

Department of Social and Health Services
Olympia, Washington
EAZ Manual

Revision	#705
Category	Change of Circumstances – Effective Date
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Summary

WAC 388-418-0020 – “How does the department determine the date a change affects my benefits?”

The procedures for Returned Mail from cases on Basic Food are being updated to meet Federal requirements for handling changes in household circumstances for Simplified Reporting cases.

5. Return Mail:

If you receive returned mail for someone take the following steps:

- a. Check the case record to determine if they have reported a change and it has not yet been recorded in ACES.
- b. If the post office returned the letter, take action on the case as described below:

i. If marked "Moved, left no forwarding address", "Undeliverable as addressed", Attempted - not known, or "Vacant" and there is no forwarding address, ~~close without 10 day advance notice. Send the notice of termination to the last known address.~~

- **For Basic Food:** Take no action on the Basic Food AU until the household contacts you, until the next eligibility review/recertification, or at the mid-certification review.

~~For all other programs:~~ Close the AU(s) without 10-day advance notice. Send the notice of termination to the last known address.

ii. If returned with a new address, update the address in ACES and mail the no change letter to the client's new address. Clients need only report their move. All other verification can be postponed until the next application, review or mid-certification review.

Note: For all programs – if the client's new address is out of state, terminate benefits without advance notice as described under WAC 388-458-0030 (3)(b).

ii.

iii. ~~If any other markings, send a request for information to the client. Close benefits with advance and adequate notice if that letter is returned also.~~

c. ~~Households with benefits closed under (b.) (i.) above are entitled to benefits reinstated back to the first of the month with no change if they contact the CSO with their new address at any time during the month following their termination. Any changes that are voluntarily reported at the time of contact are to be acted on as described in WAC 388-418-0020. If we close a person's cash or medical benefits under (b.) (i.) above and they contact us with their new address at any time during the month following their termination, we reinstate these benefits back to the first of the month with no change. We treat any changes the person voluntarily reports at the time of contact as described in WAC 388-418-0020.~~

d. Households receiving medical assistance for children or pregnant women with benefits closed for "loss of contact/whereabouts unknown" may have their ~~assistance unit~~ benefits reinstated back to the month of termination if they provide the ~~CSO~~ local office with their new address at any time during their original certification period. Also see clarifying information in [WAC 388-416-0015](#).

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