

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

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

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Revision Date:

10/19/2020

Background:

A customer may choose to withdraw their 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).

Purpose:

The purpose of this document is to define the policy and procedures for the OHR and Appeals compliance on closed cases. This material is being updated for the sunset review date and to align with current processes.

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 Supervising Human Services Specialist (SHSS) 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:

Step	Action
1	Complete the appropriate case actions in CalWIN.
2	If any action is needed to be sent to Fiscal, email the 16-166 HHSA to the SHSS requesting an elevation to Fiscal.
3	If a re-computation is needed, submit re-computation packet to the SHSS 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 SHSS.

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

Step	Action
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.

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References:

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

Sunset Date:

This policy will be reviewed for continuance by 09/30/2023

Approval for Release:

RW, 10-20-20

Rick Wanne, Director
Eligibility Operations