

County of San Diego, Health and Human Services Agency (HHS)
Policy and Procedures Guide

Aid Paid Pending (APP) for Quality and Eligibility Support Department (QESD) staff Policy and Procedures Guide

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Issue Date:

10/11/2017

Purpose:

The purpose of this document is to establish policy and procedures on APP requests received from Appeals.

Background:

When a household files a request for a hearing based on a Notice of Action (NOA) proposing to reduce, discontinue, suspend or terminate aid, the household may be entitled to APP. When aid is to be paid pending the hearing, QESD will receive specific instructions from the Appeals Section. All APP requests were processed by one QESD unit. Moving forward the work will be assigned equally to all staff.

Policy:

QESD Human Services Specialists (HSSs) are required to process APP requests following the Appeals representative's instructions. APP must be issued within 5 business days of the receipt of the hearing request. Requests may instruct the HSS to authorize, continue or terminate APP, as well as suspend or unsuspend an overpayment/overissuance (OP/OI) claim. The assigned HSS will be responsible to continue to pay aid pending the hearing until a request for termination is received from the Appeals representative.

Procedure:

QESD receives APP requests from Appeals via Rushmore and email. All APP requests will be tracked on the Rushmore APP Master Log (S:\Elig Ops\Fraud_Integrity\OSU\APP logs). Staff must confirm date of hearing request to ensure timely issuance. Upon receipt of the request to authorize APP, staff must send instructions to CalWIN Help Desk regarding the amount and the period involved by completing the following actions:

Step	Action
1	In the Process Appeals window in Rushmore select the "Override" checkbox and click on the submit button.
2	The following business day, check Rushmore to ensure that the override process was completed by CalWIN Help Desk staff and authorize the override in CalWIN, send out all applicable manual NOAs and enter case comments.
3	In the Process Appeals window in Rushmore select the "Processed" checkbox and click on the submit button.
4	The following business day, verify in CalWIN that the APP request was processed accurately.

NOTE: If the Override process did not produce the required results, a Non-System Determined Issuance (NSDI) and/or 14-28 must be completed. If the APP request is processed after NOA cutoff, a 14-28 must be submitted for Medi-Cal cases.

For ongoing APP benefits, staff must check CalWIN and MEDS at Fiscal Month End (FME) to ensure that the APP benefits are set to be released to the household. If the benefits are not issued accurately, a NSDI and/or 14-28 must be submitted the day prior to the regular scheduled issuance date.

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The Appeals representative will send the request to terminate the APP benefits via email. Staff must end date the Collect Special Indicator window in CalWIN with the date provided by the Appeals representative and enter a case comment.

Upon receipt of the APP request to suspend an OP/OI claim for CalWORKs and CalFresh cases, staff must:

Step	Action
1	Enter a case comment into CalWIN and email the 16-166 HHSa to Supervisor requesting an elevation to Fiscal to suspend the OP/OI claim.
2	In the Process Appeals window in Rushmore select the "NSDI" checkbox and click on the submit button. The APP request will immediately return to the Process Appeals window in Rushmore.
3	Select the "Processed" checkbox and click on the submit button.
4	The following business day, verify in CalWIN that the APP suspend request was processed accurately.

The Appeals representative will send the request to unsuspend the OP/OI via email. Staff must email the 16-166 HHSa to Supervisor requesting an elevation to Fiscal to unsuspend the OP/OI claim.

References:

CPG 10-030.C

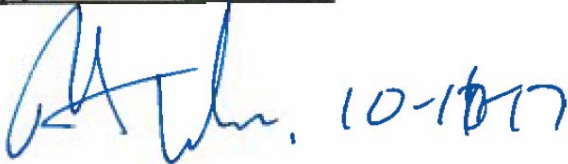
CFPG 63-004

MPG 18.01.02

Sunset Date:

This policy will be reviewed for continuance by 10/31/2020.

Approval for Release:



Rick Wanne, Director
Eligibility Operations