



Department of Human Resources
311 West Saratoga Street
Baltimore MD 21201

FIA ACTION TRANSMITTAL

Control Number: 07-16

Effective Date: IMMEDIATELY

Issuance Date: February 1, 2007

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISOR AND ELIGIBILITY STAFF
HEALTH OFFICERS, LOCAL HEALTH DEPARTMENTS
LOCAL HEALTH DEPARTMENTS, ELIGIBILITY STAFF**

**FROM: KEVIN M. MCGUIRE, EXECUTIVE DIRECTOR, FIA
CHARLES E. LEHMAN, EXECUTIVE DIRECTOR, DHMH/OOEP**

**RE: SERVICE ACCESS AND INFORMATION LINK (SAIL) APPLICATION
PROCESSING**

PROGRAMS AFFECTED: ALL PROGRAMS

ORIGINATING OFFICE: OFFICE OF PROGRAMS

Summary:

As you know, we implemented SAIL, a web based screening, application and interim change system, on December 4, 2006. We developed SAIL as a strategy to increase access to benefits. In the beginning of SAIL development we planned to use an electronic signature. The date the applicant submitted the application on-line was to be considered the date of application. This policy was included in Information Memo 07-10 Revised.

In the later stages of SAIL development, we found that we cannot use an electronic signature at this time. Until we can use an electronic signature the applicant must print a signature page, sign it and mail or fax it to the local department. This causes a delay between the date the applicant submits the online SAIL application and the date the local department receives the signature page. Because of questions and concerns raised by local departments we have re-evaluated the date we consider a SAIL application as received by the local department.

According to policy, an applicant can file an incomplete application for most programs as long as it includes the name, address and signature of the applicant. This preserves the date of application. Thus, the SAIL application is not filed until the local department receives the signature page. Changing the policy to consider the date the local department receives the signature page as the date of application more closely follows current policy. This change also allows more time for application processing and will help meet application timeliness standards.

Local departments have also asked how long they should hold the downloaded SAIL application pending the receipt of the signature page. For consistency in application processing, we will hold the downloaded application for 60 days.

Action Required:

- The date of filing is the date the local department receives the signature page.

Note: It is important to match the signature page with the downloaded application as quickly as possible. When the local department receives the signature page, it must date stamp the page, screen the SAIL application on CARES, and schedule an appointment for the interview.

- Local departments must hold the downloaded SAIL application for 60 days while waiting for the customer to mail, fax or hand deliver the signature page. The local department can destroy the SAIL application after 60 days if the signature page is not received,

Important Note:

The Department of Health and Mental Hygiene requires an original signature before the application is considered as filed. A faxed signature page is acceptable for all programs except for Medical Assistance (MA) and the Maryland Children's Health Program (MCHP). The date the agency receives a faxed signature page is the date of application for all programs except MA and MCHP.

Examples:

The local department downloads a SAIL application that was submitted on February 5. The applicant never sends the signature page. The local department can destroy the SAIL application April 6.

The local department downloads a SAIL application that was submitted on February 5. Based on the information from SAIL, the applicant looks eligible for expedited service. The applicant drops off the signature page on February 28. The expedited processing time begins on February 28.

Customer Service:

If staff resources are available, we recommend calling the customer to follow up on the signature page if a phone number is listed.

Inquiries:

Please direct SAIL questions to Gina Roberts a 410-238-1297. Direct Food Stamp Program questions to Kay Finegan at 410-767-7939 or Rick McClendon 410-767-7307 and TCA questions to Marilyn Lorenzo at 410-767-7333. Direct Medical Assistance question to Cathy Sturgill at 410-238-1247 and PAA and TDAP questions to Cynthia Carpenter 410-767-7495.

cc: DHR Executive Staff
DHMH Executive Staff
FIA Management Staff

Constituent Services
DHR Help Desk
DHMH Management Staff