

SNAP Case and Procedural Review Form Guide

Review all appropriate STAT panels and ELIG panels to determine if action to close was appropriate.

Worksheet field	What	Comment
Case ID:	MAXIS case number.	
Date of action: ELIG	Date worker took action to deny or close.	
Worker:	Worker MAXIS number.	
Case name:	Name on case.	
Effective date:	Date the action took effect.	Denial - date of application, Termination-1st day of the following month if have 10 days for notice.
Supervisor:	Supervisor MAXIS number.	
MAXIS Application Date:	Date listed in MAXIS of application or eligibility review.	
Reviewer:	Reviewer name.	
Action taken:	Type of action - denial or termination.	
Interview Date: STAT/PROG	Interview date.	
Denial /Termination Notices and Documentation		
Denial/Termination Reason: CASE/NOTC	List all reasons, from the notice of adverse action, the worker denied or closed the case.	
Action Based 6 Month Rpt:	Did the worker close case based on information received from a Combined Six Month Report form?	<i>Do not verify income or shelter if the Combined Six Month Report form indicates no change.</i>
STAT/PACT, FIAT: ELIG/FSCR or ELIG/FSSM	Did worker use STAT PACT or FIAT to deny or close case?	Use STAT/PACT OR FIAT on a limited basis. <ul style="list-style-type: none"> Use STAT/PACT to override system without affecting eligibility of another active program and/or when complete or correct ELIG results may not be derived from data entered in STAT. Also to show when clients fail to verify questionable information for a specific program (or fail to cooperate by providing enough information so you know what you need to verify), request withdrawal or closing of a program. Only use the FIAT over-ride in cases where you cannot obtain correct eligibility results through normal MAXIS function. <i>Note: The use of STAT/PACT and FIAT may make the case more error prone.</i>
Denial/Term Action Case Noted: CASE/NOTE	Do notes provide enough information to determine the validity of the action to deny or close benefits?	Did the worker explain why they were denying the unit benefits?
All notice reasons valid: CASE/NOTC	Were all reasons for denial or termination on the adverse action notice valid?	

Worksheet field	What	Comment
If Denial/Termination is for failure to Verify/Cooperate		
Request form found:	Did the worker send an appropriate request document?	DHS 2919 A/B Verification Request, DHS 2414 Incomplete/Late Report or IEVS Difference Notice. <i>Note: Retain request forms in the case file.</i>
Verif/Coop required:	Was at least one of the requested items required to process SNAP?	Consider: <ul style="list-style-type: none"> expedited service - verifications other than applicant's ID should be postponed, deductions such as shelter costs not verified - approve without the deduction 6 month review income and/or shelter not changed - not required to be verified verification was not required for SNAP processing – bank accounts, vehicles, birth certificates, residency (only verification of presence in the state required)
What was requested:	What did the worker ask the customer to provide?	Use to help determine if at least one of the requested items were required.
Request form completed correctly:	Was the request form adequately completed?	Form must tell the customer what verification they need to provide and the date it is due.
Date verif requested:	Information request date.	<i>Note: Date must be on the request document.</i>
Date verif due:	Date the verifications are due.	<i>Note: Date must be on the request document.</i>
10 days allowed:	Did the worker allow the client 10 days to provide requested verification prior to the denial or termination action?	
Date verif returned:	Date the worker received all required verification.	<i>Note: If agency received verifications more than 30 days from the date of application, and did not prorate the benefits when the case was reinstated the case is deficient.</i>
Denial on/after 30th day: ELIG	Was the denial on or after 30 days from the date of application?	
If Termination:		
10 days adverse action CASE/NOTC	Did the worker give the client a 10-day notice of adverse action?	
Override code appropriate? ELIG/FSSM	What is the override code the worker used ion FSSM?	Determine if the over-ride code reason was appropriate?
Pending 30 days		
Pending notice date: CASE/NOTC	Date MAXIS sent the pending notice.	Use this date to determine if notice was timely.
Pending notice timely: CASE/NOTC	Did worker send the notice by the 30 th day from the date of application?	<i>Note: if 30th day falls on weekend, MAXIS sends on next working day.</i>

Worksheet field	What	Comment
Pend notice delay cause: <i>CASE/NOTC</i>	Who does the pending notice indicate caused the delay – agency or client?	
Notice delay cause correct: <i>CASE/NOTC</i>	Does the pending notice correctly state who caused the delay (agency or client)?	<i>Note: if the notice indicates the agency caused the delay and the denial is more than 30 days from the date of application, the case is deficient.</i>
Denied by 60th day:	Did the worker deny the pending case by the 60 th day from date of application?	
If denial for failure to interview:		
Appointment document found:	Did the worker give the unit an appointment? Is the appointment letter (SPEC/MEMO or county letter) in the case file?	<i>Note: Retain a copy of appointment documents.</i>
NOMI sent: <i>SPEC/LETR</i>	Did the worker send a Notice of Missed Interview (NOMI) if the unit missed their appointment?	<i>Note: Retain a copy of the NOMI.</i>
Comments:	Use the comment section for notes that will help you determine compliance.	
Findings summary		
Case Correct:	Did the worker deny/close the case correctly?	Mark the case deficient if any deficiency found. This includes deficiencies that do not lead to a benefit error.
Valid notice reasons:	Were all denial or closure notice reasons valid?	
Correct STAT/PACT or FIAT used:	Did the worker use STAT/PACT or FIAT correctly?	
Correct verif request form:	Did the worker use the correct verification request form?	
Verif request form complete:	Did the verification request form include date of request, due date and verifications required?	
Verif/Coop required:	Was the requested verification/cooperation required to process SNAP benefits?	
10 days allowed:	Did the worker allow the unit 10 days from the date of the request to provide requested verifications?	
Received verif in file acted on:	Did the worker act on verifications the unit provided?	
Denial on after 30th day:	Did the worker deny application for lack of verification/cooperation or failure to interview on or after the 30 th day?	
Termination notice timely:	Did the worker provide the unit 10 days' notice when closing the case or use the appropriate override code?	
Pending notice timely:	Did the worker send a notice of pending by 30th day, if case not processed timely?	
Correct pending notice delay cause:	Does the pending notice correctly show who caused the processing delay –	

Worksheet field	What	Comment
	agency or client?	
Pending notice agency over 30 days:	Did the worker deny on or after 30 days when the agency caused the delay.	
Denial by 60th day:	Did the worker deny pending application by the 60 th day after application?	
Appt/NOMI:	When denied for failure to interview did the agency set an appointment, provide appointment information in writing and/or send a notice of missed interview?	
Adequate case notes:	Did the worker enter information into case explaining the denial or termination action?	
Correct for other: <i>(list in comments)</i>	Did the worker correctly process a denial or termination action for a reason not listed above? Briefly describe the other incorrect action(s).	Reasons may include using incorrect return mail policy, unsigned applications and/or not using signed release of information authorizations.
Findings:	Explain what deficiency is. Include references when available and suggestions for improvement if feasible.	
Underpayment Amount:	Indicate the amount of a determined underpayment for the review month.	
Corrective action:	Describe needed corrective action.	