

DENIALS

“Never Deny for Below the Line!”



Document: (Who, What, When, Where, **WHY**)

- Why are you pending the application – what info is needed
- When did you contact the client or others related to the case
- Who you spoke with & what was said, date, time, phone #,
- Why is something “Questionable”
- Specify Reason for Denial – (ie. Failed to provide verification of earned income) Document notes in NC FAST



Explore: Every possible way to get verification.

- Use Work Number, Verify Directly; call job/employer directly
- Call client to resolve questions by phone
- Check OLV
- Is there info in the agency for other cases?
- Screen for Emergency



Never: “Go fishing” on a **DSS-8650**

- **All** verifications must be requested using the **DSS-8650**
- Never Deny for “below the line” info – just don’t allow the deduction. Only pend for needed verifications “above the line”
- Only ask for wages “beginning to present” if it’s a new job
- Make sure to document specifically why you need something not normally required
- Always give client 10 days on DSS-8650 to return information



Include: Specific **Date**, **Time**, and phone number for Intake or phone interview appointments for both applications and recerts
Send 2nd DSS-8650 notifying household of missed appointment for applications



Always: Double check for possible information received

- Check your mail before denying for failure to provide verification
- Update addresses in NCFast before doing notices



Late pending or late denial = incorrect case.

Delay in pending or denying a case means client gets notice late.
This results in lost benefits for the client.



Students: May be eligible- ask questions.

- Enrolled in HS completion/GED?
- Less than half-time as defined by school?
- Title IV Work Study? WIA referred?
- 17 or younger? 50 or older? If yes, not considered students.