P-2900 Fuel Program (Continued)

C. Application Processing

1. Data Entry and Application Processing

Staff of the Office of Home Heating Fuel Assistance (OHHFA) enters applications into ACCESS upon receipt each day (APPL/C).

The application should include a yellow return receipt postcard completed by the applicant. If the card is received and complete, it is stamped with the date received and anticipated date of benefit issuance if the applicant is determined eligible. It is mailed back to the applicant within two business days.

OHHFA processes eligibility in ACCESS using FUEL/C. All approvals and denials are done on a nightly basis. Workers may manually approve eligibility. Denial notices are generated daily. Notices of eligibility are generated at the time payment is made.

2. Requests for Additional Information or Verification and Processing

Interviews are not required, but fuel workers may contact applicants by phone or mail to clarify questionable or confusing information or to obtain additional information.

Unless information is questionable, no verification is required, except as stated at 2905.

When information may be provided verbally, attempt to contact the applicant by phone. If the applicant cannot be reached by phone or a written response is required, send a PATH 202V, Verification Request, with a deadline for providing the information or verification and enter a Q in the VERIFIED field on FUEL/C in ACCESS. When time permits, allow the applicant fifteen days to respond from the date the request is sent, but never less than eleven days (counting the mail date).

When the information or verification is received, change the Q to V in the VERIFIED field on FUEL/C, for applications received by the first application period deadline.

If the application was received in September, but after the application period deadline, enter an S in the VERIFIED field on FUEL/C. These recipients will receive 100 percent of the full season's benefit in January. If the application may be processed and included in time for the November benefit, enter a V in the VERIFIED field to generate the issuance in November.

If the application was received in October enter an O in the VERIFIED field on FUEL/C. These recipients will receive 100 percent of the full season's benefit in January.

P-2900 Fuel Program (Continued)

C. State Office Processing

2. Requests for Additional Information or Verification and Processing (Continued)

If the application was received in November enter an N in the VERIFIED field on FUEL/C. These recipients will receive 100 percent of the full season's benefit in January.

If the application was received in December enter a D in the VERIFIED field on FUEL/C. These recipients will receive 80 percent of the full season's benefit in February.

If the application was received in January enter a J in the VERIFIED field on FUEL/C. These recipients will receive 60 percent of the full season's benefit in March.

If the application was received in February enter an R in the VERIFIED field on FUEL/C. These recipients will receive 40 percent of the full season's benefit in March.

If the applicant does not provide the information within the specified time frame, change the Q to F. The application will be denied and a notice will be generated the following morning.

An elderly or disabled applicant whose live-in caretaker has resources or income (other than payment from the applicant for services provided in the home) may be asked to provide proof that the caretaker provides homemaker or personal care services that the applicant cannot or should not perform. If the need for these services is questionable, send the applicant a PATH 202SFP (Verification for Medically Necessary Services) to be completed by the applicant's physician, or a PATH 202SFH (Household Verification for Caretaker or Companionship Services) to be completed by the customer and signed by both customer and caretaker or companion. If proof is not provided, the live-in caretaker must be included as a member and his or her income and resources considered when determining eligibility.

NOTE: If the applicant receives Essential Person benefits, no further verification of the need for the live-in caretaker is required.