

## REQUESTING PENALTIES, EXEMPTIONS

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### REQUESTING A PENALTY, INCAPACITATION OR EXEMPTION CODE

The following process applies to Work Services Providers when requesting an Eligibility Technician code the case with the following penalties, incapacitations or exemptions:

- SS or WA penalties
- IC, CD, CA and ME
- BA

#### **Case Manager Actions:**

1. Case manager enters a Client Note (CLNO) and Case Note (CANO) documenting the code and reason
2. Case manager sends an email to the office email address where the eligibility case is CARCd (send to main office email address, not the “control clerk” email).

*Note: The office listing is here and stored on the DPASWeb:*

[http://dpaweb.hss.state.ak.us/FIELD/PDF/DPA\\_Offices-Functional-Teams-Email-Fax.pdf](http://dpaweb.hss.state.ak.us/FIELD/PDF/DPA_Offices-Functional-Teams-Email-Fax.pdf)

Email details:

- Subject Line: “**Work Services**”
- Body of email is the client ID, request, and reference the CANO date:
- e.g. “**0600444444 – penalty request – see CANO dated 3/7/17**”

**Note: Do Not Set an Eligibility Alert (a CMS alert is optional)**

#### **Eligibility Actions:**

1. Clerical pulls emails during the mail blitz - triage them into the Yellow ROC path - NL
  - Expedited and express options selected in PathOs for these
  - Reminder for eligibility management to ensure appropriate staffing levels for the expedite/ express requests
2. ETs work all attached ROCs or other bundled work
3. Work all programs, as necessary, following the HowWe Guide. If the penalty request comes in the month of review and we have not received the review form:
  - ET will send appropriate penalty notice and CANO that notice was sent, so that when review comes in, then penalty can be imposed
4. If penalty is requested after adverse action prior to a MASS Change month
  - ET will send appropriate penalty notice and CANO that notice was sent, so that when we roll into new month, penalty can be imposed
  - ET will set alert to impose penalty on 1<sup>st</sup> of the new month

**All other reports of change follow the existing process:**

DPAWS: Print the CLPM/CAP2 and place the hard copy ROC in appropriate bin.

Contracted Providers: Continue to fax ROC into the office for processing.