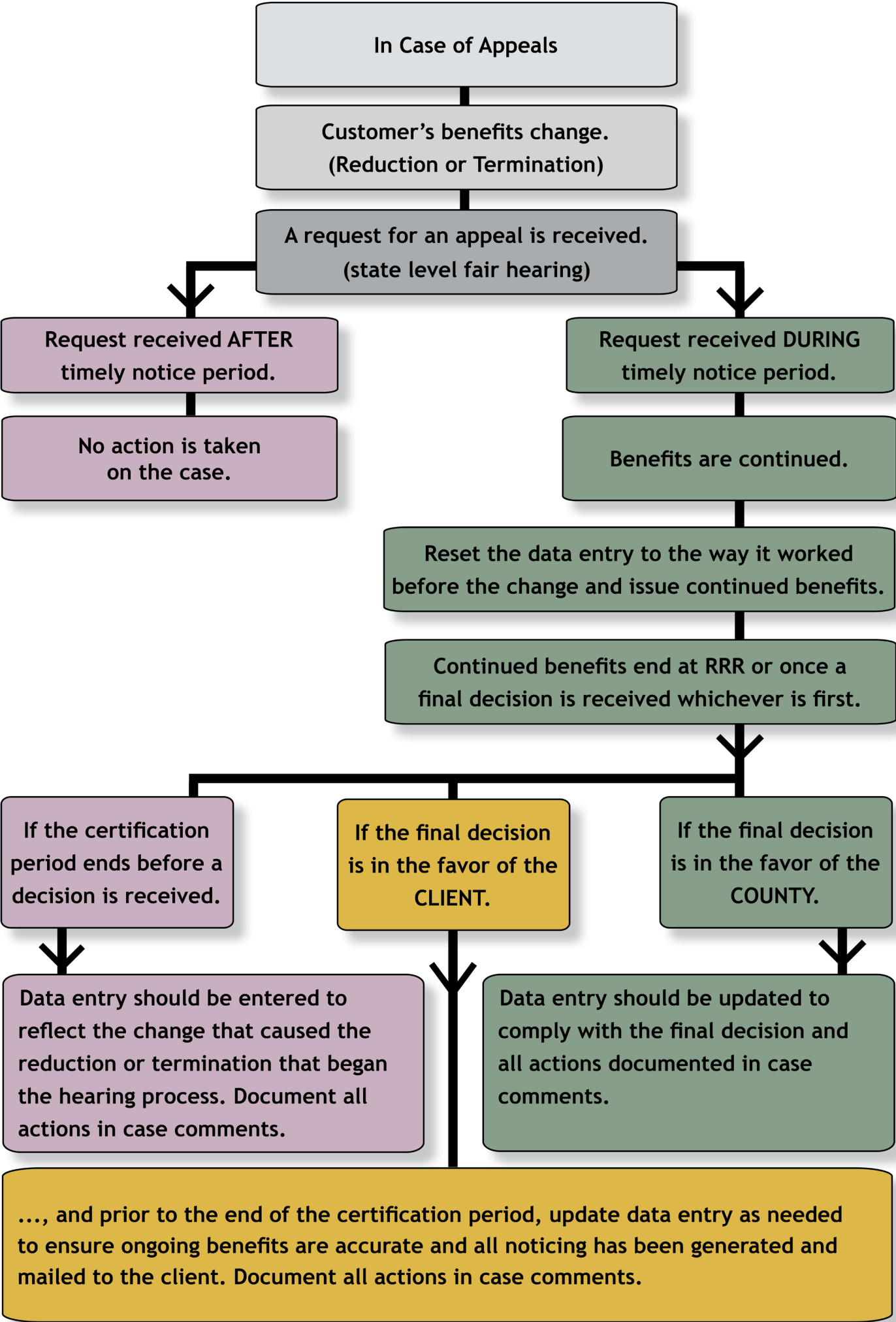


CONTINUED BENEFITS JOB AID

Flowchart

This document outlines the process for continued benefits when a request is recieved before or after the timely notice period. Below is an image of a flowchart. Look on the next page for a text version.



CONTINUED BENEFITS JOB AID

Process in Text

1. In Case of Appeals
2. Customer's benefits change. (Reduction or Termination)
3. A request for an appeal is received. (state level fair hearing)
4. Request received after a timely notice period, no action is taken on the case, stop here. Request received during a timely notice period then benefits are continued. Go to the next step.
5. Reset the data entry to the way it worked before the change and issue continued benefits.
6. Continued benefits end at RRR or once a final decision is received whichever is first.
 - If the certification period ends before a decision is received, data entry should be entered to reflect the change that caused the reduction or termination that began the hearing process. Document all actions in case comments and stop here.
 - If the final decision is in the favor of the county, data entry should be updated to comply with the final decision and all actions documented in case comments. Then stop here.
 - If the decision is in favor of the client, and prior to the end of the certification period, update data entry as needed to ensure ongoing benefits are accurate and all noticing has been generated and mailed to the client. Document all actions in case comments and stop here.



ACCESSIBILITY

This document is designed to comply with the Web Content Accessibility Guidelines (WCAG) 2.1 AA standard. If you experience any difficulty accessing the content or have questions regarding the process, please contact SOC_StaffDevelopment@state.co.us for assistance.

