

# SNAP Request for Contact (RFC)

For the purposes of RFC, information is only considered unclear if all of the following apply:

- The household is in the middle of a certification period
- The information may impact eligibility but we don't have enough information to know how it will impact eligibility or the benefit allotment
- Information cannot be verified via interface or collateral contact
- Attempts to contact the household and clarify information have been unsuccessful

Unclear information for RFC must also be fewer than sixty (60) days old relative to the current month of participation and meet one of the following two definitions:

- The change was required to be reported by Simplified Reporting Rules
- The information reported is significantly conflicting with information reported at certification

Select Verification

Not received

Questionable

Received

Refused

Verify at Recent

**SNAP - Request for Contact**

- Selecting this option in the dropdown will prompt a **RFC**
- The RFC will have a **due date** of 10+1 for Non-ACP cases and 10+5 for ACP cases
- If the client does not contact the agency or provide verification by the due date, SNAP will be **discontinued** as of the end of the month in which the 10+1 or 10+5 falls



If the client needs to only contact the office to clarify the information selected in the RFC, the user should enter a statement in the RFC comments: ***'Please contact us to talk about the information requested above.'***

Household failure to respond to a RFC will result in SNAP discontinuance, so this feature should only be used when unclear information has occurred.