

## CHAPTER 2

# ELIGIBILITY & CASE MANAGEMENT

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## CLOSINGS

### General Information

All case denials, discontinuances, and leave status closings:

- Must be documented in the case notes in CMIPS II and include the reason for the closing.
- Reviewed and approved by a Social Work Supervisor.
- Require that a Notice of Action (NOA) be issued timely to the recipient.

### Notice of Action

A Notice of Action must be issued for any case action that discontinues or decreases an existing service authorization. The NOA must be mailed in time for the client to receive the notice 10 days in advance of the effective date of action. The 10-day period *cannot* include the date of mailing or the effective date of the action. CMIPS II automatically extends the date for all negative actions to 13 days, ensuring the issuance of a timely NOA.

### *Exceptions to Timely NOA*

An exception to the 10-day requirement may be made in the following situations:

- Information confirming the death of the recipient is received.
- A signed statement is received from the recipient stating that he/she no longer wants/requires IHSS services.
- A signed statement is received from the recipient refusing to pay his/her share-of-cost.
- The recipient has been admitted to an institution, skilled nursing facility, intermediate care facility, or long-term hospitalization.
- A notice to the last known address has been returned undelivered, and a new address is not known.
- The recipient has moved out of the country.
- A signed statement is received that the recipient will not supply essential eligibility information.
- A limited-term service authorization ends, and the recipient was informed in writing at the time of approval that the service would terminate on a specified date.
- A 10-day NOA waiver form, HHS 12-49, is signed by the recipient waiving the 10-day notification period.

In the event that a case is discontinued for any of the situations listed above, the Individual Provider (IP) for the case should first be terminated in CMIPS II before the actual case is closed. This ensures that the correct number of eligible hours for the IP has been correctly documented in CMIPS II.

### Case Actions

#### *Closings*

A case can be closed in CMIPS II by using one of the following two procedures:

The Social Worker will access the “Check Eligibility” function found on the “Evidence Workspace” screen.

- Enter the assessment information into CMIPS II
- The business rules programmed for “Check Eligibility” will determine if there is enough information entered to deny or discontinue the case
- CMIPS II will generate the appropriate NOA
- Additional applicable NOA information may be entered manually by the Social Worker
- The closing date will automatically be 13 days from the date the NOA is issued

### *Denials*

All denials must be processed using the following procedure. The Social Worker will:

- Access the “Terminate” function found on the “Case Home” screen
- Select the appropriate reason for closing

The case will then close, and CMIPS II will generate the corresponding Notice of Action. CMIPS II will automatically allow thirteen days for “timely notice” on all termination notices.

### Erroneous Discontinuance

An erroneous discontinuance can occur when a closing is initiated, and the worker subsequently receives information that negates the reason for the closing. If the information is received within 30 days of the closing date, the case can be reopened without requiring a new application, and the current worker will retain the case. If more than 30 days have passed, the client must reapply, and the application will be assigned to the next worker in the round-robin case assignment process.

*Note: Any exceptions to this 30-day standard will be determined through consultation with and approval from the Social Work Supervisor.*

### Case Retention

When a case closes for any reason, the case folder will be stored in the district office in a “closing file” for 60 days past the closing date. After 60 days, the case folder is sent to the Record Library.

Generally, case records and materials for the IHSS program are retained by the County of San Diego for four years after the date of the last case action. However, records and supporting documents are retained for an extended period when there is:

- An active federal or state audit
- Criminal or civil litigation
- An intentional program violation disqualification (MPP 23-353)

Currently *all IHSS case files must be retained* until the California Department of Social Services (CDSS) updates the instructions that were issued as a result of the Conlan II lawsuit. Case records are destroyed only at the request and approval of IHSS Administration and are destroyed by Record Library staff when written instructions are received. Case records are never destroyed internally by IHSS staff. Retention of specific documentation and forms in a case file is

determined by federal, State, and County policy; written guidelines are issued by Aging & Independence Services (AIS) Program Support. Questions should be directed to the IHSS Program Specialist at AIS Program Support.