CASE RECORD DOCUMENTATION

IF YOU........	CASE RECORD DOCUMENTATION SHOULD INCLUDE.......
Deny an **Application** for missing information	1) Request on line data, and document all Electronic Sources and other agency records outside NC FAST were checked for the information. 2) Issue 2 5097's, at least 12 days apart, requesting the information 3) Check eligibility for ALL other aid program categories 4) Record issuance of Denial Notice in the Communications Folder in NC FAST if not issued from Central Print.
Terminate a case after completing an **Ex parte** review	1) Document that an ex parte review was completed 2) Request on line data, and document all electronic verification and/or additional agency records outside NC FAST were reviewed 3) Document all attempts to obtain the information from the A/B or Representative 4) Record issuance of manual termination notice in the Communications Folder in NC FAST. 5) Assure that all known information relevant to eligibility (i.e., pregnancy) is entered in evidence with correct begin and end dates.
Deny a NCHC **Application** for other health insurance	1) Issue 2 5097's, at least 12 days apart, requesting verification of discontinued insurance 2) Record issuance of Denial Notice in the Communications Folder in NC FAST if not issued from Central Print.
Terminate a case for inability to meet the deductible	1) Documentation that c/s he could not meet the deductible (assure that all known evidence is entered on Medical Expense Reduction and Spend Down Medical Expense evidence) 2) Check eligibility for ALL other potential aid program categories, including FPP 3) Document issuance of manual timely notice if not generated by NC FAST.
Terminate an MAD case for no longer being disabled	1) Verification of whether client requested appeal if based on SSA/SSI termination due to disability 2) Check eligibility for ALL other potential aid program categories 3) Document issuance of manual timely notice if not generated by NC Fast
Deny an **Application** for excess resources	1) Evidence showing resource types with the begin and end dates for resource and ownership evidence 2) Verification of resources 3) If denial is prior to $45^{th}/90^{th}$ day, documentation that c/s he did not intend to reduce/rebut/designate for burial by the $45^{th}/90^{th}$ day 4) Check eligibility for ALL other potential aid program category, including FPP 5) Record issuance of Denial Notice in the Communication Folder in NC Fast if not issued from Central Print.
Terminate an MPW case at the end of the postpartum period	1) Documentation that an ex parte was completed. 2) Check eligibility for ALL other potential aid program categories, including ABD, MN, and FPP 3) Document issuance of manual timely notice if not generated by NC Fast
Terminate a case for moving out of state	1) Documentation of how the move was reported 2) Document issuance of manual timely notice if not generated by NC Fast 3) If terminated with adequate notice, documentation that client is now receiving benefits in another state with no break
Deny an **Application** for excess income	1) Manual budget needs to be scan and upload when force eligibility is used 2) Enter Income evidence with accurate begin and end date 3) Ensure eligibility has been Checked for ALL other aid program categories, i.e, medically needy (show deductible computation and assure that all known evidence is entered on Medical Expense Reduction and Spend Down Medical Expense evidence) 4) Record issuance of Denial Notice in the Communications Folder in NC FAST if not issued from Central Print.