

## Additional February Early Issuance Food and Nutrition Services (FNS) Questions and Answers

### Recertifications & Ongoing Cases

- 1. What is displayed on the Product Delivery Case (PDC) for January recertifications extended through February that do not submit a recertification form to the agency?**

If the recertification is not completed by February 28, 2019, the PDC will display the message "in suspense" through March 31, 2019. If the recertification is not completed in March 2019, the case will close at the end of March 2019.

- 2. If the client comes in the agency in March would they complete a new application or is it treated like a "late" January Recertification.**

January recertification time periods have not changed. Households have until February 28<sup>th</sup> to return their recertification form for it to be treated as a late recertification. After February 28<sup>th</sup> the household will be required to complete a new application.

- 3. When processing a late February recertification, will the benefits be prorated?**

Due to the extension of the certification period the late recertifications received in February will be processed using the same procedures as a timely recertification. Benefits will not be prorated. NC FAST will assess if an under issuance has occurred and a supplement will be issued by the county.

- 4. If a household submits a late recertification and reports changes that causes an increase in benefits, compared to February early issuance, will the household receive a supplement?**

Yes, if the worker makes a change to evidence that causes the household to be eligible for more than the early issued February amount, NC FAST will create an underpayment case. Follow normal processing procedures to issue a supplement.

- 5. A client provided a timely recertification, January 10<sup>th</sup> and on January 31, 2019, the case was denied, for failure to provide required information. On February 14<sup>th</sup> the client provides the pending information. The PDC and recertification are reopened. The start certification date will automatically have March 1, 2019 due to the extension. Upon processing the required verifications, the household is eligible for an increased allotment for February. Does proration apply to the cases that are reopened in February?**

Cases with extended February certification periods will not close on January 31<sup>st</sup>, but in keeping with normal time standards the household has 60 days from the date of receipt to provide all required verifications. The recertification can be reopened using start dates based on the receipt of the evidence required for the recertification. NC FAST will generate an underpayment, if appropriate. Follow normal procedures to issue the supplement.

## **Applications**

- 6. We have expedited applications taken after January 21st, benefits will prorate for January and the entire allotment for February, will both months' allotments be available to the client?**

Yes, the household will receive a combined allotment of emergency FNS benefits for the month of application and the following month.

- 7. Will all January applications denied on the 30th day and reopened within 60 calendar days from the original application date be able to receive ongoing benefits from February forward?**

Yes, February benefits will be issued. Additional benefits will continue until further notice.