

EFFECTIVE

October 1, 2009.

SUBJECTS

1. Telephone interviews.
2. Redeterminations.
3. Child support.
4. Michigan Combined Application Program (MiCAP) correction.
5. Interim bulletin information added to policy.

**1) TELEPHONE
INTERVIEWS****EFFECTIVE**

August 24, 2009. See interim bridges policy bulletin 2009-013.

BAM 115 and 210**FAP Only**

You must conduct a telephone interview at application and redetermination before approving benefits. However, an in-person interview must be held if one of the following exists:

- The client requests one.
- You determine it is appropriate. For example, you suspect information in the application is fraudulent. Do not require an in-office appointment if the client is experiencing a hardship. Instead, conduct the in-person interview at the client's home or another agreed upon location.
- You are processing a joint cash and FAP application/redetermination. Do not require an in-office appointment if the client is experiencing a hardship. Instead, conduct the FAP interview by telephone or at the client's home or another agreed upon location.

Note: When conducting a telephone interview, ask the caller a question only the grantee could answer (such as last four digits of their Social Security number, date of birth etc.) to ensure the identity of the caller. The best practice is to document the case record with the answer to your question.

Scheduling FAP Redeterminations

Bridges schedules telephone interviews and sends a DHS-574, Telephone Redetermination Notice, for all FAP redeterminations unless they are a jointly processed FIP/FAP or SDA/FAP case. For those cases, it schedules an in-person interview.

If the interview is held in a different mode than it was originally scheduled, indicate this on the individual interviewed/applicant-details screen in Bridges. For example, the FAP redetermination is scheduled for a telephone interview and the client requests an in-person interview, change the interview mode to in-person.

Reason: Policy simplification and workload reduction is approved by Food & Nutritional Services.

Old Policy: Documentation of the hardship reason was required when conducting a telephone interview.

Interviews

An interview is required before denying food assistance even if it is clear from the application or other sources that the group is ineligible.

Reason: FNS clarification.

2) REDETERMINA- TIONS

All Programs

BAM 210

BAM 210 is reorganized and updated to reflect Bridges terminology.

Sending redetermination packets is automated in Bridges. Bridges sends redetermination forms that include requests for verifications. Appointment type, time and date are scheduled according to the specialist's calendar in Bridges.

Reason: Policy simplification.

3) CHILD SUPPORT**BEM 255**

BEM 255 is updated to reflect Bridges terminology. Types of support payments that are assigned and certified for FIP recipients are clarified. Support certification effective date at FIP eligibility certification in Bridges is explained.

**Support
Certification
Effective Date****FIP Only**

In legacy systems, the date after which assigned support was certified by Office of Child Support was equal to the payment effective date of the FIP opening. Because all cash benefits issued at initial FIP eligibility certification in Bridges are considered initial benefits, there really is no payment effective date.

The support certification effective date is based on the initial FIP eligibility date, and the date initial FIP eligibility is certified in Bridges.

When the initial eligibility date is the first of a month, certification of assigned support is effective the first of the month following the day you certify initial FIP eligibility in Bridges.

When the initial eligibility date is the 16th of a month, assigned support is certified the later of:

- The first of the month following the initial eligibility date.
- The first of the month following the day you certify initial FIP eligibility in Bridges.

This impacts how child support income is entered in Bridges before certification of initial FIP eligibility.

**Child Support
Budgeting at FIP
Eligibility
Certification**

Bridges users must change the child support income records before certifying initial FIP eligibility. The direct child support income

record must be ended as of the support certification effective date. A certified child support income record must also be created.

Example 1: Client applies for cash on May 20, 2009. All eligibility factors are met and you are ready to certify initial FIP eligibility on May 30th. Initial FIP eligibility date is June 16, 2009. End the **child support direct from absent parent** income record effective June 30, 2009. Start **child support current certified** income record July 1, 2009.

The FIP opening is sent to Michigan Child Support Enforcement System (MiCSES) with a certification effective date of July 1, 2009. Client Notice should inform client to return payments received after July 1, 2009.

Example 2: Client applies for cash on May 20, 2009. All eligibility factors are met and you are ready to certify initial FIP eligibility on June 14th or 16th (in the first or second half of June). Initial FIP eligibility date is June 16, 2009. End the **child support direct from absent parent** income record effective June 30, 2009. Start **child support current certified** income record July 1, 2009.

The FIP opening is sent to MiCSES with a certification effective date of July 1, 2009. Client Notice should inform client to return payments received after July 1, 2009.

Example 3: Client applies for cash on May 20, 2009. All eligibility factors are met and you are ready to certify initial FIP eligibility on July 8, 2009. Initial FIP eligibility date is June 16, 2009. End the **child support direct from absent parent** income record effective July 31, 2009. Start **child support current certified** income record August 1, 2009.

The FIP opening is sent to MiCSES with a certification effective date of August 1, 2009. Client Notice should inform client to return payments received after August 1, 2009.

Example 4: Client has an ongoing FIP Eligibility Determination Group (EDG) which is due for redetermination in June 2009. Packet is received but never logged into Bridges. The FIP EDG automatically closes the end of June.

As long as the FIP EDG is reinstated on or before June 30, **child support current certified** income record is all that is needed.

However, if FIP reinstatement is delayed until July 7, you must create a **child support direct from absent parent** income record for

July only and start **child support current certified** income record effective August 1, 2009.

The FIP opening is sent to MiCSES with a certification effective date of August 1, 2009. Client Notice should inform client to return payments received after August 1, 2009.

4) MICAP CORRECTION

BEM 618

Cases that are already active will not be considered for the MiCAP program at this time.

5) INTERIM BULLETIN INFORMATION ADDED TO POLICY

The following interim Bridges policy bulletins were released. Corresponding manual items are revised and included in this release:

- BPB 2009-009 Interim: Processing Changes on Simplified Reporting Cases. (Released 8/06/09.)
- BPB 2009-011 Interim: Online Application Processing. (Released 8/26/09.)

**MANUAL
MAINTENANCE
INSTRUCTIONS**

Changed Items (content changes) ...

**BAM 110
BAM 115
BAM 200
BAM 210
BEM 255
BEM 618**

Changed Items (link changes only) ...

**BAM 102
BAM 130
BEM 113
BEM 117
BEM 132
BEM 145
BEM 265
BEM 518
BEM 647**