SNAP ePASS Recertification

Last Updated: 07/11/2023
Last Reviewed: 07/11/2023

Overview

This job aid will provide guidance on how to work a Simplified Nutritional Assistance Program (SNAP) recertification task received from ePASS.

Notes:

- ePASS users with enhanced accounts will now have the ability to receive and submit an online SNAP Recertification and Change of Circumstance (CoC). The caseworker will receive a task and should follow the appropriate job aid mentioned below to complete the recertification.

- Refer to the *Task Management* job aid for further information on how to work task.

- After receiving a Change of Circumstance (COC) task through ePASS refer to the *Most Common Change of Circumstance* job aid for additional guidance.

- For a FNS participant to submit online recertification through ePASS, the following criteria must be satisfied. The integrated case associated with the FNS participant must have an active FNS PDC. The FNS PDC must be up for renewal, and the participant must have received Form DSS-2435 in the month preceding the expiration of their current certification. The Head of Household must have a linked enhanced ePASS account. There is no recertification on the FNS PDC with a status of *In-progress* and the current system date falls on or after the first day of the current certification period's end month.

Step-by-Step Instructions

Working the SNAP ePASS Recertification Task

1. From the NC FAST Home page, click the **Inbox** tab.

2. The My Task page displays.

   a. The My Open Tasks page displays.

   b. Click the applicable Online SNAP Recertification **Task** hyperlink.

c. The Online SNAP recertification task displays. Click the Primary Action **Evaluate Renewal submitted to Product Delivery Case** hyperlink.

Note: This task can also be found under the Administration tab on the Income Support Case. Click the **Task ID** hyperlink to open the task.

d. The SNAP Product Delivery Case Home page displays. Click the **Certification** tab.

e. The Certifications Page displays. Click the **Recertification** folder.

f. The Recertification Page displays. The Method will display ePASS.
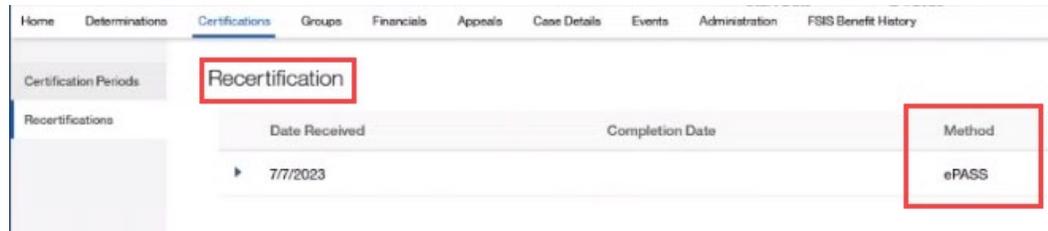
Notes:

- When the submitted online SNAP recertification is timely or untimely the recertification will display under the Recertification folder. Caseworkers will not have to create an additional recertification.

- When a late recertification is submitted through ePASS the caseworker will complete a short app to reestablish the client's new certification period.

- The task will have the client's submitted recertification, this can be used to edit the evidence. Caseworkers must follow the current policies and guidelines to verify the information provided on all recertifications.

g. The evidence on the Income Support Case will be "in edit" once the recertification is submitted.
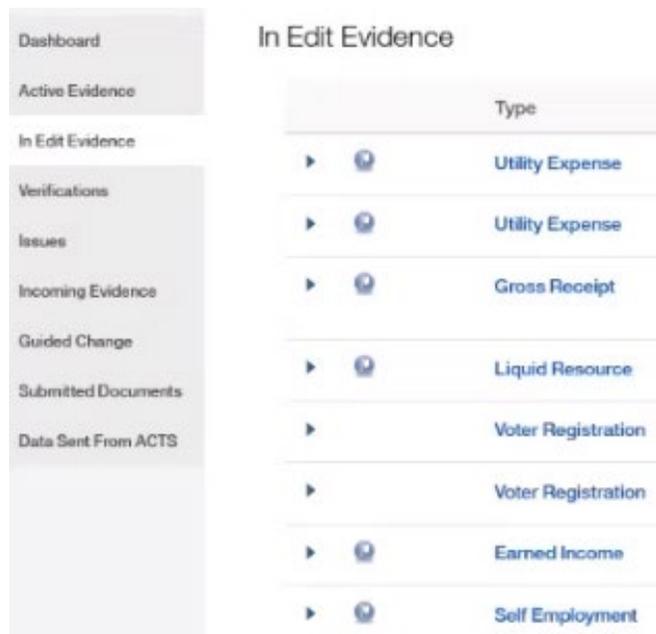
Note: If the evidence received is incorrect the caseworker can edit the evidence to reflect the correct information. Refer to the *Editing Case Evidence* job aid for further instructions.

Timely SNAP Recertification

Notes:

- Timely Recertification - DSS-2435/DSS-8232 received by the 15th day in last month of current certification period.

- Refer to the *Timely FNS/SNAP Recertification* mapping job aid for further guidance on how to process the recertification. Caseworkers will not have to create an additional recertification.

Untimely SNAP Recertification

Notes:

- Untimely Recertification - DSS-2435/DSS-8232 received after the 15th day in last month of current certification period.

- Refer to the *Untimely FNS/SNAP Recertification* mapping job aid for further guidance on how to process the recertification. Caseworkers will not have to create an additional recertification.

Late SNAP Recertification

Notes:

- Late Recertification - DSS-8232 received during the month after certification period ends.

- Refer to the *Late SNAP Recertification* mapping job aid for further guidance on how to process this certification.