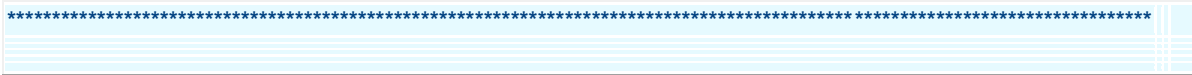


Department of Social and Health Services
Olympia, Washington
EAZ Manual

Revision # 934
Category Interview Requirements
Issued July 29, 2016
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Summary

Updated Clarifying Information WAC 388-452-0005 and added examples.



Clarifying Information - WAC 388-452-0005

1. When we require interviews

- a. For cash assistance and Basic Food, we must interview a person at:
 - i. Application; and
 - ii. Eligibility review or recertification, if we have not interviewed them in the last twelve months, unless they meet the ESAP criteria listed in #2.

2. When we don't require interviews:

a. Elderly Simplified Application Project (ESAP. Basic Food assistance units that meet the following ESAP or Elderly Interview Waiver criteria do not need to complete an interview for their Basic Food Eligibility Review;

- i. All members of the household are elderly (age 60) at the time of processing the review;
- ii. No mandatory or applying household members have earned income;

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- iii. The paper or electronic eligibility review is complete;
- iv. The household has provided all necessary verification or the verification is available through interfaces available to the department; and
- v. No information provided is questionable.

Household member, for purposes of this waiver, include only mandatory members and members who are applying for or receiving benefits in the assistance unit (even if not mandatory).

We cannot terminate Basic Food benefits for households meeting the waiver criteria for failure to complete an interview.

a. —

Beginning with August 2013 applications and eligibility reviews, Basic Food assistance units who meet the following Elderly Interview Waiver criteria do not need to complete an interview at application or review for food benefits:

Those meeting the waiver criteria cannot be denied or terminated from Food assistance for failure to complete an interview.

Household member for purposes of this waiver include only mandatory members and members who are applying for or receiving benefits in the assistance unit (even if not mandatory).

All members of the household are elderly (age 60);

- i. No mandatory or applying household members have earned income;
- ii. The paper or electronic application or eligibility review is complete;
- iii. The household has provided all necessary verification or the verification is available through interfaces available to the department; and
- iv. No information provided is questionable.
- a. If someone applies for medical assistance **only**, we do not require an interview.

EXAMPLE: Claire meets the ESAP waiver criteria. However, the worker that completed her application certification did not change the system indicator to make her recertification mail in only. Because the system wasn't changed, Claire was sent a notice that she needs to call in for her Eligibility Review. The worker processing her Eligibility Review notes that Claire meets the ESAP waiver criteria and processes her Eligibility Review without an interview.

We cannot terminate Basic Food benefits for households that appear to be ineligible at recertification without interviewing them.

EXAMPLE: Stan meets ESAP Waiver criteria. His Eligibility Review review indicates an increase in his pension amount. The worker is able to verify the income and the change would terminate Stan's Basic Food benefits. The worker must attempt to interview Stan, following interviewing procedures.

We must verify excess medical expenses for ESAP waiver households. See Income - Effect of income on Eligibility and Benefit Level.

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EXAMPLE: Bill and Erma submit a review for Basic Food. Bill is 60 and Erma is 63. Each of them get Social Security and Bill gets a pension from his union. Their claimed excess medical expenses have not changed since their initial application. Bill is not claiming a change in his pension income. The worker is able to verify the Social Security income, and Bill's pension was previously verified. Bill and Erma are not required to complete an Eligibility Review interview.

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EXAMPLE: Claire submits an Eligibility Review for Basic Food. Claire lives with her son Robbie, but he is on his own Basic Food AU. Claire is 71 years old. Her only income is Social Security. She claimed no medical expenses at her initial interview. Now she is claiming \$250 monthly payment to St Joseph's Hospital. The worker is able to verify her income, however, they are not able to verify medical expenses. The worker calls Claire to complete an Eligibility Review interview.

Application for medical assistance only. We do not require an interview if someone applies for medical assistance only.

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EXAMPLE:

Fran is 65 and her spouse is 60. The couples only source of income is Fran's Social Security. Fran does not need to complete an interview for her Basic Food application and will be sent a mail in Eligibility Review.

EXAMPLE:

Jim is 70 and receives a pension from Germany. Jim did not provide verification of his current monthly pension amount with his eligibility review. Jim will need to complete an interview for Basic Food and provide current verification of his income.

EXAMPLE:

Steve is 68 and lives with his 25-year-old son James. Steve applies for Basic Food claiming to only purchase and prepare for himself. Steve has no earned income and no further information is needed to process his application. Even if James has income, Steve will not be required to have an interview.

EXAMPLE:

Kay and her two kids receive Basic Food and medical benefits. They are certified for these benefits through November. In October, she loses her job and applies for TANF benefits. Kay will need an interview for TANF and to recertify her Basic Food benefits.

EXAMPLE:

Mary applies for cash, food, and medical and is scheduled for an interview. Later, Mary withdraws her request for cash and food and only wants medical. Mary's worker denies the request for food and cash based on her request and can process the application for medical as there is no interview required.