

September 29, 2023

GENERAL LETTER NO. 4-B-80

ISSUED BY: Bureau of Financial, Food, and Work Supports
Division of Community Access

SUBJECT: Employees' Manual, Title 4, Chapter B, **Family Investment Program Application Processing**, Contents 1, 7, 18 and 19, revised.

Summary

This chapter is revised to

- Update the name of Child Support Recovery Unit (CSRU) to Child Support Services (CSS).
- Remove outdated information.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 4, Chapter B, and destroy them:

| <u>Page</u> | <u>Date</u> |
|--------------|----------------|
| Contents I | March 24, 2023 |
| 7, 18 and 19 | March 24, 2023 |

Additional Information

Refer questions about this general letter to your area income maintenance administrator.

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- If none of the previous three bullets apply, explain that payments will be made by electronic access card. Consider and do the following:
 - If it is a two-parent case, explain that only one card will be issued for the household, in the name of the parent who is the case name.
 - Provide a copy of [Comm. 377, FIP Electronic Access Card](#).
 - Explain that the electronic access card or the applicant's personal debit card cannot be used at certain locations to access FIP benefits and the penalties for accessing benefits with the card at those locations.
 - If the case name individual has a "blank" or "Y" in the EAC indicator field on ABC system's TD03 screen indicating that they have never had a Mastercard EAC account, explain that if FIP is approved, an electronic access card will be mailed to them. It is important that they keep the card and read the materials that tell them how to use it and especially how to avoid fees.
 - If the case name individual has a "M" in the EAC indicator field on ABC system's TD03 screen, ask if they still have their FIP EAC card. If they still have it, they will be able to use that card to get their FIP benefits when FIP is approved. If they do not have their FIP card, or if their old card is past the expiration date printed on the front of the card, explain that they will have to call the Customer Service Center at Conduent 1-844-207-3225, to request a replacement card.
 - Explain that it is important to report promptly if their address changes before receiving the EAC card. EAC cards cannot be forwarded by the post office. If the card is mailed to the wrong address, the client will have to call the Conduent Customer Service Center to report that they did not receive the card and request a new card.
 - Explain that they should keep their card even if they leave FIP or begin getting FIP by direct deposit or warrant, because they will be able to use the same card if they begin getting benefits by EAC again in the future.
- Provide the following pamphlets, as appropriate to the family's situation:
 - [Comm. 108, The Family Investment Program \(FIP\)](#).
 - [Comm. 132](#) or [Comm. 132\(S\)](#), *Family Planning Counseling*.
 - [Comm. 133](#) or [Comm. 133\(S\)](#), *FIP for Minor Parents*. Provide the pamphlet and explain minor parent provisions if the applicant is a minor parent.
 - [Comm. 024, One-Time Payments](#). Provide the pamphlet and explain lump-sum policies if the applicant has received or expects to receive a nonrecurring lump sum.
 - [Comm. 062](#) or [Comm. 062\(S\)](#), *Child Care Assistance*, if the family has questions about child care assistance.

An applicant becomes a participant on the date you enter eligibility information into the system and the system determines the applicant is eligible for assistance. Payments are not made when:

- The budgetary deficit is less than \$10, or
- The initial payment is less than \$10 due to proration.

The client is still considered a participant for any month for which there is FIP eligibility but a payment is not issued because of the limitation on grants below \$10 or due to rounding.

Referrals to CSS

Legal reference: 441 IAC 41.22(5)

Refer the absent parent (including an adoptive parent) to Child Support Services (CSS) within two working days of the date assistance is approved.

- If a mother claims more than one alleged father for a child, enter a referral on the **same** ICAR case for each alleged father.
- If the mother claims that her children have different but unknown fathers, establish a **separate** ICAR case for each child to reflect that child's alleged fathers.

The father of child A is unknown, and the father of child B is unknown. The mother states that child A and child B have different fathers, but that child B's father could have been one of two people. One ICAR case must be set up for child A's father, and another ICAR case for child B's alleged fathers.

- When the putative father is deceased, send CSS a copy of the application that lists the deceased father. Attach a memo stating that the information pertains to a deceased father.
- If a mother claims that the father of the child is someone other than the man to whom she was married when the child was conceived or born (the legal father), make a referral on the legal father, but identify the biological father in the "Comment" section of the REFER2 screen.
- When FIP is reapproved following a break in assistance, link the FIP case to the ICAR case established previously on the same absent parent. Update information in the "Comment" section of the REFER2 screen as needed.
- Make a new referral whenever a new absent parent is determined on a FIP case that was previously referred for a different absent parent. If a parent later leaves the home, refer the absent parent via entries on the REFER screen.
- See [4-L, Battered Aliens](#) for instructions on making child support referrals for battered alien FIP cases.

EXCEPTIONS: Do **not** make a referral to CSS:

- When both parents are in the home and **paternity has been established** or there is no other legal father.
- On a parent whose parental rights have been **terminated** by the court.
- On the parents of the **underage** parent who is a payee.

- When the **same** absent parent was referred while a Medicaid-only case. Link the existing ICAR case to the FIP case. Update information in the “Comment” section on the REFER2 screen as needed to reflect current case circumstances.
- When a parent’s absence is solely because of the performance of **active duty** in the uniformed services of the United States. “Uniformed service” means the United States Army, Navy, Air Force, Marine Corps, Coast Guard, National Oceanographic and Atmospheric Administration, or Public Health Service.

NOTE: A parent whose absence is because of active duty is considered to be absent for purposes of determining FIP eligibility and benefits. See [4-C, Absence](#). However, a parent who is absent for this reason is not referred to CSS.

If the parent leaves the household and the children later receive FIP on a nonparental case, notify CSS of the change in caretaker by making entries on the system. Refer both absent parents when establishing the nonparental case. CSS makes the determination of whether a caretaker assignment is necessary or whether the existing assignment can continue with the new caretaker.

If an absent parent returns to the home and FIP eligibility continues, continue to link the case. Enter in the “Comment” section on the REFER2 screen that the absent parent has returned to the home and that FIP eligibility continues. Do not make a new referral, but change the code in the ABC system’s deprivation (DEP) field on the TD03 screen to reflect the change.