

Chapter 14

Recertification

1400 Action on Applications for Recertification

The county department shall complete the application process if the household meets all requirements and finishes the necessary processing steps, and approve or deny timely applications for recertification prior to the end of the household's current certification period.

In addition, any eligible household shall be provided an opportunity to participate by its normal issuance cycle in the month following the end of its current certification period.

However, the household shall lose its right to uninterrupted benefits when it fails to:

1. Attend any interview scheduled on or after the deadline for timely filing of the application for recertification as given in [Section 1403](#).
2. Submit all necessary verification within the time frame established in [Section 1402 C](#) as long as the time frame elapses after the deadline for filing a timely application.

Although a household loses its right to uninterrupted benefits for such failures, the household shall not be denied at that time, unless it refused to cooperate.

If the household loses its right to uninterrupted benefits due to such failures but is otherwise eligible after correcting such failures, the county department shall, at a minimum, provide benefits within 30 days after the date the application was filed.

Denials, including those for failure to complete the interview or provide missing verification timely, shall be completed either by the end of the current certification period or within 30 days after the date the application was filed as long as the household had adequate time for providing the missing verification.

The county department shall not continue benefits beyond the end of the certification period unless the household has been recertified. The joint processing requirements in [Section 209 A](#) for PA households shall continue to apply to applications for re-certifications.

1401 Notice of Expiration

Each certified household shall be provided with a Notice of Expiration prior to the start of the last month of the household's certification period. (The notices are automated.) Any household certified for one month or when the certification action is not completed until the second month of a two-month certification shall have a Notice of Expiration provided at the time of certification. The notice shall contain the date by which the household must timely reapply in order to ensure uninterrupted benefits.

1402 Timely Application for Recertification

A. Timely Applications

All households that are certified for one month, or certified for two months in the second month of certification, shall have 15 days from the date the Notice of Expiration is received to file a timely application for recertification.

All other households who submit identifiable applications between the first day and by the 15th day of the last month of the certification period shall be considered to have filed a timely application for recertification. An identifiable recertification application must include a signature and a date.

B. Scheduling Interviews

Any household receiving a Notice of Expiration shall attend any interview scheduled by the county department after the date the application is timely filed in order to retain its right to uninterrupted benefits.

The county department shall schedule the interview on or after the date the application was filed so that the household has at least 10 days after the interview in which to provide verification before the certification period ends (See C below).

C. Time Frame for Providing Verification

The household must be allowed a minimum of 10 days to provide required verification information. Any household whose eligibility is not determined by the end of its current certification period due to the time period allowed for submitting any missing verification shall receive an opportunity to participate, if eligible, within 5 working days after the household submits the missing verification and benefits cannot be prorated.

The county department shall ensure that any household which timely reapplies does not lose its rights to uninterrupted benefits for failure to submit any requested verification prior to the date the household submits a timely application for recertification, and that the household is adequately informed of this procedure.

D. When a Household Misses its Appointment

If a household misses its scheduled interview the county department shall send a Notice of Missed Appointment. The date on this notice must be the date the certification period ends. If the household requests a second appointment on or before the date the certification period ends, the county department shall schedule a second interview. The household should be allowed 10 days to provide the required verification.

If the second interview is scheduled prior to the end of the certification period but with less than 10 days left in the certification period, the application must not be denied on the last day of the certification period. If the required verifications are received on or before the 10th day, the case is processed and benefits are not prorated.

If the verifications are not received on or before the 10th day, the case must be denied on the 10th day for failure to provide verification. A manual Notice of Denial is sent informing the household to provide all required verifications on or before the 30th day from the date the certification period ended.

If the household requests a second appointment on or before the date the certification period ends, but the interview cannot be scheduled until after the certification period ends, the application must not be denied on the last day of the certification period. If the household attends the second interview and provides the requested verifications by the 10th day from the date of the interview, benefits must not be prorated. If the household does not attend the second scheduled interview, the application must be denied for missing appointments.

The household has until the 30th day from the date the certification period ended to complete all required actions for recertification without a new application.

When a Household Files a Timely Recertification Application and is Subsequently Denied for Missing Appointments:

If a household misses its scheduled interview the county department shall send a Notice of Missed Appointment. The date on this notice must be the date the certification period ends. If the household does not request a second appointment by the date the certification period ends, the application must be denied for missing appointments.

If the household who has been denied for missing appointments makes contact with the county office in the 30 days after the certification period ends, a new application is not needed. The county office must interview the household and pend for any required verifications. If the household files an application within the 30 days after the certification period ends, the application must not be registered. The application must be considered an addendum to the original application.

If the household provides the requested verifications on or before the 30th day from the date the original certification period ended, the case must be reopened and the benefits must be prorated from the date the household completes all required actions for recertification.

1403 County Department Action on Timely Applications for Recertification

The county department shall act to provide uninterrupted benefits to any household determined eligible when the household timely filed an application, attended an interview in accordance with [Section 1402 B](#), and submitted all necessary verification within 10 days from the county department's request for the verification.

The county department shall take action to provide uninterrupted benefits within the following time standards even if, to meet these standards, the county department must provide an opportunity to participate outside of the normal issuance cycle:

1. Households that were certified for one month or certified for two months in the second month of the certification period and have met all required application procedures shall be notified of their eligibility or ineligibility and, if eligible, be provided an opportunity to

participate no later than 30 calendar days after the date the household had an opportunity to obtain its last allotment.

2. For all other households that have met all required application procedures, the State agency shall approve or deny the application and notify the household of its determination by the end of the current certification period.
 - a) If the last day of the certification period falls on a weekend or holiday, the application shall be denied on the first workday following the end of the certification period, provided the client was given at least ten days to provide any requested information.
 - b) For households determined eligible, the county department shall provide an opportunity to participate by the household's normal issuance cycle in the month following the end of its current certification period.
3. Any household not determined eligible in sufficient time to provide for issuance by their normal issuance date, due to the time period allowed for submitting any missing verification, shall receive an opportunity to participate, if eligible, within 5 working days after the household supplies the missing verification.
4. Households which have timely submitted an application for recertification but, due to county department error, as noted in [Section 1404](#), are not determined eligible in sufficient time to provide for issuance by the household's next normal issuance cycle shall receive an immediate opportunity to participate upon being determined eligible.
5. Timely applications may be reopened if the requested verification is received by the end of the calendar month following the end of the certification period, provided the household was interviewed during the last month of the current certification period. If the household was interviewed, but fails to provide needed verification, the application shall be processed to denial at the end of the current certification period.

A manual notice of denial pending will be sent to the household informing them of the verification that is needed to reopen their case, and the timeframe for providing the needed information. If the household provides the requested verification within the calendar month following the end of their current certification period, the application shall be reopened and prorated benefits provided to the household, if eligible. If the household does not provide the requested verification, no further action shall be taken. The application will **not** be reopened if the household failed to keep an interview appointment scheduled before the end of the current certification period. Benefits shall be prorated from the date the requested verification is received.

1404 County Department Failure to Act

County department failure to provide an opportunity to participate, within the time frames in [Section 1403](#) above, to an eligible household which has filed a timely application for recertification and met all processing steps in a timely manner shall be considered an administrative error.

These households shall be entitled to restoration of lost benefits if, as a result of such error, the household was unable to participate for the month following the expiration of the certification period.

1405 Untimely Processing

A household which fails to appear for an interview in accordance with the requirements in this section or to submit any missing verification within the State agency's time frames shall lose its right to uninterrupted benefits as long as such failures occur after the deadline for filing a timely application.

Households which refuse to cooperate in providing required information shall be denied.

Untimely Applications

An identifiable application for continued benefits filed after the 15th day of the last month of the certification period, but prior to the end of the certification period, shall be considered an Untimely Application for Recertification. An identifiable recertification application must include a signature and a date. Households who submit untimely applications lose the right to uninterrupted benefits. The household must be allowed 10 days after the date of the interview to provide the required verification. If the required verification is not received by the 30th day following the date of application, the application must be denied. The household must be sent a manual Notice of Denial. The notice must advise that the case can be reopened if the required verification is received within 30 days after the certification period ends. If the household provides the required verification, the case will be reopened within 5 business days and benefits prorated from the date the required verification is received. If the household fails to provide the required verification within 30 days after the end of the certification period, the household must submit a new application.

The county department shall ensure that any eligible household which did not submit a timely application for recertification is provided an opportunity to participate within 30 calendar days after the application is filed. The following applications for recertification shall not be prorated.

Households which receive a Notice of Expiration at the time of certification see Section 1401, and are otherwise eligible shall not have benefits for the first month of the new certification period prorated if they file their applications for recertification by the filing deadline in the Notice of Expiration.

When a Household Misses the Appointment

If a household misses its scheduled interview the county department shall send a Notice of Missed Appointment. The date on this notice must be the 30th day from the date of application. If the household requests a second appointment on or before the 30th day from the date of application, the county department shall schedule a second interview. The household must be allowed 10 days to provide the required verification.

If the required verifications are received on or before the 30th day from the date of application, the case is processed and benefits are not prorated.

If the second appointment is scheduled before the 30th day from the date of application but with less than 10 days left for the household to provide the verification, the application **must not be denied** on the 30th day. If the verification is received on or before the 10th day from the date of the second scheduled appointment, the case is processed and benefits for the first month of the new certification period **are not prorated**.

When a Household Files an Untimely Recertification Application and is Subsequently Denied for Missing Appointments:

If a household misses its scheduled interview the county department shall send a Notice of Missed Appointment. The date on this notice must be the 30th day from the date of application. If the household does not request a second appointment on or before the 30th day from the date of application, the application must be denied for missing appointments.

If the household who has been denied for missing appointments makes contact with the county office in the 30 days after the certification period ends, a new application is not needed. The county office must interview the household and pend for any required verifications. If the household files a new application within the 30 days after the certification period ends, the application must not be registered. The application must be considered an addendum to the original application.

If the household provides the requested verifications on or before the 30th day from the date the original certification period ended, the case must be reopened and the benefits must be prorated from the date the household completes all required actions for recertification.

Recertification Applications Filed in the 30 Days After the Certification Period Ends

When the household fails to file the application before the end of the certification period but files the identifiable application within 30 days after the certification period ends, the application must be considered an application for recertification. An identifiable recertification application must include a signature and a date. These applications may be eligible for expedited services. If determined eligible for expedited services, the application must be processed within the expedite service timeframe.

An application for recertification filed within 30 days after the certification period ends that is not eligible for expedited services should be given a 30 day processing standard. If the household does not complete an interview and provide all required verifications on or before the 30th day from the date of application, the household must submit a new application to have eligibility determined. The household must be allowed 10 days after the date of the interview to provide the required verification.

If the household files a recertification application in the 30 days after the certification period ends and completes all required actions for recertification within 30 days from the date of the application, benefits for the first month of the new certification period are prorated from the date of the application.

Timely Applications with Untimely Interview/Verification

A household which submits a timely application for recertification but is either interviewed and/or submits all verification in an untimely manner, but before the end of its current certification period need not be provided uninterrupted benefits. For eligible households under these circumstances, the county department shall, at a minimum, provide the household an opportunity to participate within 30 calendar days after the date the application was filed.

If the county department is unable to provide an eligible household with an opportunity to participate within 30 calendar days after the date the application was filed due to the time period allowed for submitting any missing verification, the county department shall provide the household an opportunity to participate within 5 business days after the date the household provides the missing verification.