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To: Eligibility Services – Regional Directors
Program Managers
Eligibility Services Supervisors
Regional Attorneys
Hearings Officers
All TIERS Users

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Subject: 1. **Mileage Rate Decrease**
2. **Authentication of Caller Identity for Interviews, Texas Integrated Eligibility Redesign System (TIERS) Automation**
3. **2014 Texas Women’s Health Program (TWHP) Income Limits**

This bulletin is being sent to supervisors and other regional managers. Supervisors must share this information with all Texas Works staff. Please ensure copies are provided to staff that do not have access to e-mail. If you have any questions regarding the policy information in this bulletin, follow regional procedures. Active bulletins are posted on the Texas Works Handbook (TWH) website at <http://www.dads.state.tx.us/handbooks/TexasWorks/>.

1. Mileage Rate Decrease

Background

HHSC revises the mileage rate periodically based on the rate set by the Texas Comptroller of Public Accounts for state travel. The change affects households claiming deductions for transportation expenses related to self-employment (TWH A-1323.4.5) and those claiming medical costs (TWH A-1428.1). The change impacts the following programs:

- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Family (TANF)
- Medicaid

Current Policy

The current mileage rate is 56.5 cents per mile.

New Policy

The mileage rate will decrease to 56 cents per mile.

Automation

This change does not require any automation changes to TIERS.

Effective Date

This policy is effective with any case actions completed on or after March 3, 2014.

Handbook

Staff must follow policy released in this bulletin until it is incorporated into the April 2014 TWH revision.

2. Authentication of Caller Identity for Interviews, TIERS Automation

Background

State legislation passed in 2011 required the Health and Human Services Commission (HHSC) to confirm the identity of callers and prevent duplicate participation using available technology.

The current policy to authenticate caller identity has not changed. However, updates to TIERS include the following changes to assist staff:

- A single page to address caller identity authentication documentation for SNAP, TANF, and Type Program (TP) 08, Parents and Caretaker Relatives Medicaid, phone interviews
- Automation to pend and send notification requesting appropriate verification if the person fails the caller authentication process
- The ability to subsequently deny the appropriate Eligibility Determination Groups (EDGs) when the person fails to provide verification within the required timeframe

Current Page Details

TIERS does not contain a dedicated page to capture caller authentication information or history.

New Page Details

A new tab has been added to the **Appointment – Details** logical unit of work (LUW). TIERS schedules the new tab, **Caller Authentication**, when the Appointment Status is identified as “Show” and the Appointment Mode is “Phone.” The new tab will contain the following data fields and features.

- A mandatory question - “Did the caller accurately respond to the authentication questions?” There will be a dropdown box to the right of the question with selections of “Yes” or “No.” This field defaults to blank.
- A conditionally mandatory Authentication Response Date field - This is the date when the caller appropriately responded to the authentication question or provided verification at the local office. The field requires an entry if the dropdown box is answered “Yes.”

- A mandatory Comments box - The advisor must document the questions asked (TWH [A-2020.1](#), Authentication Questions and Verification Sources), and, if required, the verification provided at the local office. Comments will be retained for historical purposes and will not be overwritten. The Comments box allows a maximum of 2,000 characters. The page will be cleared of previous information at each new phone interview. Staff must document caller authentication on this page. Completion of the TIERS Case Comments page for caller authentication is no longer required.
- A validation message - If the advisor attempts to leave the page without completing the mandatory data, TIERS will display the following message, "Entries are required on this page in order to move to the next page."

Staff will also receive one of two messages on the **Appointment – Summary** page if the **Caller Authentication** page question and information have not been completed:

- For SNAP or TANF, the following error message will state, "There is scheduled appointment(s) for 'SNAP/TANF,' which requires caller authentication." Staff must access the **Caller Authentication** tab and answer the mandatory questions and/or provide comments.
- Otherwise, a Medicaid warning message will say, "There is scheduled appointment(s) for 'Medicaid' which may require caller authentication. Click Next to continue." Staff can navigate past this error by clicking the Next button for all Medicaid programs except TP 08, Parents and Caretaker Relatives Medicaid.

Current Process

To meet caller authentication policy, staff follows Contingency Processing Method (CPM) 237681, Authentication of Identity for Telephone Interviews, and documents in TIERS Case Comments:

- if the caller was authenticated,
- the questions asked,
- if the person failed to come to the local office to provide verification of identity,
- the date the person came to the local office, and
- the type of verification provided.

Staff must manually issue Form H1020, Request for Information or Action, and provide a list of acceptable verifications if the person fails caller authentication. Additionally, staff must manually follow up to deny EDGs if the person fails to go to the local office and provide verification to authenticate identity.

New Process and Correspondence

TIERS will now collect caller authentication information, including comments, on one page. Additionally, TIERS will automatically pend and send notification with a verification source list when the person fails caller authentication. If the person fails to go to the local office and provide appropriate verification, the advisor must deny the appropriate EDGs in accordance with timeliness policy. TIERS will not pend or deny approved EDGs that are not up for review or programs that do not require caller authentication. CPM 237681 will be retired with TIERS release 90.0.

Steps – Accurate Responses

If the client accurately answers the two caller authentication questions, staff will:

1. answer the question "Did the caller accurately respond to the authentication questions?" by selecting "Yes" from the dropdown box;

2. enter the date in the “Authentication Response Date” field when the caller accurately answered the authentication questions; and
3. document in the “Comments” box which questions were asked.

Steps – Inaccurate Responses

If the caller does not accurately answer at least two authentication questions staff will:

1. answer the question “Did the caller accurately respond to the authentication questions?” by selecting “No” from the dropdown box, and
2. document in the “Comments” box, which questions were asked.

TIERS pends the EDGs for appropriate verification and sends the applicant/recipient Form H1020 and a verification source list.

If the person comes to the local office with the appropriate verification within the required timeframes, staff will:

1. change the dropdown answer to “Yes”,
2. enter the date the person came to the local office with appropriate verification in the “Authentication Response Date” field, and
3. document in the “Comments” box the verification provided.

Failure to Verify

If the person does not go to the local office and provide appropriate verification within the required timeframes, the advisor re-runs eligibility on the due date and TIERS denies the EDGs that were pended for caller authentication.

Correspondence

Form H1020, Request for Information or Action, will display the following information:

(English) You weren't able to prove your identity during the phone interview. You must go to an HHSC benefits office to show proof of your identity. To find an office near you, call 2-1-1 or 1-877-541-7905 (toll free).

(Spanish) No pudo comprobar su identidad durante su entrevista por teléfono. Tiene que ir a una oficina de beneficios de la HHSC para darnos prueba de su identidad. Para encontrar una oficina cerca de usted llame gratis al 2-1-1 ó 1-877-541-7905.

A Form TF0001, Notice of Case Action, denying the EDG for failure to provide verification will contain the following additional information.

Reason Text:

(English) You failed to provide required information by the due date as explained in the comments below.

(Spanish) Usted no proporcionó la información necesaria antes de que se cumpliera el plazo como se explica a continuación.

Notes Text:

(English) You did not provide the following proof/information requested by Form H1020 - Request for Information or Action: You weren't able to prove your identity during the phone interview. You must go to an HHSC benefits office to show proof of your identity. To find an office near you, call 2-1-1 or 1-877-541-7905 (toll free).

(Spanish) No nos envió la siguiente verificación/información que se le pidió con la Forma H1020 - Solicitud de información o acción: No pudo comprobar su identidad durante su entrevista por teléfono. Tiene que ir a una oficina de beneficios de la HHSC para darnos prueba de su identidad. Para encontrar una oficina cerca de usted llame gratis al 2-1-1 ó 1-877-541-7905.

Handbook

The April 2014 handbook revision will reflect these changes.

Training

No further training is required.

Effective Date

The changes to TIERS and the Task List Manager are scheduled for TIERS Release 90.0, April 26, 2014.

3. 2014 Texas Women's Health Program (TWHP) Income Limits**Background**

The income limits for Type Assistance (TA) 41, TWHP, are updated effective March 1, 2014.

TIERS Changes

Beginning February 10, 2014, TIERS will use the updated income limits for coverage effective March 2014 and later for TA 41, TWHP.

When processing a case action on or after February 10, 2014, use the following chart to determine when to use the new income limits.

If providing coverage for...	use the...
months before March but none for March and the following months,	old income limits.
March and following months,	updated income limits.
months prior to March, March, and following months,	old income limits for months before March and updated income limits for March and the following months.

TIERS Conversion

TIERS re-budgeted all active TA 41 EDGs with the updated income amounts the weekend of February 8, 2014.

Effective Date

The new 2014 income amounts are effective March 1, 2014. The updated limits must be used beginning February 10, 2014, for any eligibility determination effective March 1, 2014, or later.

Handbook

Use the chart below until the new 2014 income limits are incorporated into the handbook at a future revision.

Family Size	185% FPIL (3-1-14) TA 41
1	1,800
2	2,426
3	3,051
4	3,677
5	4,303
6	4,929
7	5,555
8	6,181
9	6,807
10	7,433
11	8,059
12	8,685
13	9,311
14	9,937
15	10,562
For Each Additional Member	626