

Collaborative RRR Interview Process for Case Managers (CM) & Income Maintenance Technicians (IMT)

Eligibility workers need to complete all data entry and other requirements for the RRR. Follow this sheet only if Redetermination has been generated.

Case Manager

Ask these three questions when meeting with a client for RRR and record the answers in Case Comments.

Eligibility Worker

Search the Case Comments for these three questions and note the date of the interview. Add this information to the interview page to be sure the CM meeting with the client satisfies the RRR interview requirement.



Did anyone move in or out of your home?



What income do you have in your household?



Have you moved?

What's in it for me?



Easier for Clients
& Workers



Saves Time



Reduced
Workload

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Staff Development Division

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