

400 Series Reason Code Protocols

Revised on October 1, 2021

Purpose:

- 400 Series Reason Code Protocols
- Go to the [Reason Code Link](#) chart to link directly to a specific reason code or scroll through the list below.
- For ACES Procedures go to ACES Letters in the ACES User Manual.
- Staff must add explanatory text to the notice unless the "Recommended Free Form Text" column specifies "None Required."
- The "Recommended Free Form Text" is the suggested wording for a reason code requiring **mandatory explanation** to the client.

Code	Reason Code Title / Text	WAC References	Recommended Free Form Text
401	<p>Over Resources You have too many resources to get assistance right now. See WAC rule (Washington Administrative Code):</p>	<p>182-512-0250 182-512-0300 182-513-1245 182-513-1350 182-513-1395 388-470-0005 388-400-0070</p>	<p>Your resources cannot be more than \$_____ (specify resource limit for household size). See the attachment for more information on how we figured out your resources.</p>
402	<p>Lottery/Gambling Disqualification The amount of your lottery or gambling winnings is over the limit allowed for this program.</p>	<p>388-483-0005</p>	<p>Someone in your household won \$3,750 or more from gambling or the lottery, received on 00/00/0000. You can't get food benefits until you</p>

Code	Reason Code Title / Text	WAC References	Recommended Free Form Text
			reapply and meet income and resources for Basic Food.
410	<p>Excess Home Equity - LTC</p> <p>You don't qualify for Long Term Care (LTC) services because the equity in your home is over the \$500,000 limit.</p> <p>You may receive LTC services if we approve an undue hardship waiver. We approve hardship waivers when you can show that without LTC services:</p> <ul style="list-style-type: none"> • You will be deprived of housing, food, clothing or medical care. • Your life or health will be endangered. <p>Your request must:</p> <ul style="list-style-type: none"> • Tell us in writing the reason you need an undue hardship waiver. • Be signed and returned within 30 days of the date of denial or termination of LTC services. 	<p>182-513-1350</p> <p>182-513-1367</p>	<p>Explain the equity value we are counting and how we arrived at that number.</p>

Code	Reason Code Title / Text	WAC References	Recommended Free Form Text
	<ul style="list-style-type: none"> • Include the name, address and telephone number of the person writing the request. • You may authorize your representative, guardian, or facility where you live to file an undue hardship waiver request for you. 		
411	<p>Transfer Of Resource Disqualification 1 - 12 Months A member of your assistance unit gave something away or sold it for less than fair market value to become eligible for food assistance. See WACrule (Washington Administrative Code):</p>	388-488-0010	(Name) transferred his/her (type of property) on 00/00/00. That (type of property) is worth\$. Since s/he only got \$ for it, you cannot get benefits from 00/00/00 to 00/00/00.
416	<p>Transfer of Resources - CA/MA You have a penalty period because you gave something away or sold it for less than fair market value. You can only get benefits now if you prove you cannot pay for your housing, food, clothing, or health needs.</p>	388-488-0005 388-400-0070	Explain the equity value we are counting and how we arrived at that number

Code	Reason Code Title / Text	WAC References	Recommended Free Form Text
417	<p>Transfer of Resources - LTC</p> <p>You transferred, gave away, or sold resources for less than fair market value. This is called uncompensated value.</p>	<p>182-513-1363</p>	<p>None required.</p>
418	<p>Non-Cooperation with Asset Verification</p> <p>You, or those financially responsible for you, didn't give the agency permission to contact financial institutions to verify resources through the Asset Verification System. We are unable to determine your eligibility.</p> <p>The agency must verify resources to determine eligibility for Aged, Blind or Disabled related medical coverage.</p> <p>If you, or those financially responsible for you, decide to provide authorization for Asset Verification, please contact us.</p> <p>See WAC rule (Washington Administrative Code):</p>	<p>182-503-0080</p> <p>182-503-0050</p> <p>182-503-0055</p>	<p>N/A</p>
460	<p>Payment Standard Reduction</p> <p>Payment standards are changing. You do not have administrative</p>	<p>388-478-0020</p> <p>388-418-0020</p>	<p>None required.</p>

Code	Reason Code Title / Text	WAC References	Recommended Free Form Text
	hearing rights based on a change in payment standards.		
<u>465</u>	<p><u>State or Federal Law Change – Standards Update</u></p> <p><u>State or federal law changed the payment standard for your cash assistance amount.</u></p>	<p><u>388-478-0005</u></p> <p><u>388-478-0006</u></p> <p><u>388-478-0015</u></p> <p><u>388-478-0020</u></p> <p><u>388-478-0027</u></p> <p><u>388-478-0033</u></p> <p><u>388-478-0035</u></p> <p><u>388-478-0050</u></p> <p><u>388-478-0090</u></p>	<u>None Required</u>
471	<p>No Related Food Stamp AU</p> <p>You don't receive Basic Food, Food Assistance Program for Legal Immigrants (FAP) or Transitional Food Assistance (TFA).</p>	<u>388-493-0010</u>	None Required.
472	<p>Related TANF AU Exists</p> <p>Someone in your food assistance unit receives Temporary Assistance for Needy Families (TANF) or State Family Assistance (SFA).</p>	<u>388-493-0010</u>	None Required.
473	<p>No Qualifying Child</p> <p>You don't have a qualifying child under</p>	<u>388-493-0010</u>	None Required.

Code	Reason Code Title / Text	WAC References	Recommended Free Form Text
	the age of 18 in your home.		
474	<p>Not Working the Minimum Hours Required</p> <p>We don't have current proof that you, your spouse, or co-parent works at least 35 hours per week.</p>	<p>388-493-0010</p>	None Required.
475	<p>Food Stamp is the Priority Program</p> <p>We count Working Family Support as income. Approving this program would close your food assistance.</p>	<p>388-493-0010</p>	None Required.
476	<p>Working Family Support Program Terminated</p> <p>The Working Family Support program is ending.</p>	<p>388-493-0010</p>	None Required.