

Par.1. **Material Transmitted and Purpose** – Transmitted with this Manual Letter are changes to Service Chapters:

- **Administrative Procedures 448-01**
- **Child Care Assistance Program 400-28**
- **Low Income Home Energy Assistance Program 415**
- **Medicaid (ACA) 510-03**
- **Non-ACA Medicaid 510-05**
- **Supplemental Nutrition Assistance Program 430-05**

Par. 2. **Effective Date** – Changes included in this manual letter are effective on or after June 1, 2022 unless otherwise indicated.

448

Case File Maintenance 448-01-40

1. 448-01-40-30 - Case File Narrative. Information in this section is being updated to be consistent for all programs. The recommended format for a case narrative is being removed as updates in how case narratives are to be entered are being made to the consolidated eligibility system, SPACES.

Case File Narrative

Case files must be documented, within the eligibility system, to support actions taken and decisions made concerning eligibility, benefit determination and current status of the case. Documentation must be in sufficient detail for a reviewer to determine the reasonableness and accuracy of the actions taken.

~~Narratives are used to document eligibility determinations. It is recommended that case file narratives be completed within the eligibility system. Narratives must include:~~ The following is a partial list of some circumstances that require documentation in a case narrative Narratives must include but are not limited to:

1. The eligibility determination made at initial application or review including all financial and non-financial factors and verifications used in the determination.
2. Document contacts with the applicant, recipient, other individuals or if prudent person concept was used to arrive at a decision. Use

of prudent person concept and the decision arrived at when applying this concept.

3. Any change in a recipient's circumstances resulting in a change in eligibility.
4. Circumstances relating to overpayments, underpayments and questions of suspected fraud and abuse, actions taken, and how resolved.
5. Any other information used in the eligibility determination.
6. For Health Care Coverage, the completion of an ex parte review.

7. Support Documentation for decisions made regarding benefits and payments.

8. Documentation of outreach and referral efforts.

The information in the narrative is part of the case file and may be viewed by the applicant, recipient, authorized representative, legal representatives, administrative law judges and attorney generals. Based on this, narratives must not include:

1. Personal opinions of applicant's or recipient character or circumstances.
2. When a case specific directive is received from the Policy and System Support (PaSS) unit or other state office staff, regional representative or policy administrator, documentation should not include "regional PaSS unit representative or state office said" but rather the policy reference or basis for the decision.

Following is a recommended format and example of information to include in the case file narrative. Additional information may need to be added based on the programs applied for and case circumstances.

~~NEW APPLICATION OR REVIEW~~	~~Include case name, programs applied for and approval or denial.~~
~~DATE OF NARRATIVE~~	~~-~~
~~ELIGIBILITY WORKER NAME~~	~~-~~

PROGRAM INFORMATION - -	List date application was requested, date application was returned, person interviewed and if expedited for SNAP processing timeframe.
EBT CARD ISSUED	Date issued.
RESIDENCY	Residential address including city and state.
HOUSEHOLD COMPOSITION - - -	List all household members including unborn, specifying relationship, ages, how they purchase and prepare meals and living arrangement. Include disqualified members and reason for disqualification.
CITIZENSHIP/IDENTITY	For Health Care Coverage, list level verified and type of verification of each household member.
WORK REGISTRATION/BEST/ABAWDS/JOBS - - - -	For SNAP, list household members required to work register, receiving ABAWDS months or required to participate in BEST. If exempt, document reason. - For TANF, list household members required to participate in JOBS or if exempt indicate reason.
ASSETS - -	List liquid assets including bank and current value, vehicles including value and outstanding loan amount, if known, and other assets specifying asset and value.
INCOME - -	List all household members' earned and unearned income. Document what income was used in application month and second or third beginning months, how often paid, employer, etc. - For SNAP and CCAP, indicate if income was converted.
EXPENSES - - -	List all deductible expenses. - For SNAP, if household is in receipt of LIHEAP or responsible for utilities, specifying utility

- -	standard and why it was allowed or not allowed. Also, document request for expense the household failed to verify.
HEALTH INSURANCE	List policies and who is covered.
PCP	List household members and their PCP.
OTHER COMMENTS - -	Any other information used in the eligibility determination such as pending disability, disqualifying transfers or TANF lifetime limits.
ACTION TAKEN - - - - -	Program approval or denial including effective date of program eligibility, length of review period and household members covered. - For Medicaid, indicate if it is monthly reporting or continuous eligibility coverage period.

CCAP**Administrative Requirements 400-28-15**

1. 400-28-15-15 - Case Narrative Documentation. Policy in this section is being removed and reference and link to the Administrative Procedures manual is being added.

Case Narrative Documentation 400-28-15-15

[Refer to section 448-01-40 for case file and narrative requirements.](#)

Case files must be documented to support eligibility, ineligibility, and benefit level determinations. Documentation must be detailed to permit a reviewer to determine the reasonableness and accuracy of the determination. Document ALL requests for verification and whether or not the verification was provided.

Casefile narrative must be in the eligibility system narrative.

LIHEAP

LIHEAP General Provisions 415-05

1. 415-05-35-05 Case Narrative Contents. Policy in this section is being removed and reference and link to the Administrative Procedures manual is being added.

Case Narrative Contents 415-05-35-05

Refer to section 448-01-40 for case file and narrative requirements.

~~It is not necessary to repeat information in narrative that is on the forms. The case narrative should be used, however, to record the following:~~

- ~~1. Support for decisions made regarding miscellaneous, premium, and emergency payments.~~
- ~~2. The circumstances resulting in the use of the "prudent person concept" to obtain additional verification of eligibility factors, if this is not explained on the Form 530.~~
- ~~3. Circumstances relating to overpayments and questions of suspected fraud, actions taken, and how resolved.~~
- ~~4. Documentation of "outreach" efforts.~~
- ~~5. Additional information for all cases reporting zero or near zero income regarding how the household is meeting other basic living needs such as shelter, food, medical expenses, etc. The case narrative will document that referrals have been made to other appropriate programs such as Supplemental Nutrition Assistance Program (SNAP), Medical Assistance, etc., to be certain the household is fully aware of all resources which might help during their financial crisis. Form 1681, "Near Zero Income Worksheet" may be used in place of or to supplement the case narrative.~~

Medicaid (ACA)**Application and Decision 510-03-25**

1. 510-03-25-27 – Electronic Narratives. Policy in this section is being removed and reference and link to the Administrative Procedures manual is being added.

Electronic Narratives 510-03-25-27

[Refer to section 448-01-40 for case file and narrative requirements.](#)

~~All Medicaid cases in Vision or TECS must include electronic narratives in Lotus Notes. All Medicaid cases in SPACES must include an electronic narrative in SPACES. Narratives need to support eligibility, ineligibility, and other actions related to the case. The narrative must be detailed to permit a reviewer to determine the reasonableness and accuracy of the determination. Complete and accurate narratives include documenting the action taken; what the action was based on; sources of the information used; or if no action was taken, the reason for no action.~~

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~~Narratives are also required to document contacts with the applicant, recipient, or other individuals regarding the case, regardless of whether the contact had an impact on the case.~~

Non-ACA Medicaid

Application and Decision 510-05-25

1. 510-05-25-27 – Electronic Narratives. Policy in this section is being removed and reference and link to the Administrative Procedures manual is being added.

Electronic Narratives 510-05-25-27

[Refer to section 448-01-40 for case file and narrative requirements.](#)

~~All Medicaid cases in Vision or TECS must include electronic narratives in Lotus Notes. All Medicaid cases in SPACES must include an electronic narrative in~~

~~SPACES. Narratives need to support eligibility, ineligibility, and other actions related to the case. The narrative must be detailed to permit a reviewer to determine the reasonableness and accuracy of the determination. Complete and accurate narratives include documenting the action taken; what the action was based on; sources of the information used; or if no action was taken, the reason for no action.~~

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~~Narratives are also required to document contacts with the applicant, recipient, or other individuals regarding the case, regardless of whether the contact had an impact on the case.~~

SNAP

Reviews 430-05-35

1. 430-05-35-45 – Narrative/Documentation. Policy in this section is being removed and reference and link to the Administrative Procedures manual is being added.

Narrative/Documentation 430-05-35-45

[Refer to section 448-01-40 for case file and narrative requirements.](#)

~~Case files must be documented to support eligibility, ineligibility, and benefit level determinations. Documentation must be detailed to permit a reviewer to determine the reasonableness and accuracy of the determination. Document ALL requests for verification and whether or not the verification was provided.~~

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~~Case file Narrative must be completed in the eligibility system that the case is housed in.~~

Example:

1. ~~SNAP case is registered and authorized in the new eligibility system. All case narratives must be completed in the new eligibility system.~~

~~2. SNAP case is registered and authorized TECS. All case narratives must be completed in Lotus Notes until such time as the case is converted to the new eligibility system.~~