

**AGENT Reminders May 23, 2024**

**General**

* Any Good Cause Claims should be processed by the county of residence. An email can be sent to the supervisor/s of that county. Please put Good Cause Claim in the subject line of the email.
* Agents should follow the one-touch model and process any requests for replacement issuance for destroyed food.  This includes processing the form F-00330 Request for Replacement FoodShare Benefits and entering a supplement if needed.  For Emergency Replacement FS only please email the local office supervisor/s to review the supplement and expedite its issuance.  Please put Emergency FS Replacement AUX in the subject line.
* When scheduling appointments please make sure you are choosing the correct appointment code. See below:

IF - Intake in Office

IP – Intake via Phone

EO – Eligibility Review in Office

RP – Eligibility Review via Phone

IH- HealthCare Only via Phone \*manual appt. notice must be sent

OH-HealthCare Only in Office \*manual appt. notice must be sent

A phone or a face-to-face appointment is not required for HC, but it is an available option at application or renewal.

**IH or OH a**ctivity types will set the HC only appointment, and CARES **WILL NOT** issue a systematic appointment notice.

Workers must send the appointment notice as a Free Format Letter through the Manual Letter Selection in CARES using the information in the attached document when scheduling an in person or phone HC appointment.

**Note:** Benefits cannot be denied or terminated if the member does not attend the appointment. Workers may need to pend for the information needed to determine eligibility at application and renewal.

**Child Care**

* Reminder on the process for cases with open childcare:
* Refer callers requesting a change to their authorization (hours or provider) that is not due to a change impacting the income on the case to the CC line of their respective county of residence.
* Refer callers with questions about their authorization to the CC line of their respective county of residence.
* Agents will make the changes on the case and request verification if needed and discuss continuity of care for CC needs.
* Agents will process the verification once received and email the Child Care team of the county of residence. The Child Care team will update the authorization.