

Most Common Change of Circumstance

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Overview

This job aid provides information about how to process the most common types of change of circumstance for Food & Nutritional Services (FNS), Medical Assistance (MA), Cash Assistance (CA) and MAGI (Modified Adjusted Gross Income). Reference is made to applicable job aids or the required steps are included for each type of change.

Change of Circumstance	What to do for FNS or MA/CA	What to do for MAGI
Adding a household member	<ul style="list-style-type: none"> • <i>Adding a Client to an Active FNS Case</i> job aid. • <i>Adding a Person to a Cash Assistance Case</i> job aid. • <i>Adding a Person to an Income Support Case</i> job aid. <p>Note: The Guided Change Wizard can be used when adding an individual to an active case. Refer to the <i>Adding a Member Using the Guided Change Wizard (Application & Case)</i> job aid. However, if the individual is applying for benefits or a</p>	<p>For a non-applicant household member:</p> <ul style="list-style-type: none"> • <i>MAGI Adding a New Household Member Who is Applying to an Existing Insurance Affordability Case</i> job aid. • <i>MAGI Adding a Non-Applicant to an Insurance Affordability Case</i> job aid. <p>For newborns:</p>

	<p>new program, then an application must be entered. Refer to the <i>Application to Case & Key Difference Checklist</i> job aid.</p>	<ul style="list-style-type: none"> • <i>Adding a Newborn Recipient to an Existing Insurance Affordability Case</i> job aid. <p>For clients applying for benefits:</p> <ul style="list-style-type: none"> • <i>MAGI Application to Case & Key Difference Checklist</i> job aid. <p>Note: The Guided Change Wizard can be used when adding an individual to an active case. Refer to the <i>Adding a Member Using the Guided Change Wizard (Application & Case)</i> job aid.</p>
<p>Head of Household change for Medical Assistance and Cash Assistance</p>	<p>Note: The head of household cannot be changed for FNS.</p> <p>Changing the Head of Household for Cash Assistance:</p> <ol style="list-style-type: none"> 1. Navigate to the Income Support Case Home page. 2. From the Home page click the Evidence tab. 3. The Evidence Dashboard page displays. Click the Head of Household hyperlink. 	<p>Refer to the <i>MAGI Change Case Head</i> job aid.</p>

	<ol style="list-style-type: none"> 4. The Head of Household page displays. Click the toggle to expand the Cash Assistance Head of Household evidence. 5. The Head of Household evidence expands. Click the List Actions Menu then select Edit. 6. The Edit Head of Household Evidence pop-up appears. Enter the End Date then click Save. 7. The Head of Household evidence page displays. Click the Tab Actions Menu then select New. 8. The New Head of Household Evidence pop-up appears: <ol style="list-style-type: none"> a. Click the Household Member drop-down then select the applicable member. b. Click the Program Type drop-down menu then select Cash Assistance. 	
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	<p>c. Enter the Start Date then click Save.</p> <p>9. The Head of Household Evidence page displays. Click the X to exit the Head of Household evidence.</p> <p>10. The Evidence Dashboard page displays. Click the Page Actions Menu then select Apply Changes.</p> <p>11. The Apply Changes pop-up appears. Click the Head of Household evidence check box then click Save.</p> <p>Note: Review and accept the changed decision if the decision is correct. Refer to the <i>Working with Changed Decisions</i> job aid for guidance.</p> <p>Changing the Head of Household for traditional Medical Assistance:</p> <ol style="list-style-type: none"> 1. Navigate to the Income Support Case Home page. 2. From the Home page click the Evidence tab. 	
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	<ol style="list-style-type: none"> 3. The Evidence Dashboard page displays. Click the Head of Household hyperlink. 4. The Head of Household page displays. Click the toggle to expand the Medical Assistance Head of Household evidence. 5. The Head of Household evidence expands. Click the List Actions Menu then select Edit. 6. The Edit Head of Household Evidence pop-up appears. Enter the End Date then click Save. 7. The Head of Household evidence page displays. Click the Tab Actions Menu then select New. 8. The New Head of Household Evidence pop-up appears: <ol style="list-style-type: none"> a. Click the Household Member drop-down then select the applicable member. 	
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	<p>b. Click the Program Type drop-down menu then select Medical Assistance.</p> <p>c. Enter the Start Date then click Save.</p> <p>9. The Head of Household evidence page displays. Click the X to exit the Head of Household evidence.</p> <p>10. The Evidence Dashboard page displays. Click the Page Actions Menu then select Apply Changes.</p> <p>11. The Apply Changes pop-up appears. Click the Head of Household evidence check box then click Save.</p> <p>12. Navigate to the Product Delivery Case, click the Case Head Change hyperlink then select the new person.</p> <p>Note: Review and accept the changed decision if the decision is correct. Refer to the <i>Working with Changed Decisions</i> job aid for guidance.</p>	
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<p>Adding a Protective Payee (Nominee) for Cash Assistance</p>	<p>Nominee change for Cash Assistance:</p> <ol style="list-style-type: none"> 1. Register the new nominee. 2. Navigate to the Product Delivery Case then click the Financials tab. 3. The Transactions tab page displays Click the Nominees folder. 4. The Nominees page displays. Click the New hyperlink. 5. The New Case Nominee pop-up appears. Click the magnifying glass to search and select the new nominee. <ol style="list-style-type: none"> a. Select the applicable relationship from the Relationship drop down then select the applicable Delivery Pattern. <p>Notes:</p> <ul style="list-style-type: none"> • If direct deposit will be used refer to the <i>Delivery Patterns</i> job aid. • The changed decision will be on hold if the last decision was on hold. 	
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	6. Review and accept the changed decision.	
Change in Income	<p>Refer to the applicable job aid:</p> <ul style="list-style-type: none"> • <i>Adding Child Support Income</i> job aid • <i>Child Support Deduction</i> job aid • <i>NDNH Match</i> job aid 	<p>Refer to the applicable job aid:</p> <ul style="list-style-type: none"> • <i>MAGI Change in Income Results in Extended Coverage</i> job aid • <i>MAGI Transitional Medicaid</i> job aid • <i>MAGI Changed Income</i> job aid
Change in Citizenship	<p>Note: The Citizenship/ ID Verification tab cannot be used to change Citizenship status on the Person page until an application has been submitted and Citizenship has been verified. If the person has not received any benefits from NC FAST, the Citizenship status evidence must be changed first on the person page, then updated on the application.</p> <p>Changing the Citizenship status for a Household Member on an Income Support Case:</p>	<p>Note: The Citizenship/ ID Verification tab cannot be used to change Citizenship status on the Person page until an application has been submitted and Citizenship has been verified. If the person has not received any benefits from NC FAST, the Citizenship status evidence must be changed first on the person page, then updated on the application.</p> <p>Changing the Citizenship status for a Household Member on an Insurance Affordability Case:</p>

Navigate to the Person page for member(s) that need updating/corrections.

1. From the Home page, click the **Citizenship/ID Verification** tab.
2. The Citizenship/ID Verification page displays. Click the **List Actions Menu** then select **Edit**.
3. The Edit Citizenship/ID Verification pop-up appears. Click the **Citizen Status** drop-down then select the correct status.
4. Click the **Update Citizenship/ID Verification Item** drop-down then select the correct verification.
5. Comments explaining why the Citizenship/ID Verification information has been changed must be entered. Click **Save**.
6. Navigate to the Income Support Case Home page.
7. From the Home page click the **Evidence** tab.

Navigate to the Person page for member(s) that need updating/corrections.

1. From the Home page, click the **Citizenship/ID Verification** tab.
2. The Citizenship/ID Verification page displays. Click the **List Actions Menu** then select **Edit**.
3. The Edit Citizenship/ID Verification pop-up appears. Click the **Citizen Status** drop-down then select the correct status.
4. Click the **Update Citizenship/ID Verification Item** drop-down then select the correct verification.
5. Comments explaining why the Citizenship/ID Verification information has been changed must be entered. Click **Save**.
6. Navigate to the Insurance Affordability Case Home page.

	<p>8. The Evidence Dashboard displays. Click the Household Member hyperlink.</p> <p>9. The Household Member page displays. Click the toggle to expand the Household Member evidence. Click the List Actions Menu then select Edit.</p> <p>10. The Edit Household Member Evidence pop-up displays.</p> <p>11. Click the Citizen Status drop-down then select the corrected status, then click Save.</p> <p>12. Manage the evidence associated with the Household member(s), check eligibility, and apply changes to update the case.</p> <p>Refer to the applicable job aids:</p> <ul style="list-style-type: none"> • <i>NC FAST Mandatory Evidence and Verifications</i> • <i>Reasonable Opportunity Period</i> • <i>SAVE Automation Verification</i> 	<p>7. From the Home page click the Evidence tab.</p> <p>8. The Evidence Dashboard displays. Click the Citizen Status hyperlink.</p> <p>9. The Citizen Status page displays. Click the toggle to expand the Citizen Status evidence. Click the List Actions Menu then select Edit.</p> <p>10. The Edit Citizen Status pop-up displays.</p> <p>11. Click the Citizen Status drop-down and select the corrected status then click Save.</p> <p>12. Manage the evidence associated with the Household member(s), check eligibility, and apply changes to update the case.</p> <p>Refer to the applicable job aids:</p> <ul style="list-style-type: none"> • <i>MAGI-Advance Evidence Sharing</i> • <i>MAGI Changed Income</i>
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	<ul style="list-style-type: none"> • <i>Working with Changed Decisions</i> 	<ul style="list-style-type: none"> • <i>MAGI Change in Income Results in Extended Coverage</i> • <i>MAGI Transitional Medicaid</i> • <i>NC FAST Mandatory Evidence and Verifications</i> • <i>Reasonable Opportunity Period</i> • <i>Save Automation Verification</i>
Death of a household member	<p>Refer to the applicable job aid:</p> <ul style="list-style-type: none"> • <i>Death of a Cash Assistance Client job aid</i> • <i>Death of a Medical Assistance Client job aid</i> • <i>Death of an FNS Client job aid</i> 	<ul style="list-style-type: none"> • <i>Death of a Medical Assistance Client job aid</i>
Change in Delivery Patterns	<p>Refer to the applicable job aid:</p> <ul style="list-style-type: none"> • <i>Delivery Patterns job aid</i> • <i>EBT Card Processes job aid</i> 	
Change in Living Arrangement	<p>Steps for FNS:</p>	

	<ol style="list-style-type: none"> 1. Navigate to the Income Support Case Home page. 2. From the Home page click the Evidence tab. 3. The Evidence Dashboard page displays. Click the Living Arrangement hyperlink. 4. The Living Arrangement page displays. Click the toggle to expand the applicable Living Arrangement evidence. 5. The Living Arrangement evidence expands. Click the List Actions Menu then select Edit. 6. The Edit Living Arrangement Evidence pop-up appears. Enter the End Date then click Save. 7. The Living Arrangement evidence page displays. Click the Tab Actions Menu then select New. 8. The New Living Arrangement Evidence pop-up appears: 	
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	<ol style="list-style-type: none"> a. Click the Household Member drop-down then select the applicable member. b. Click the Arrangement Type drop-down menu then select the applicable arrangement type. c. Click the Arrangement Status drop-down menu then select Permanent. d. Enter the Start Date then click Save and Exit. <ol style="list-style-type: none"> 9. The Living Arrangement evidence page displays. Click the X to exit the Living Arrangement evidence. 10. The Evidence Dashboard page displays. Click the Page Actions Menu then select Apply Changes. 11. The Apply Changes pop-up appears. Click the Living Arrangement evidence check box then click Save. <p>Notes:</p>	
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	<ul style="list-style-type: none">• Review and accept the changed decision if the decision is correct. Refer to the <i>Working with Changed Decisions</i> job aid for guidance.• End date current living arrangement on the 2nd to last day of the month, add new evidence starting the last day of month.• Job aid for MA: Refer to the <i>LTC Return Home in 6 Months</i> job aid	
Client leaves an ADTC	<p>Steps:</p> <ol style="list-style-type: none">1. End date existing Alcohol and Drug Treatment Center Living Arrangement evidence.2. Add new Living Arrangement evidence. Do not overlap the start date with the end date of the previous Living Arrangement. <p>Note: Follow FNS policy if ADTC does not report change timely.</p>	

New/Changed Employment	<p>Refer to the applicable job aid:</p> <ul style="list-style-type: none"> • <i>NDNH Match</i> job aid • <i>Paid and Unpaid/Volunteer Work</i> job aid 	<i>MAGI Changed Income</i> job aid
Recertification	<p>Refer to the applicable job aid:</p> <ul style="list-style-type: none"> • <i>Cash Assistance Recertification</i> job aid • <i>Medicaid Recertifications</i> job aid • <i>Recertification - Late/Late SNAP/Timely/Untimely</i> job aid 	<p>Refer to the applicable job aid:</p> <ul style="list-style-type: none"> • <i>MAGI First Touch Recertification</i> job aid • <i>MAGI Medicaid Recertification</i> job aid • <i>MAGI Transitional Medicaid</i> job aid
Removing a household member	<ul style="list-style-type: none"> • <i>Removing a Client from an Active FNS Case</i> job aid 	<ul style="list-style-type: none"> • <i>MAGI Removing a Person from an Insurance Affordability Case</i> job aid
Residency (moved out of NC)	<p>FNS Steps:</p> <ol style="list-style-type: none"> 1. Navigate to the Income Support Case Home page. 2. From the Home page click the Evidence tab. 	

3. The Evidence Dashboard page displays. Click the **Residency** hyperlink.
4. The Residency page displays. Click the **toggle** to expand the applicable Residency evidence.
5. The Residency evidence expands. Click the **List Actions Menu** then select **Edit**.
6. The Edit Residency Evidence pop-up appears. Enter the **End Date** then click **Save**.

Note: End date current residency to the last day of month.
7. The Residency evidence page displays. Click the **Tab Actions Menu** then select **New**.
8. The New Residency Evidence pop-up appears:
 - a. Click the **Household Member** drop-down then select the applicable member.

	<p>b. Enter the Start Date then click Save.</p> <p>Note: Start date of the new evidence is the following day. Do NOT select any check boxes for Residency evidence.</p> <p>9. The Residency evidence page displays. Click the X to exit the Residency evidence.</p> <p>10. The Evidence Dashboard page displays. Click the Page Actions Menu then select Apply Changes.</p> <p>11. The Apply Changes pop-up appears. Click the Residency evidence check box then click Save.</p>	
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