

Department of Social and Health Services

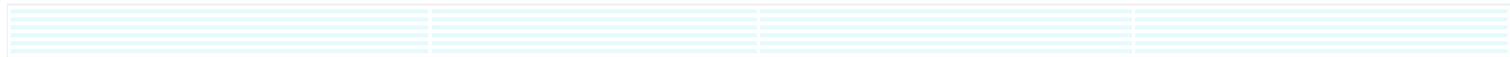
Olympia, Washington

EAZ Manual

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Category Mid-Certification Reviews
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Summary

The Community Services Division is adding Clarifying Information under WAC 388-418-0011, Mid-Certification Reviews to ensure MCRs forms are signed when completed in person or mailed/faxed into the local office. Subsection #7 is added at the end of the Clarifying Information section as follows:



7. Mid-Certification Reviews completed in the local office:

We process MCRs completed in the local office based on the way we receive the report:

- **Completed Forms:**

An MCR form completed on paper or electronically is processed the same way we would process one received by mail or fax. The client must sign the form to acknowledge that they understand the information they provided for the MCR may reduce or stop their benefits.

- **Phone MCRs:**

Since federal rules require us to treat changes reported by phone the same way we treat changes reported on an MCR, we can complete MCRs over the phone even though we don't have a signature. Staff should document that they informed the household that the information reported may impact their benefits and process the MCR.

- **In Person Reports:**

Changes reported to the department are considered a reported change of circumstances. However, the in-person report can't be used to complete the MCR requirement unless they also complete and sign the MCR form.