

P-2201 APPLICATION (continued)

P-2201D Processing the Application

Review the household's:

- financial and non-financial eligibility requirements,
- verifications.

Processing Timeframes (Reach Up rule 2210)

All applications are processed as soon as possible. Process applications within ten days when all requirements have been met, but not later than 30-calendar days from the application date.

Verification Received

If verification is provided by the 20th day, the application will be processed by the 30th day. If the household provides the verification after the 20th day, the Agency is allowed 10 days to process the application, but should attempt to mail the notice of decision by the 30th day. If the application is not processed by the 28th day see below in Delayed Processing.

Anticipated Changes

Eligible Initial Month Only

Households eligible for the initial month but not eligible for future months receive benefits for the initial month only and then are denied.

Ineligible for Initial Month Only

Households ineligible for the initial month but eligible for the next month do not need to reapply. Begin the household's certification period the month of application, but issue benefits beginning the next month. Do not issue benefits for the initial month.

Delayed Processing

Review determinations of eligibility not completed within 30-days from the application date for the cause of the delay. CATN the reason for the delay.

ACCESS will create a 'Daily Edit' on the 26th day asking for a reason for the delay in processing. BPS must enter the reason in the STAT panel. ACCESS will default to an Agency caused delay if BPS doesn't enter a reason in the STAT panel. ACCESS sends the household a 28-day notice advising the household of the delay and the reason.

The household must receive a 28-day notice if an application has been pending 28 days and a decision is not expected to be made by the 30th day. If in doubt, send the 28-day notice.

Agency Caused Delays

- The Agency is "unable to schedule the initial appointment within 10 days from the application date." (Code A1)

Example: 202C was not mailed within 10 days from the application date.

- The Agency asked for information needed for only one program but delays processing applications for all programs. (Code A2)

Example: Utility provider information is requested for Supplemental Fuel and not provided, but the decision on Reach Up is delayed even though the utility information does not need to be provided for that program.

- The Agency was unable to process the application in a timely manner. (Code A2)

Example: All verification is received by the 20th day, but action did not occur by the 30th day.

- The household returned all verification requested; however, the Agency needs to request additional information. (Code A2)

Example: The household reports income from two sources and at the interview the Agency asks for verification of only one source. Later verification of the second source of income is needed.

Household Caused Delays

- The household missed an appointment within 10 days of the application. (Code C1)
- The household failed to provide verification by the requested deadline. However, if the client returned the verification by the 20th day it must be processed by the 30th day, or it is a department delay. (Code C2)