

**County of San Diego, Health and Human Services Agency (HHS)A)  
Eligibility Policy and Procedure Guide**

**Case Transfers and Returns**

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**Issue Date:**

8/1/2016

**Background:**

All case transfers, whether Inter-Family Resource Center (FRC) or Intra-FRC, must meet basic requirements for transfer.

**Purpose:**

This document outlines the basic requirements for transfers.

**Inter-FRC Transfers and Returns:**

This policy affects cases being transferred from one FRC to another because the client resides in an area serviced by a different FRC or because the case is subject to confidential case policies. Cases will be transferred according to the most current zip code and aid program distribution information.

**Intra-FRC Transfers and Returns:**

This policy affects cases being transferred within the same FRC (i.e. transferring from Intake to Continuing).

**Policy:**

Cases shall be determined acceptable for transfer according to the guidelines below and according to the guidelines set forth in the **Case Transfer and Returns Processing Guide**. If the case does not meet these requirements, the case shall not be transferred until all requirements are met.

**Note:** Inter-FRC case transfers shall not be transferred in pending status.

**Renewals, Recertifications, Redeterminations (RRR's):**

Cases with a RRR due in the current or upcoming month must not be transferred until the RRR is completed.

**Note:** Cases with an overdue RRR cannot be transferred.

**Status Reporting:**

Intra-FRC case transfers occurring on the 15<sup>th</sup> of the month where the current status report is not in CERMS, the case (or applicable persons for Medi-Cal) must be in "HOLD" status and the NOA documenting the "HOLD" status must be viewable in CalWIN.

**MEDS:**

MEDS must accurately reflect each active household member's current status and type of benefits being issued.

**Early Fraud Prevention:**

Results of Early Fraud Prevention referrals from either PAFD or Department of Health Care Services (DHCS) must be returned and the required worker responses completed. Referrals from DHCS must

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be imaged and available in CERMS. Full Field referrals must have been successfully transmitted to FRTS and accepted as complete by PAFD.

**IEVS and SAVE:**

Current Systematic Alien Verification Entitlements (SAVE) (if applicable) and Income Eligibility Verification System (IEVS) must be processed. If the IEVS is dated prior to the case authorization, all issues and discrepancies must be resolved or clarified before transfer. If the IEVS is received after case authorization, steps must be taken to resolve discrepancies via the IEVS contact letter, noted in case comments and a future alert set.

**Homeless Status:**

Cases of customers without a fixed residence who remain so but relocate to another FRC's boundaries are eligible for transfer and are subject to the same requirements as fixed residence cases.

**Impacts:**

All programs

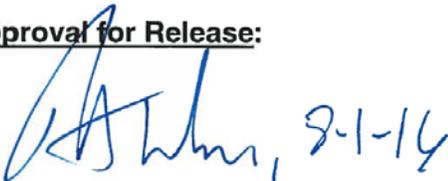
**References:**

Case Transfer and Returns Processing Guide  
Human Services Specialist (HSS) Performance Expectations

**Sunset Date:**

This policy will be reviewed for continuance by 8/31/2019.

**Approval for Release:**



Rick Wanne, Director  
Eligibility Operations