases.

Note: Medical Assistance programs will not automatically close at the end of the certification period once the redetermination has been initiated. The case manager will have to enter a 500 series closing code to close the case for the few reasons listed above.

Resources:

- [CARES Reactivation Instructions](#)
- [E&E Reinstate Instructions](#)

INQUIRIES: Please direct policy questions to the Office of Statewide Policy Compliance and Customer Service Service Performance by completing the [FIA Policy Information Request Form](#) found on Knowledge Base as shown in the screenshot below.



MA Policy: Please direct MAGI policy questions to the Maryland Department of Health, Office of Eligibility Services to mdh.oesinquiries@maryland.gov

For systems questions, please email fia.bsdm@maryland.gov.

cc: DHS Executive Staff
MDH Executive Staff
FIA Management Staff
Constituent Services
Office of Administrative Hearings