

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

**Out of Hearing Resolution (OHR) and Appeals Compliance Decision for Quality and Eligibility Support Department (QESD) staff Policy and Procedures**

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**Issue Date:**

10/11/2017

**Purpose:**

The purpose of this document is to establish policy and procedures for the OHR and Appeals compliance on closed cases.

**Background:**

A customer may choose to withdraw his/her request for a State Hearing pending a mutually agreed upon resolution. The conditions of the withdrawal must specify the action(s) to be taken by the County and/or customer. The Appeals representative prepares the Conditional Withdrawal (CWD) for the customer to sign. The OHR is the instructions outlining the actions to be taken to comply with the CWD. QESD receives OHRs and compliance decisions from Appeals, for cases generated by QESD staff, as well as cases generated by Family Resource Center (FRC) staff that are closed and have an overpayment/overissuance (OP/OI). All OHR and compliance decision 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 complete the appropriate case action based on the OHR and compliance decision instructions by the due date in Rushmore. If the HSS is unable to comply within the time allowed, the Supervisor must contact the Appeals representative immediately to request an extension.

**Procedure:**

QESD receives OHR and compliance decision requests from Appeals via Rushmore.

Staff assigned to complete the OHR or a compliance decision request must take the following actions by the due date in Rushmore:

<b>Step</b>	<b>Action</b>
1	Complete the appropriate case actions in CalWIN.
2	If any action is needed to be sent to Fiscal, email the 16-166 HHS to Supervisor requesting an elevation to Fiscal.
3	If a re-computation is needed, submit re-computation packet to Supervisor for review.
4	Print out all applicable Notice of Actions (NOAs) immediately and mail to customer.
5	Narrate in case comments all actions taken, any contact with the customer, and the final results from the resolution action.
6	Submit copies of any NOAs and/or any other documents that support compliance with the resolution action for imaging.
7	Once complete, email the Supervisor.

Supervisors will review CalWIN to determine that the appropriate actions were completed, and take the following actions in the "OHR" or "Decisions" Tab of the FRC Liaison dashboard in Rushmore:

<b>Step</b>	<b>Action</b>
1	Enter case comments into Rushmore.
2	Enter the date NOAs were created, for OHRs only.
3	Select the "FRC Liaison signature" checkbox and save.

**References:**

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CPG 10-030.E  
CFPG 63-005, 63-007  
MPG 18.01.03

**Sunset Date:**

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

**Approval for Release:**



Rick Wanne, Director  
Eligibility Operations