**FoodShare Break in Service Case Processing**

Reference PH 3.13

Applying Break in Service during the Certification Period when the case closed for lack of verification:

1. Case closed for lack of verification
2. All Required Verification is provided in the month following case closure
3. Reopen the case and prorate benefits from the date verification was submitted
4. Case closed for lack of verification
5. Incomplete or no verification is provided in the month following case closure
6. Case must reapply

Applying Break in Service- during the Certification Period when the case closed for another reason:

1. Case closed during certification period for a reason other than lack of verification **and** a change is reported the month following case closure making the customer potentially eligible
   1. If verification of the change is not required, the worker should reopen the case and prorate the benefits from the date the change was reported
   2. If verification is required the customer has the option to verify the change or reapply for assistance
2. If the customer chooses to reapply, follow the normal application processing guidelines
3. If the customer chooses to reopen their case, and all of the required verification is submitted in the month following case closure, the worker should reopen the case and prorate benefits from the date the verification was submitted
4. If the customer chooses to reopen their case and incomplete or no verification is submitted in the month following the case closure, the customer must reapply

Applying Break in Service- At SMRF:

1. Case closed at SMRF
   1. If no SMRF is submitted in month 7 the case must reapply
2. Case closed at SMRF and the SMRF is submitted in month 6 or 7 but verification or the signature is missing
   1. If all required verification or the signature is provided within month 7

The worker should reopen the case and prorate benefits from the date the verification or signature was received

* 1. If incomplete or no verification or signature is provided in month 7 the case must reapply

1. Case closed at SMRF and the SMRF is not processed because of agency delay, the customer has 10 days to provide the verification
   1. If all the required verification is provided timely, the worker should reopen the case and issue benefits back to the first of month 7
   2. If the verification is provided, but not timely, in month 7, the worker should reopen the case and prorate the benefits from the date the verification was received in month 7
   3. If incomplete or no verification is provided in month 7, the case must reapply

Applying Break in Service- At Renewal:

1. Case closed at Review and the Interview is completed timely but verification is not submitted timely
2. If all required verification is provided in the month following case closure, the worker should reopen the case and prorate benefits from the date verification was submitted
3. If Incomplete or no verification is provided in the month following case closure, the case must reapply
4. If there is no timely interview and the customer did not submit a review, the case must reapply
5. If there is no timely interview and the late interview is due to agency delay the customer has 10 days to provide verification
   1. If all of the verification is provided timely in the month following case closure, the worker should reopen the case and issue benefits back to the first of the month following case closure
   2. If verification is provided, but not timely, in the month following case closure, the worker should reopen the case and prorate benefits from the date the verification was received in the month following case closure
   3. If incomplete or no verification is provided in the month following case closure, the case must reapply.