

Working with Changed Decisions on Income Support and Insurance Affordability Cases

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Overview

This job aid describes how NC FAST supports multiple programs which share evidence. A change to one piece of evidence may impact a client's eligibility for multiple programs. Therefore, NC FAST has introduced functionality for users to review the impacts of evidence changes before finalizing the new decision. Workers should follow the steps below to react to a Changed Decision when completing a change in circumstance or recertification.

Step-by-Step Instructions

1. Upon completion of the steps to complete a change in circumstance or recertification, Apply Changes.
2. The case decision is placed On-Hold, meaning the new decision will not be implemented until the worker reviews how this change impacts all related cases in the integrated case then determines whether to accept or reject the Changed Decision. This review should be completed for every product under the Integrated Case.

Note: When a case decision is placed On-Hold it does not mean benefits will not be issued if they were provided before the On-Hold decision was generated. It does mean that caseworkers need to accept the decision for the changes to be reflected on the case.

3. Navigate to the Eligibility Checks or Eligibility tab to review case impacts.
 - a. To access this tab from Income Support cases:
 - i. Navigate to the Income Support Case.
 - ii. Click the **Eligibility Checks** tab.
 - iii. Click the **Changed Decisions** tab.
 - b. To access this tab from Insurance Affordability cases:
 - i. Navigate to the Insurance Affordability Case.
 - ii. Click the **Eligibility** tab.

4. Click the **List Actions** Menu then select **Accept with Timely** or **Accept with Adequate** if the decision is correct.

Notes:

- If accepting the Changed Decision with Timely Notice, the system will postpone the decision until the end of the month when the 10-day notice expires. If the reduction or termination should proceed then the system will take that action without further worker intervention.
 - If there is a change that should stop the reduction or termination, then the worker needs to update evidence to generate an appropriate Changed Decision. For example, if the termination was for failure to provide information and that information is turned in, updates to evidence should be keyed to reflect this. When the new Changed Decision is accepted with Adequate Notice, then the postponed decision previously accepted will be superseded.
 - Always be sure the On-Hold decision is correct; if not, do not release the On-Hold decision. Caseworkers will need to re-manage the evidence to obtain the expected decision.
 - After accepting the Changed Decision, the Create 8110 pop-up appears for every case participant.
 - The Changed Decision process only occurs after evidence changes are applied and the case is reassessed. If the above steps are not taken, the case decision will continue to remain On-Hold, which may result in the client not receiving the correct/expected benefits that resulted from the change in circumstance.
 - After applying changes and no On-Hold decision is displayed, the case should be reassessed.
- a. To reassess an Income Support case:
 - i. Navigate to the related PDC.
 - ii. Click the **Tab Actions Menu**, then select **Reassess**.



NC FAST

North Carolina Families Accessing
Services through Technology

Reassess



Time Remaining: 29:28

* required field

Case Start Date

5/1/2021

Expected End Date

4/30/2022

Reassessment Period



From *



To *



Save

Cancel

- iii. Enter applicable dates then click **Save**.
 - iv. Return to the Income Support Case.
 - v. Click the **Eligibility Checks** tab.
 - vi. Click the **Changed Decisions** tab.
 - vii. Click the **List Actions Menu**. Follow county policy to Accept with Timely or Adequately.
- b. To reassess an Insurance Affordability case:
- i. Navigate to the related PDC.
 - ii. Click the **Determinations** tab.
 - iii. Click the **Reassess** hyperlink.
 - iv. Return to the Insurance Affordability case.
 - v. Click the **Eligibility** tab.