

Consortium Procedures: Renewals

ACCESS Renewals:

All access renewal are assigned to the ongoing case worker. They should all be processed during your **protected time**. They should all be processed within 2 days.

Exception: The only exception to processing within two days, is if the Access renewal is received before adverse action the month prior to review due month. When this occurs, the ESS should wait to process the renewal until after adverse action of the month received. For example, if a September renewal is received before August adverse action, the worker would wait until after adverse action in August to process.

FoodShare- You need to make 2 attempts to call the customer. If you don't reach them, run the ACCESS renewal and pend the FS for the interview.

***Late renewals- For FS a late renewal, (a renewal received in the month after closure for failure to complete review-077) this is technically a new application, and it should be treated as an application. We need to apply PS/Expedited issuance rules, extend the due date to 30 days, and apply the 60 day policy if needed.

Child Care- You need to make 2 attempts to call the customer. If you don't reach them, run the ACCESS renewal and pend the CC for the interview.

***Late renewals- Late renewals can be completed for Child Care, but if the annual review is not fully completed by the last day of the 13th month, then a new application is required.

HC- ACCESS renewals should be processed within 2 days during your protected time.

***Late renewals- Renewals for HC can be submitted up to 3 months after case closure for no review.

Phone Renewals:

CCA workers complete the renewal interview when the customer calls except:

- If call comes before adverse action in the month before the renewal is due. Customers are instructed to call back in after the 20th of the month prior to review due date.
- Customer specifically requests a scheduled appointment.