

TERMINATING A CASE

EIS 3200 - TERMINATING A CASE
REVISED 10/01/01 - CHANGE NO. 04-02

I. GENERAL INFORMATION

Use the DSS-8125 to terminate an active case in any aid program/category. Follow the instructions below for the correct procedures to terminate an active case.

II. ACTIONS THAT REQUIRE A SEPARATE DSS-8125

Do not perform the following actions in conjunction with a case termination. Complete a separate DSS-8125 to terminate the case after the first action processes.

A. Aid Program/Category Transfer

Ensure the case termination is keyed after the aid program/category transfer processes.

B. Approving An Add-An-Individual Application/Inclusion

1. Make every effort to approve the add-an-individual/inclusion application before terminating the case. Enter the approval on one DSS-8125 and the case termination on a second DSS-8125. Ensure the case termination is keyed after the approval processes.

2. If the case must be terminated before approving the add-an-individual/inclusion, submit the DSS-8125 to terminate the case. Then, refer to the appropriate add-an-individual/inclusion approval instructions for the aid program/category.

III. ENTER THE FOLLOWING REQUIRED INFORMATION ON THE DSS-8125 TO TERMINATE A CASE. IF A NUMERIC FIELD REQUIRES LESS DIGITS THAN SPACES AVAILABLE, PRECEDE WITH ZEROES.

A. Enter the CASEHEAD/PAYEE NAME at the top of the form for filing purposes.

B. Enter the COUNTY NAME.

C. Enter the CASE ID from the current Case Profile or from Name Search Inquiry.

D. Enter your WORKER NUMBER.

NOTE: Do **NOT** enter the District Number when terminating a case.

E. Enter the COUNTY NUMBER.

F. Enter the appropriate AID PROGRAM/CATEGORY.

G. Enter the TERMINATION REASON CODE. See the Codes Appendix for the appropriate termination reason code. If terminating a case due to death, you must enter a termination reason code "52."

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III. G. (CONT'D)

It is very important to enter the correct code. Unless overridden, an automated notice is produced for all A-AF, Medicaid, and Special Assistance cases based on the termination code entered on the DSS-8125. Automated notices are not produced for Refugee programs (M-RF and R-RF.) The termination reason code not only determines the text of the notice but also whether the notice is adequate or timely. See AUTOMATED NOTICES,(XI), for more information regarding the automated notice.

Enter "Y" if you wish to override the automated notice.

NOTE: WHEN TERMINATING A MEDICAID OR SA CASE WITH CAP COVERAGE, DO NOT ENTER A NOTICE OVERRIDE. NO NOTICE IS PRODUCED FOR A CAP CASE. A MANUAL NOTICE IS REQUIRED.

Always override the automated notice when:

1. WORK FIRST

- a. You are terminating the case with an adequate code after sending a manual timely notice.
- b. Use of the automated DSS-8110A will create an overpayment.

2. MEDICAID

- a. You are using the termination reason code "other."
- b. You are using a termination reason code from the Codes Appendix that is marked with an asterisk (*).

3. SPECIAL ASSISTANCE

- a. You are using the termination reason code "other."
- b. You are using a termination reason code from the codes Appendix that is marked with an asterisk (*).
- c. Use of the automated DSS-8110A will create an overpayment.

H. Enter the TERMINATION DATE. This must be the last day of the month prior to the current processing month. M-PW Presumptively Eligible and Alien Emergency Only cases must be terminated as of the last day of Medicaid eligibility.

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III. (CONT'D)

I. SUPPLEMENTAL NOTICE INFORMATION (MA and SA Cases Only)

The following three data elements have been added to the DSS-8125 Data Entry screen.

1. Enter the AUTHORIZED REPRESENTATIVE NAME and ADDRESS if an authorized representative has been appointed to the case. An automated notice will be produced for both the payee and the authorized representative.
2. Do not enter a SECONDARY NOTICE CODE.
3. Enter NOTICE TEXT when there is no termination code that applies to your case situation or if you wish to provide additional information (Medicaid Only). Use termination code "02" or "50." If you enter NOTICE TEXT, you must enter a manual citation.

- J. If the case termination is due to the death of the individual, enter the DATE OF DEATH in Individual Data.

IV. SYSTEM GENERATED TERMINATIONS

A. MQB-E Cases

On "pull" night in December, EIS generates a termination code of "92" and termination effective date of December 31 for all active MQB-E cases that have not been recertified for the following year. These cases would have a certification end date of December 31 of the current year. The following are automatically generated by the system.

1. An adequate termination notice is issued to each individual whose case is closed.
2. The notices generated from this automation are displayed on the daily Notice Register Report in X/PTR ("DHREJ NOTICE REGISTER") and on the printed version for the county. (See EIS 1061 for information about accessing reports in X/PTR.)
3. A case profile is generated for each case terminated.
4. The "Qualifying Individuals Terminated" report is displayed in X/PTR. There is no paper copy for this report. The X/PTR report name is "DHREJ QUAL INDIV TERMINATED". The report is sorted by county and alphabetically by casehead last name.

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IV. (CONT'D)

B. MIC and NC Health Choice Cases

EIS automatically terminates a MIC or NCHC case in the following situations:

1. The only child in the case turns 19. EIS terminates the case on pull night in the month the child turns 19.
2. The case is not recertified. EIS terminates the case on pull night in the month the review is due (the 12th month).

A case profile is generated for each case terminated.

V. SYSTEM GENERATED ACTIONS

When a case is terminated, the following coverage is automatically terminated by the system with the same effective date as the case termination date.

- A. CAP Coverage
- B. HMO

VI. INFORMATION THAT IS DELETED

When the DSS-8125 is keyed and accepted by the system, the following information is automatically deleted by the system with the same effective date as the case termination date.

- A. Special Use Codes
- B. Special Review Codes

VII. INFORMATION YOU MAY UPDATE

The following information can be updated on the same DSS-8125 on which you are terminating the case.

- A. CAP coverage may be changed or added to a case. If it is being changed to a higher level of covered services or if CAP coverage is being added, retroactive Medicaid ID cards are produced for the period of time the recipient was entitled to CAP coverage.
- B. Refugee Code and Date of Entry
- C. Income data

Refer to Making Changes To Cases, EIS 3100, for instructions.

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VIII. INFORMATION YOU MAY NOT CHANGE OR UPDATE

The following information is not allowed to be changed or updated at the time you are completing a case termination.

A. Case Level

1. County Case Number
2. District Number
3. New County Number and Effective Date
4. Aid Program/Category
5. Casehead/Payee
6. Phone Number
7. Verification Indicator
8. Change Code
9. Application Data
10. Payment Data (payment review period, payment amount, type, effective date)
11. Medicaid Eligibility Data (status, classification, certification period, effective date, deductible balance, patient monthly liability amount)
12. SSI Amount
13. Food Stamp Number
14. Stepparent Indicator
15. Grandfathered Status and Date
16. VA Payment
17. Special Review and Special Use Codes

B. Individual Level

1. Individual Termination Date
2. Case Status
3. Family Status
4. Living Arrangement Code
5. Relationship To Payee Code

IX. BENEFITS ISSUANCE

- A. Benefits cease as of the case termination date.
- B. There can be no retroactive terminations.

X. OUTPUTS

- A. When the DSS-8125 has processed successfully, the updated case is available for viewing the following workday.
- B. A Case Profile is produced the night the termination processes and is mailed to the county the following workday.

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- C. A worker-initiated termination is reported on the Caseworker Supervisor Report. The number of terminations completed is determined from the WORKER NUMBER.

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X. (CONT'D)

- D. An EIS generated termination is not reported on the Caseworker Supervisor Report.

XI. AUTOMATED NOTICES FOR WORKER INITIATED TERMINATIONS

A. General Information

1. An automated notice ([DSS-8110A](#)) is produced for all A-AF, Medicaid, and Special Assistance terminations the night the DSS-8125 processes in the system unless "Y" is entered for "NOTICE OVERRIDE." Automated notices are not produced for Refugee cases (M-RF and R-RF.) A sample of the [DSS-8110A](#) is located at the end of this section.
2. The TERMINATION REASON CODE entered on the DSS-8125 determines the text of the notice and whether the notice is adequate or timely.
3. The system calculates the 60th calendar day for the notice.
4. The date of the automated notice is the next state workday after the DSS-8125 processes. This is the date the notice is mailed to the recipient. A copy of the notice is not mailed to the county.
5. A Notice Register Report is produced each night and is mailed to the county the following workday. This report lists vital information related to all automated notices produced for that day. See EIS 3556 for more information regarding the Notice Register Report.

B. [Adequate Notice](#)

1. "Adequate" is clearly indicated at the top of the notice.
2. The system calculates the 60th calendar day for the notice.
3. The action indicated on the DSS-8125 takes place in EIS the same night the adequate notice is produced.

C. [Timely Notice](#)

1. "Timely" is clearly indicated at the top of the notice.
2. To produce an automated timely notice, you must complete the DSS-8125 and have it keyed into EIS at the same time you would have completed the manual DSS-8110.
3. The system calculates the tenth county workday and the 60th calendar day for the notice.

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XI. C. (CONT'D)

4. The action takes place in EIS eleven county workdays from the date of the notice. If the eleventh county workday falls after pull, EIS adjusts the month of termination to the next benefit month.

For example: A DSS-8125 indicating a termination effective June 30, 1994 with a timely reason code for an automated notice is keyed June 13, 1994. The eleventh workday is June 29, 1994. EIS changes the termination date to July 31, 1994.

This action is reported on the Notice Register for that day. The information related to the automated notice is displayed with an asterisk (*) entered in the "CHANGE/TERMINATION DATE" column of the report.

5. No further action is required by you for the action to occur.
6. An updated Case Profile is produced the night the action takes place in EIS.
7. DSS-8125 and Timely Action Pending
 - a. A DSS-8125 may not be placed on hold when there is a timely action pending.

NOTE: DSS-8125'S MAY CONTINUE TO BE KEYED. THOSE THAT ARE ERROR FREE PROCESS CORRECTLY. THOSE THAT CONTAIN AN ERROR MAY NOT BE PLACED ON HOLD, BUT MUST BE REKEYED ONCE THE ERROR IS CORRECTED.

- b. A DSS-8125 may not be keyed on the day the timely action is to process unless it contains a change code or termination code and date.
8. Deleting the Action

Because the action does not actually process in EIS until the eleventh county workday, it is possible to stop the action. To do so, you must delete the action that is on hold in EIS. The deletion must occur no later than the eleventh county workday from the date of the notice.

This action is reported on the Notice Register for that day. The information related to the automated notice is displayed with "DELETED" noted in the "COMMENTS" column of the register.

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XI. C. 8. (CONT'D)

9. Rescinding the Action

It is important to note that there is another situation where an action pending in EIS is stopped.

If a subsequent DSS-8125 is keyed by the eleventh county workday from the date of the notice and the subsequent DSS-8125 causes a new notice to be produced, the pending action is stopped. In this situation, EIS "rescinds" the pending action and produces an automated notice for the new action.

Both actions are reported on the Notice Register for that day. The information related to the first automated notice is displayed with "RESCINDED" noted in the "COMMENTS" column of the register. The information related to the subsequent automated notice is also displayed with no entry in the "COMMENTS" column.

XII. AUTOMATED NOTICES FOR EIS INITIATED TERMINATIONS

A. MQB-E Cases

An adequate automated notice ([DSS-8110A](#)) is produced for any MQB-E case automatically terminated by EIS because the case has not been recertified for the following year.

1. EIS generates the notice on pull night in December.
2. The notice is mailed the next workday.
3. The notice information is displayed on the daily Notice Register Report in XPTR.

B. MIC and NC Health Choice Cases

1. Age 19

A timely automated termination notice ([DSS-8110A](#)) is produced for any MIC or NCHC case where the only child in the case is turning 19.

- a. EIS generates the notice on the last day of the month prior to the month in which the individual becomes age 19.
- b. The notice is mailed the next workday.
- c. The notice is documented on the Notice Register Report in X/PTR.

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XII. B. 1. (CONT'D)

2. Not Re-Certified

An adequate automated termination notice ([DSS-8110A](#)) is produced for any MIC or NCHC case automatically terminated by EIS because the case was not re-certified by pull night in the month the review was due (in the 12th month).

- a. EIS generates the notice on pull night.
- b. The notice is mailed the next workday.
- c. The notice is documented on the Notice Register Report in XPTR.