



Department of Human Resources  
311 West Saratoga Street  
Baltimore MD 21201

Family Investment Administration  
**ACTION TRANSMITTAL**

Control Number: 06-35  
Interim Final

Effective Date: April 1, 2006  
Issuance Date: March 30, 2006

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES  
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT  
FAMILY INVESTMENT SUPERVISORS/ELIGIBILITY STAFF  
DISABILITY ENTITLEMENT ADVOCACY PROGRAM**

**FROM: KEVIN M. MCGUIRE, EXECUTIVE DIRECTOR**

**RE DEAP REFERRAL PROCESS**

**PROGRAMS AFFECTED: Temporary Cash Assistance (TCA)  
Temporary Disability Assistance Program (TDAP)  
Public Assistance to Adults (PAA)**

**ORIGINATING OFFICE: OFFICE OF PROGRAMS; OFFICE OF OPERATIONS**

**Summary:**

On November 2, 2005 the Board of Public Works approved a new contract for the Disability Entitlement Advocacy Program (DEAP). Provisions of the new contract provide for DEAP Outreach Services. The contract requires DEAP Client Advocates to be on site in all Local Departments of Social Services (LDSS) to assist customers referred to DEAP with the Social Security Administration benefits application process. The DEAP Outreach Service changes the LDSS referral process of customers to DEAP.

**ACTION REQUIRED:**

Effective April 1, 2006, the LDSS case manager **will not refer new TDAP, PAA, or TCA applicants** to the Social Security Administration office to apply for benefits. The LDSS Case Manager will **no longer** complete the Authorization For Reimbursement of Interim Assistance (DHR/FIA 340) or the Appointment of Representative (SSA-1696 U4) forms. DEAP will provide the customer with direct assistance with the Social Security Administration benefit application process. The LDSS will use the following procedures for all TCA, PAA and TDAP customers when a referral to DEAP is required.

# TDAP

## DEAP REFERRAL and NOTIFICATION PROCESS Effective APRIL 1, 2006

### A. Local Department of Social Services Responsibility

During the initial application face-to-face interview the LDSS case manager will:

- Complete with the customer the Medical Assistance Program, Vocational, Educational, and Social Data (4204 version 12/1/00) form.
- Give the customer a Medical Report (DHR/FIA 402B Revised 05/01) form for each of the customer's health care providers.
- Explain the importance of submitting all medical documentation with the completed DHR/FIA 402B.
- Have the customer complete and sign an Authorization to Release Information (DHR/FIA 161 Revised 2/06) form for each of the customer's health care providers.
- Explain to the customer the requirement to see the DEAP Client Advocate and that a referral is will be made when a DHR/FIA 402B form that indicates the customer is disabled from working for 12 months or more, or will result in death, (If less than 12 months) is received by the local department.
- Explain to the customer the program requirement to cooperate with DEAP in applying for Social Security benefits, and that the DEAP Client Advocate will initiate the filing of the application for SSA benefits.
- Inform the customer of the following information regarding DEAP:
  - That DEAP is a free representation service provided by the State for the initial filing of the customer's Social Security benefit claim.
  - Explain to the customer that whether DEAP, he/she or someone else is their representative, the customer must cooperate with DEAP. That cooperation includes:
    - (a) Keeping scheduled appointments with DEAP, or rescheduling when required.
    - (b) Providing DEAP with information and verification when requested.
    - (c) Keeping scheduled appointments regarding their Social Security benefit claim(s).
    - (d) Identifying a representative for their Social Security benefit claim, which may be anyone of their choosing including self-representation (The LDSS Case Manager will **no longer** complete the SSA-1696 U4 form.)
  - Explain the requirement to reimburse the State if determined eligible for SSI benefits. (The LDSS Case Manager will **no longer** complete the DHR/FIA 340 form.)
- Give the customer a Request For Information To Verify Eligibility (DHR/FIA 1052) form, with a return date for the required information and verifications. (Include request for additional medical documentation, but do **not** deny if the additional medical documentation is not received.)

For TDAP customers who submit a completed DHR/FIA 402B from that indicates the customer is disabled from working for 12 months or more, or will result in death (if less than 12 months), the LDSS case manager will:

1. Make a copy of the completed DHR/FIA 402B, 4204 forms and other medical documentation submitted.
2. Refer the case to the State Review Team (SRT) (Include the original completed DHR/FIA 402B, 4204 forms and other medical documentation).

**Note: DEAP will provide the customer with detailed information on what DEAP services will include.**

When the customer who submits a 402B that shows a 12-month disability (or will result in death if less than 12 months) meets all technical and financial eligibility requirements, the LDSS case manager will:

1. Determine eligibility as a Type 1 TDAP case (9 months or less of benefit eligibility).
2. Complete DEAP Referral and Notification Form (DHR/FIA 1183). See Attachment A.
3. Attach DHR/FIA 1183 to DEAP referral packets. See Attachment B for the contents of a complete DEAP referral packet.
4. Forward case(s) to the individual responsible for batching and submitting referrals to DEAP. The referral batch process described in Action Transmittal 05-18 will remain in effect. Forward batches **daily** to the DEAP Client Advocate(s) located in your office (if assigned). Until a DEAP Client Advocate is assigned, forward batches **daily** to:

Disability Entitlement Advocacy Program  
301 N. Charles Street, Suite 100  
Baltimore, Maryland 21201

Attn: Community Advocacy

## **B. DEAP Client Advocate Responsibility**

The DEAP Client Advocate will schedule the customer for an interview upon receiving the referral packet from the LDSS to begin the Social Security benefit application process. During the interview with the customer the DEAP Client Advocate will:

1. Explain DEAP services to the customer.
2. Explain the Social Security Administration Appointment of Representative (SSA-1696 U4, version1-2005) form. Remind the customer that their representative for the Social Security benefit claim(s) may be anyone of their choosing including self-representation. Secure a SSA-1696 U4 form from the customer.

3. Explain the requirement to reimburse the State if found eligible to receive Supplemental Security Income (SSI). Complete the Authorization for Reimbursement of Interim Assistance (DHR/FIA 340 revised 10/2001) form with the customer.
4. Complete all electronic and hard copy forms needed for the Social Security Administration benefit(s) application process with the customer.
5. Using the DHR/FIA 1183 form, notify the LDSS case manager within 3 days after the scheduled appointment date with the customer the results of the appointment and attach a copy of the signed DHR/FIA 340 if the appointment was kept.

### **C. Outcome of DEAP Client Advocate Interview With Customer**

Using the DHR/FIA 1183 form, the DEAP Client Advocate will notify the LDSS case manager of the results of the interview. If interview is kept, a copy of the DHR/FIA 340 form will be attached. The LDSS case manager will file the copy of the DHR/FIA 340 upon receipt and will take no further action until the SRT determination is received by the LDSS.

For customers that fail to comply with DEAP, the LDSS case manager will send the appropriate timely and adequate notice to the customer regarding their failure to comply.

### **D. STATE REVIEW TEAM (SRT) DETERMINATION**

The SRT notifies the LDSS case manager of the SRT's determination regarding the customer's impairment.

When the SRT determination is **Disabled**:

- The LDSS will receive from SRT the State Review Disability or Blindness Determination Transmittal (DHR/FIA 707) form indicating the determination as disabled and the period of time the customer is disabled.
- The LDSS case manager will change the case to a Type 2 TDAP case completing the appropriate fields in CARES on the DEM2 and UINC screens.
- The LDSS case manager will send notification to customer of benefit eligibility for 12 months.
- The LDSS case manager, using the DHR/FIA 1183 form, will forward to the DEAP Client Advocate:
  - (a) A copy of the DHR/FIA 707 form
  - (b) A printout of the CARES DEM 2 and UINC screens in inquiry mode

When the SRT determination is **Not Disabled**:

- The LDSS will receive from SRT the DHR/FIA 707 and the Medical, Vocational and Educational Assessment (DHR/FIA 736-2) form indicating the customer is determined not disabled.
- The LDSS case manager will forward a copy of the DHR/FIA 707 and the DHR/FIA 736-2 forms to the DEAP Client Advocate using the DHR/FIA 1183 form.
- The LDSS case manager will send timely and adequate notice of ineligibility for more than 9 months of TDAP in the 36-month countable period.
- The LDSS case manager will send the customer's copy of the DHR/FIA 736-2 form to the customer.

# PAA

## DEAP REFERRAL and NOTIFICATION PROCESS Effective APRIL 1, 2006

### A. Local Department of Social Services Responsibility

During the initial application face-to-face interview the LDSS case manager will:

- Explain to the customer/representative the requirement to see the DEAP Client Advocate and that a referral will be made.
- Explain to the customer/representative the program requirement to cooperate with DEAP in applying for Social Security benefits, and that the DEAP Client Advocate will initiate the filing of the application for SSA benefits.
- Inform the customer/representative of the following information regarding DEAP:
  - That DEAP is a free representation service provided by the State for the initial filing of the customer's Social Security benefit claim.
  - Explain to the customer/representative that whether DEAP, he/she or someone else is their representative, the customer/representative must cooperate with DEAP. That cooperation includes:
    - (a) Keeping scheduled appointments with DEAP, or rescheduling when required.
    - Providing DEAP with information and verification when requested.
    - Keeping scheduled appointments regarding their Social Security benefit claim(s).
    - Identifying a representative for their Social Security benefit claim, which may be anyone of their choosing including self-representation (The LDSS Case Manager will **no longer** complete the SSA-1696 U4 form.)
    - Explain the requirement to reimburse the State if determined eligible for SSI benefits. (The LDSS Case Manager will **no longer** complete the DHR/FIA 340 form.)
- Inform the customer/representative of the requirement to submit a certificate from the Project Home provider.
- Give the customer a Request For Information To Verify Eligibility (DHR/FIA 1052) form, with a return date for the required information and verifications.

**Note: DEAP will provide the customer/representative with all the detailed information of what DEAP services will include.**

When the customer meets all technical and financial eligibility requirements the LDSS case manager will:

1. Determine eligibility as a PAA case.
2. Complete DEAP Referral and Notification Form (DHR/FIA 1183). See Attachment A.

3. Attach DHR/FIA 1183 to DEAP referral packets. See Attachment B for the contents of a complete DEAP referral packet.
4. Forward case(s) to the individual responsible for batching and submitting referrals to DEAP. The referral batch process described in Action Transmittal 05-18 will remain in effect. Forward batches **daily** to the DEAP Client Advocate(s) located in your office (if assigned). Until a DEAP Client Advocate is assigned, forward batches **daily** to:

Disability Entitlement Advocacy Program  
301 N. Charles Street, Suite 100  
Baltimore, Maryland 21201

Attn: Community Advocacy

### **B. DEAP Client Advocate Responsibility**

The DEAP Client Advocate will schedule the customer/representative for an interview upon receiving the referral packet from the LDSS to begin the Social Security benefit application process. During the interview with the customer the DEAP Client Advocate will:

1. Explain DEAP services to the customer/representative.
2. Explain the Social Security Administration Appointment of Representative (SSA-1696 U4, version 1-2005) form. Remind the customer/representative that their representative for the Social Security benefit claim(s) may be anyone of their choosing including self-representation. Secure a completed SSA-1696 U4 form from the customer/representative.
3. Explain the requirement to reimburse the State if found eligible to receive Supplemental Security Income (SSI). Complete the Authorization for Reimbursement of Interim Assistance (DHR/FIA 340 revised 10/2001) form with the customer/representative.
4. Complete all electronic and hard copy forms needed for the Social Security Administration benefit(s) application process with the customer/representative.
5. Using the DHR/FIA 1183 form, notify the LDSS case manager within 3 days after the scheduled appointment date with the customer/representative the results of the appointment and attach a copy of the signed DHR/FIA 340 if the appointment was kept.

### **C. Outcome of DEAP Client Advocate Interview With Customer**

Using the DHR/FIA 1183 form, the DEAP Client Advocate will notify the LDSS case manager the results of the interview. If the interview is kept a copy of the DHR/FIA 340 form will be attached. The LDSS case manager will file the copy of the DHR/FIA 340 upon receipt.

For customers that fail to comply with DEAP, the LDSS case manager will send the appropriate timely and adequate notice to the customer regarding their failure to comply.

# TCA

## DEAP REFERRAL AND NOTIFICATION PROCESS Effective APRIL 1, 2006

### A. Local Department of Social Services Responsibility

The LDSS case manager will screen TCA adults and children at application and recertification to determine if a disability is claimed by the adults or children in the assistance unit and if the impairment will limit access to employment, daily routine activities, or educational opportunities. If impairment is claimed the LDSS case manager will:

- Complete with the customer the DHR/FIA 4204 (Revised 12/1/00) form.
- Complete with the customer the TCA Supplemental Medical Evaluation Form – Adult Only (DHR/FIA 334-B), and /or the TCA Supplemental Medical Evaluation Form – Child Only (DHR/FIA 334-C)
- Give the customer a DHR/FIA 402B (Revised 05/01) form for each of the customer's health care providers.
- Explain the importance of submitting all medical documentation with the completed DHR/FIA 402B.
- Give the customer a Request For Information To Verify Eligibility (DHR/FIA 1052) form, with a return date for the required information and verifications. (Include request for additional medical documentation, but do **not** deny or require work participation if the additional medical documentation is not received)

The TCA policy regarding DEAP/TCA program remains the same. The LDSS case manager will continue to follow policy as outlined in the TCA Manual and the Work Book. The LDSS case manager uses the following procedures for referral and notification to the DEAP Client Advocate. The LDSS case manager will:

- Explain to the customer the requirement to see the DEAP Client Advocate and that a referral will be made when a DHR/FIA 402B form (or consecutive DHR/FIA 402B forms) indicating the customer is disabled from working for 12 months or more, or will result in death (if less than 12 months), is received by the local department.
- Explain to the customer the program requirement to cooperate with DEAP in applying for Social Security benefits, and that the DEAP Client Advocate will initiate the filing of the application for SSA benefits.
- Inform the customer of the following information regarding DEAP:
  - That DEAP is a free representation service provided by the State for the initial filing of the customer's Social Security benefit claim.
  - Explain to the customer that whether DEAP, he/she or someone else is their representative, the customer must cooperate with DEAP. That cooperation includes:
    - (a) Keeping scheduled appointments with DEAP, or rescheduling when required.



- (b) Providing DEAP with information and verification when requested.
- (c) Keeping scheduled appointments regarding their Social Security benefit claim(s).
- (d) Identifying a representative for their Social Security benefit claim, which may be anyone of their choosing including self-representation (The LDSS Case Manager will **no longer** complete the SSA 1696 U-4 form.)
- Explain the requirement to reimburse the State if determined eligible for SSI benefits. (The LDSS Case Manager will **no longer** complete the DHR/FIA 340 form.)
- Give the customer a Request For Information To Verify Eligibility (DHR/FIA 1052) form, with a return date for the required information and verifications. (Include request for additional medical documentation, but do **not** deny if the additional medical documentation is not received)

**Note: DEAP will provide the customer with all the detailed information of what DEAP services will include.**

When the customer meets all technical and financial eligibility requirements the LDSS case manager will:

1. Determine eligibility as an active TCA case
2. Complete DEAP Referral and Notification Form (DHR/FIA 1183). See Attachment A.
3. Attach DHR/FIA 1183 to DEAP referral packets. See Attachment B for the contents of a complete DEAP referral packet.
4. Forward case(s) to the individual responsible for batching and submitting referrals to DEAP. The referral batch process described in Action Transmittal 05-18 will remain in effect. Forward batches **daily** to the DEAP Client Advocate(s) located in your office (if assigned). Until a DEAP Client Advocate is assigned, forward batches **daily** to:

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Attn: Community Advocacy

## **B. DEAP Client Advocate Responsibility**

The DEAP Client Advocate will schedule the customer for an interview upon receiving the referral packet from the LDSS to begin the Social Security benefit application process. During the interview with the customer the DEAP Client Advocate will:

1. Explain DEAP services to the customer.

2. Explain the Social Security Administration Appointment of Representative (SSA-1696 U4, version 1-2005) form. Remind the customer that their representative for the Social Security benefit claim(s) may be anyone of their choosing including self-representation. Secure a SSA-1696 U4 form from the customer.
3. Explain the requirement to reimburse the State if found eligible to receive Supplemental Security Income (SSI). Complete the Authorization for Reimbursement of Interim Assistance (DHR/FIA 340 revised 10/2001) form with the customer.
4. Complete with the customer all electronic and hard copy forms needed for the Social Security Administration benefit (s) application process.
5. Using the DHR/FIA 1183 form, notifying the LDSS case manager within 3 days after the scheduled appointment date with the customer the results of the appointment and attach a copy of the signed DHR/FIA 340 if the appointment was kept.

### **C. Outcome of DEAP Client Advocate Interview With Customer**

Using the DHR/FIA 1183 form, the DEAP Client Advocate will notify the LDSS case manager of the results of the interview. If the interview is kept a copy of the DHR/FIA 340 form will be attached. The LDSS case manager will file the copy of the DHR/FIA 340 upon receipt.

For customers that fail to comply with DEAP, work participation is required. The LDSS case manager will send the appropriate timely and adequate notice to the customer regarding their failure to comply.

### **INQUIRIES:**

Please direct TDAP and PAA policy questions to Cynthia Carpenter at 410-767-7495 and TCA policy questions to Marilyn Lorenzo at 410-767-7333.

cc: FIA Management Staff  
Constituent Services  
DHR Help Desk

**DEAP REFERRAL PACKETS**

**TDAP PROGRAM**

The DEAP referral packet must include:

1. Copy of the completed 4204 form
2. Copy of the completed DHR/FIA 402B for each health care provider submitted.
3. Copy of any other medical documentation submitted
4. Copy of the STAT screen, in inquiry mode, indicating TDAP eligibility is active ("A" status)

**PAA PROGRAM**

The DEAP referral packet must include:

1. Project Home Certificate

**TCA PROGRAM**

The DEAP referral packet must include:

1. Copy of the completed DHR/FIA 402B form for each health care provider submitted.
2. Copy of the completed DHR/FIA 4204
3. Copy of the completed DHR/FIA 334B (For adults) and/or DHR/FIA 334C (For children)
4. Copy of any other medical documentation submitted.