

DSS ADMINISTRATIVE LETTER ECONOMIC AND FAMILY SERVICES

EFS_FNS_AL-02-2017

(Food and Nutrition Services)

TO: County Directors of Social Services
ATTENTION: Food and Nutrition Services Managers and Supervisors
DATE: June 22, 2017
SUBJECT: Reopening Recertifications and Late Recertification Closure Reasons
EFFECTIVE DATE: June 22, 2017

I. GENERAL INFORMATION

The Division of Social Services (DSS) has identified issues pertaining to the processing of FNS recertifications. Below you will find an explanation of the issues identified, and steps that must be taken to minimize the negative effects.

II. POLICY PROCEDURES

Recertifications **must** be reopened and processed within **five calendar days of receipt** of required information.

A. If required verification is received within first 30 days of the date of application, determine the status of the case.

- Unsuspend the case or
- Reopen the case
- Process the Recertification

In both situations, reopened and unsuspended cases, keep the original date of recertification, **do not** prorate benefits.

B. If required information is received between the 31st and 60th day from the date of application.

- Unsuspend the case or
- Reopen the case
- Process the Recertification

In both situations, reopened and unsuspended cases, **update the recertification period to the date all required verification is received.** Benefits will then be **appropriately prorated.** Failure to prorate benefits results in an Agency Responsible overpayment that must be recouped. **Do not change the date the initial recertification was received.**

C. Late Recertifications received the month after the certification period ends must be closed with the correct closure reason.
Follow the steps below when processing a Late Recertification that is in suspense status:

- Unsuspend the case.
- Close the PDC using closure reason "**Recertification not received**". This reason is the **only** appropriate closure reason in this situation.
- Add application (short form). The date of application is the date the late recertification was received.
- Process the Late Recertification.

III. IMPLEMENTATION INSTRUCTIONS

For detailed instructions, refer to the FNS manual sections 425 Simplified Reporting Recertification Procedures, and FAST Help for "Timely FNS/SNAP Recertification", "Untimely FNS/SNAP Recertification" and "Late FNS Recertification" job aids. (Job Aids attached)

Submit any questions regarding this policy to the DHHS Operational Support Team (OST) via the Policy Questions link located in the Integrated Eligibility Manual, <https://economicbenefits.nc.gov>.

Sincerely,



David Locklear, Chief
Economic and Family Services Section

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Attachments (3):

[EFS FNS AL-02-2017a1](#) (Late FNS Recertification Job Aid)

[EFS FNS AL-02-2017a2](#) (Timely FNS/SNAP Recertification Job Aid)

[EFS FNS AL-02-2017a3](#) (Untimely FNS/SNAP Recertification Job Aid)