

Consortium Procedures: SMRF processing

SMRFs are systemically assigned to the worker assigned to the case. Workers should process all SMRFs within 2 days during your protected time.

SMRF request received after Adverse Action (AA):

When a FS customer calls after the 20th of the month in which the SMRF is due and requests a duplicate SMRF, staff should offer to complete a renewal during the call.

If the customer can't complete the renewal, generate a replacement SMRF. Encourage customer to use on-line SMRF in the future. Educate the customer on the benefits of completing a SMRF (particularly if there are no changes).

SMRF received the month after it is due—month 7th of the FS certification period:

Reopen a closed case at SMRF if the requested action is completed in the calendar month following the month the SMRF was due. This requires that a complete SMRF be received, all verification requirements met, and all required action completed to regain FS eligibility by the last day of the 7th month of the certification period. When a SMRF is turned in the month after it is due you will need to perform the following steps to re-open FS.

Scenario A: The SMRF is due by September 30th. The completed SMRF is turned in October 12th. No changes were reported.

The SMRF must have an action date on the View/Record Six Month Report Actions page that is in the process month otherwise CARES will continue to fail the case for lack of SMRF.

Step 1: Click on View/Record Six Month Report Actions

-The Process Month is the month the SMRF was due. The SMRF was due by 9/30/2017.

-Action Date: enter last day of the process month, in this case it would be 9/30/2017

-Action Code: REC-Form Received

-Action Date: enter last day of the process month, in this case it would be 9/30/2017

-Action Code: CMP-Complete

Record Six Month Report Actions			
Action Date:		MM / DD / YYYY	Action Code: <input type="text"/>
Review Six Month Report Actions			
1			
Action Date	Action Code	Process Month	
09/30/2017	CMP - Complete	09/2017	
09/30/2017	REC - Form Received	09/2017	
08/19/2017	SNT - Original Form Sent	09/2017	

FS Break in Service Cancel Reset

Effective Period
 * Begin Month: / Last Updated: **10/12/2017**
 Worker ID:

Break in Service Details
 Is this case a break in service?
 Date when the requirements are met: / /

Enter New Begin Month: / Go

Is this case a break in service? YES

Date when the requirements are met: Enter date all SMRF requirements were met.

Eligibility Summary Cancel Reset

Assistance Group	Sequence	Benefit Begin Date	Benefit End Date	Assistance Group Status	Non-Financial Result	Asset Result	Income Result	Benefit Amount
MAGA - BCP - ADULTS	1	10/01/2017	10/31/2017	OPEN	<input type="checkbox"/> PASS		<input type="checkbox"/> PASS	
MAGC - BCP - CHILDREN < 19	1	10/01/2017	10/31/2017	OPEN	<input type="checkbox"/> PASS		<input type="checkbox"/> PASS	
MS - SSI RELATED MA FOR AGED, BLIND AND DISABLED (CAT NDY)	1	10/01/2017	10/31/2017	CLOSED	<input type="checkbox"/> FAIL	<input type="checkbox"/> PASS	<input type="checkbox"/> PASS	
CTSZ - CARETAKER SUPPLEMENT - DID NOT APPLY	1	10/01/2017	10/31/2017	DENIED	<input type="checkbox"/> FAIL			
FS - FOODSHARE	1	10/12/2017	10/31/2017	OPEN	<input type="checkbox"/> PASS	<input type="checkbox"/> PASS	<input checked="" type="checkbox"/> PASS	\$265.00
CC Z - CHILD CARE-DID NOT APPLY	1	10/01/2017	10/31/2017	DENIED	<input type="checkbox"/> FAIL			

-FS will be pro-rated from 10/12/2017

Scenario B: The SMRF is due by September 30th. The completed SMRF is turned in October 12th but is missing required verification.

-Follow Step 1 from above

-Pend the case for verification. CWW will allow 10 days for verifications.

-Follow Step 2 from above once all verifications are received. The "Date when the requirements are met" field will need to be adjusted to the date all required verifications were received.

If the required verifications are not received by the end of month 7 a new FS application is required.

Scenario C: The SMRF is due by September 30th. The completed SMRF is turned in October 25th but is missing required verification.

-Follow Step 1 from above

-Pend the case for verification. CWW will allow 10 days for verifications, in this scenario the due date will be 11/2.

Although a due date of 11/2 has been provided, the required verifications must be received by the end of month 7, in this case 10/31 or a new FS application is required.

-Suppress the CWW generated verification notice with due date of 11/2. Send manual verification request with due date of 10/31.

-If required verifications are received before 10/31 follow Step 2 listed above. The “Date when the requirements are met” field will need to be adjusted to the date all required verifications were received.

Best practice: If a late SMRF is received but is missing required verification and it is unlikely that the member will have enough time to provide the verification before the end of month 7, call the member to explain that required verifications are needed by the end of month 7 or FS will remain closed. Offer the member the option to complete a new FS application over the phone.

Case Closed At SMRF - Process At A Glance:

