TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
               DEPUTY/ASSISTANT DIRECTORS FOR INCOME MAINTENANCE
               INCOME MAINTENANCE SUPERVISORS

FROM: KEVIN MAHON, EXECUTIVE DIRECTOR, IMA

RE: DHMH and AIMS/CARES DEATH LIST MATCH

PROGRAM AFFECTED: AFDC, FOOD STAMPS, MEDICAL ASSISTANCE

ORIGINATING OFFICE: OPA/ DIVISION OF PROGRAM POLICY AND
                              REGULATION
                              DIVISION OF PROGRAM AND SYSTEM SUPPORT

REVISION:

      As Action Transmittals are distributed to the local department, they are forwarded to the Department of Health and Human Services (HHS), and the US Department of Agriculture (USDA). The USDA recently requested OPA to clarify several Food Stamp instructions given in Action Transmittal 96-32 DHMH and AIMS/CARES DEATH LIST MATCH. The revised text is underlined.

BACKGROUND:

      The Department of Human Resources (DHR) and the Income Maintenance Administration (IMA) uses the Electronic Benefit Transfer System (EBTS) to monitor the use of benefits by our customers. The Aged Authorization Action Report and the Aged Authorization Report identify customers who have outstanding benefits. The local department notifies these customers and takes action as appropriate.

      The Department of Health and Mental Hygiene (DHMH) is responsible for keeping the vital statistics of persons who die in Maryland. DHMH and DHR have begun to match benefit payment files with the death list. An exception report, The DHMH Death Records Match, lists heads of household or payees active on AIMS, or individuals active on CARES, who have died. The Office of Inspector General (OIG) in conjunction with the Office of Quality Assurance (OQA) is handling this project for DHR.

The Death Records Match list along with instructions for annotating the list, the time frames for completion, and the name of the OQA contact person will be forwarded to the Assistant Director of each local department by OQA. The death match listing is produced twice a year.

CURRENT POLICY:

The customer's heirs and estates have the same protection as the general population. Access to benefits paid legally to a customer before his death is the right of other household members and the decedent's estate. If benefits age off EBTS or are cancelled and a person eligible for the benefit appears within one year, the benefits must be replaced.

Cash benefits in EBTS are treated the same as cash on hand. An assumption may be made that surviving AFDC children, through the caretaker with legal custody, are entitled to the cash benefit. Any other person claiming entitlement must prove they have a right to the estate. The caseworker should document why and to whom benefits are released.

Adequate notice is required when a case is reduced or closed for any reason. In Food Stamp cases, timely notice is necessary unless all household members die.

In AFDC, the local department may dispense with timely notice when the agency has factual information confirming the death of a recipient. In cases where a relative is available as payee, timely and adequate notice is required.

I. ACTION TO BE TAKEN IN ALL JURISDICTIONS:

- A review of the case record must occur whenever information potentially affecting the case decision is brought to the attention of the agency.

- The action to be taken depends upon the type of household which included a deceased member.

- The Death Records Match list is primary verification that a death occurred.

- Adequate notice must be sent to the household.

II. INSTRUCTIONS FOR JURISDICTIONS ON THE AIMS/AMF SYSTEMS

A. REVIEW THE CUSTOMER'S STATUS USING AMF, AIMS AND MMIS II.

- In AMF use SRA1 to verify current status of PA and FS programs.
- In AIMS use AINQ to verify current status of PA and FS programs.
- Use MMIS II to inquire on MA case status.
- If all cases or individuals were closed timely, no further action is needed.

B. NPA MEDICAL ASSISTANCE CASE PROCEDURES:

1. Deceased person is head of household in a one person unit:

- Close the case on AMF by completing the AMF-1 form.
- Use the 8000 to cancel the MA card by entering the date of death (DOD) in the CANCEL field.

2. Deceased person is head of household in a two adult unit:

- Change the address field by replacing the deceased person's name with the spouse's name.
- Close the deceased individual on AMF and update the spouse by completing the AMF-1 form.
- Use the 8000 to cancel the MA card by entering the DOD in the CANCEL field.

3. Deceased person was not head of household.

- Close the individual on AMF by completing the AMF-1 form.
- Use the 8000 to cancel the MA card by entering the DOD in the CANCEL field.

4. Deceased person is the head of household in a family unit.

- If there is an available non-responsible representative for the remaining members, change the information in the address field to the name and address of the representative.
- Update the case on AMF by completing the AMF-1 form to close the head of household and add the representative to the case.
- Use the 8000 to cancel the MA card by entering the DOD in the CANCEL field for the head of household.

C. CASH AND FOOD STAMP CASE PROCEDURES:

1. Deceased person is head of household in a one person unit:

- Close the case on an AIMS 2/3A and cancel EBTS benefits.
- Use the 8000 to cancel the MA card by entering the date of death (DOD) in the CANCEL field.
- If the case has already been closed, cancel all outstanding EBTS full monthly benefits.

2. Deceased person is head of household in a two adult unit:

- Notify the second member of the necessity to <u>sign the original application or attest to its correctness so the current certification period is not shortened.</u>
- If the second member of the unit has not reported the death, review the case for overpayment and possible Intentional Program Violation (IPV).
- <u>Issue a notice of expiration if there is insufficient information to determine the eligibility and benefit level of the remaining household members.</u>
- If the second member does not contact the local department before the expiration of the notice, close the case on an AIMS 2/3A and close out the EBTS account.
- Use the 8000 to cancel the MA card by entering the DOD in the CANCEL field.
- If the second member does contact the local department but does not have access to the benefits in the EBTS account, issue a replacement card under the original case or AU number with a new PIN to allow him to use the remaining benefits.

3. Deceased person was not head of household.

- Use the 8000 to cancel the MA card by entering the DOD in the CANCEL field.
- Complete the AIMS 2 or AIMS 3 to change the household size removing all income and assets of the deceased member. Complete an AMF-1 to remove the individual from AMF.
- Process any overpayment exploring the potential for IPV.

4. Deceased person is the head of household in a family unit.

- If there is an available (relative for AFDC cases) payee for the remaining

members, <u>notify the payee of the necessity to sign the original application or attest to its correctness so the current certification period is not shortened.</u>

- <u>Issue a notice of expiration, or a combined notice of adverse action, if there is insufficient information to determine the eligibility and benefit level of the remaining household members.</u>
- If the death has not been reported, review the case for overpayment and possible IPV.
- If a payee does not come forward before the notice expires, close the case by completing a 2/3A and close out the EBTS account.
- Use the 8000 to cancel the MA by entering the DOD in the CANCEL field for the head of household and a "C" for each of the children.
- If the new payee does contact the department but does not have access to the benefits in the EBTS account, issue a replacement card under the original case or AU number with a new PIN to allow the payee to use the remaining benefits.

Closing codes:

PA - #209 - reported death of member(s) of assistance household.
FS - #366 - Reported death of household member.

Note: To process an under/overpayment, follow the procedure established for your local department.

D. CANCELING EBTS BENEFITS:

- Only full benefits may be canceled. Partial benefits age from the system.
- Use the in-house procedure to notify the local fiscal office of the need to cancel a benefit.
- The local fiscal office cancels the full benefit and changes the status from issued to canceled.

E. REISSUING CANCELED OR AGED BENEFITS IN AN AIMS JURISDICTION:

- If the benefit status code on AIMS is coded as ECAN, "CANCELED BENEFIT", the caseworker re-issues the aged benefit in the amount shown on the AIMS benefit inquiry screen (APIQ) using an OTO transaction.
- If the benefit status code on AIMS is coded as ABAN, "ABANDONED BENEFITS", the worker completes the OIM/7002, Request to Re-issue An EBT Benefit Form and forwards the completed form to:

AIMS Fiscal Unit
Room 925
311 W. Saratoga Street
Baltimore, Maryland 21201
or Fax to the AIMS Fiscal Unit at (410) 333-0551

AIMS Fiscal contacts DHR's Data Processing Division to determine the amount of ABANDONED benefits and re-issues the benefits to the household.

- The benefit status on AIMS is then updated with "RECL" to show the RECLAIMED EBT benefit.

ABANDONED BENEFITS CAN ONLY BE RE-ISSUED BY DHR/AIMS FISCAL.

III. INSTRUCTIONS FOR JURISDICTIONS IN THE CARES SYSTEM

A. REVIEW THE CUSTOMER'S STATUS USING OPTION U AND THE CLIENT ID ON THE AMEN SCREEN

- If all cases or appropriate individuals were closed timely, no further action is needed.

1. Deceased person is head of household in a one person unit:

- Cancel EBTS benefits.
- Close the case in the on-going month using Option R and the Client ID on the AMEN screen. Enter the date of death and the state as MD on the DEM2 screen.
- If the case has already been closed, cancel any outstanding EBTS benefits.

2. Deceased person is head of household in a two adult unit:

- Notify the second member of the necessity to sign the original Eligibility Determination Document (EDD) or attest to its correctness so the current certification period is not shortened.
- If the second member of the unit has not reported the death, review the case for overpayment and possible Intentional Program Violation (IPV).
- Issue a notice of expiration if there is insufficient information to determine the eligibility and benefit level of the remaining household members.
- If the second member does not contact the local department before the expiration of the notice, close the case in the on-going month using Option R and the Client ID on the AMEN screen. Enter the date of death and the state in which the death occurred on the DEM2 screen. Close out the EBTS

account.

• If the second member does contact the local department but does not have access to the benefits in the EBTS account, issue a replacement card under the original case or AU number with a new PIN to allow access to the remaining benefits.

3. Deceased person was not head of household.

• Close the individual in the on-going month using Option R and the Client ID on the AMEN screen. Enter the date of death and the state in which the death occurred on the DEM2 screen.

• Process any overpayment exploring the potential for IPV.

4. Deceased person is the head of household in a family unit.

• If there is an available (relative for AFDC cases) payee for the remaining members, notify the payee of the necessity to sign the original EDD or attest to its correctness so the current certification period is not shortened.

• Issue a notice of expiration, or a combined notice of adverse action, if there is insufficient information to determine the eligibility and benefit level of the remaining household members.

• To send a letter on-line, access FMEN, Option F from the CARES Main Menu and select Option A (Letter Generation). Enter the AU number and letter # 0000 (Free Form Text). On the LDTL screen, type the second member's name in the Regards field. Press PF13 to enter the text. After completing the text, press enter until the LDTL screen is reached again, PF 3 back to the FMEN screen.

• If the death has not been reported, review the case for overpayment and possible IPV.

• If a payee does not come forward before the expiration of the notice, close the case and close out the EBTS account.

• If the new payee does contact the department but does not have access to the benefits in the EBTS account, issue a replacement card under the original case or AU number with a new PIN to allow the payee to use the remaining benefits.

Prior to confirming the closure, document all actions taken on the case by pressing PF21 on the ADDR or DONE screen. After closing the case, all outstanding EBTS benefits must be canceled.

Closing codes:

- If the deceased member is head of the household <u>and the AU is to be closed,</u> close the case with code 248 (HOH deceased)
- If the deceased member is not head of the household, <u>or remaining members will remain active under the original AU number,</u> close the case with code 244 (Member listed died).

Note: To process an under/overpayment follow the current CARES procedures.

B. CANCELING EBTS BENEFITS:

- Check to see if any benefits are outstanding. This can be done by logging on to EBTS on the Administrative Terminal located in each local office.
- In order to have outstanding benefits canceled on EBTS, a Stop/Void Request must be made by the caseworker. The issuance number, issuance date, and issuance method is needed for each benefit when a Stop/Void Request is made. The issuance number and issuance date can be obtained from Option D on the MMEN (Benefit History Submenu) from the CARES Main Menu. Any issuance that has a status of "IS" is outstanding.
- From the CARES Main Menu go to the KMEN (Financial MGMT. Issuance Submenu). Then select Option G (Stop/Void Request). Enter the issuance number, issuance date, and issuance method. On the Stop/Void ISTP screen enter S (Stop) as the request type, DE (Deceased) as the reason code. The issuance status of the benefits will automatically change to SQ (Stop Requested) after enter is pressed. An alert is sent during overnight batch to the fiscal officer who is responsible for completing all Stop/Void Requests.

C. REISSUING CANCELED OR AGED BENEFITS:

- Determine the amount of benefits that were issued to the customer and subsequently cancelled.
- Access Option R (Benefit Error Groups) from the CARES Main Menu.
- Select Option E for Cash Benefits or Option F for Food Stamps with the AU#.
- Enter each individual month, the amount of benefits cancelled and reason code of AE (Agency Error).
- An alert will be generated to the supervisor during overnight batch informing them to approve the underpayments.
- Once the underpayments are approved, the reissued benefits will be available the next working day.

- A new EBTS card must be issued to the executor of the estate so that the benefits can be accessed.

For questions regarding the Death Records Match list or the instructions for the list call Stu Flynn of OQA at (410) 767-7938. For questions regarding program policy call Sue Woolford of OPA at (410) 767-7190.

cc: DHR Executive Staff
        DHMH Executive Staff
        IMA Management Staff
        AIMS/CARES Fiscal
        EBTS