

**AGENT Reminders April 25, 2024**

**General**

* Review cases for a possible FS overpayment when working alerts and MA SWICAs. Customers still must follow their reporting rules (e.g. reporting income by the 10th day of the following month).
* When someone who is 18 years of age calls to apply and they are already listed on their parents’ case for eligibility, please ask if they are applying for or seeking Long Term Care services with the Aging and Disability Resource Center.  An individual 18 years of age or older is required to have their own case for Long Term Care Services when they turn 18.
* Sometimes a cardholder needs to put a password on his or her EBT account. The password prevents somebody from ordering or cancelling a card or changing the PIN through Quest Card Service. This should not happen very often, but if it does, the cardholder may contact their local IM agency so an IM worker can assist them with setting up a password. The IM worker must call State Support at (800) 848-6960 and will be assisted with setting up, changing, or removing an EBT password. This telephone number should not be given to the cardholder.
* Effectively immediately for any healthcare ONLY appointments, we have added IH (phone) and OH (office) appointment codes in the CWW scheduler which must be used for these appointment types.

**FoodShare**

* When a customer reports that they are paying expenses that exceed their income, the worker must ask the how they are meeting their expenses. This should be documented in case comments.

If the customer reports that they are receiving help paying their expenses:

* + If they receive the money directly from the person helping them, the shelter expense is allowed and the money received is budgeted as unearned income. Verification of the unearned income should be requested (Money from Another Person).
  + If the person helping them pays the expense directly to the company, no shelter expenses is allowed and no money is budgeted on the case. Verification of this is not required. Document the conversation in case comments.