

POLICY CHAPTER 404 – LOW-INCOME – Q&As (December 2011)

Q #	Chapter Section	Pg #	Question	Answer
1	404.6 – Subsidy Limitations	11	<p><i>“In addition, subsidized child care services are not considered as needed when an unemployed p/c of the child is in the home and is able to care for the child.”</i> When a family is authorized for care from the waiting list, and they are unemployed within their 60 days of involuntary loss of work or within their 84 days of maternity leave, can we still enroll the children? Our practice has been to enroll and suspend these children on the same day so that no payment is made. Parents are given their 60 days to meet eligibility requirements.</p>	<p>The p/c’s eligibility may continue for 60 (involuntary job loss) or 84 (maternity/family leave) days, therefore, if the p/c requests care during the leave period, the CCIS can pay as long as the p/c enrolls the child within 30 days of the Funds Available Letter. If the p/c does not request care during the leave period, the CCIS may suspend the enrollments. We will clarify this in the chapter.</p>
2	404.6 – Subsidy Limitations	11-12	<p><i>Date of the Funds available letter</i>-this section says that when the parent provides the CCIS with the name of their provider, the CCIS must generate a Confirmation Notice giving the parent an additional 30 days to enroll the children. I am assuming that this is for R/N providers that are not currently under agreement?? This section makes it look like every parent who selects a provider, even if it is on day 30, is then given an additional 30 days to enroll the child regardless of Agreement status. However on page 57, 3rd and 4th paragraphs contradict this and state parent must select and enroll by day 30 of the date the funds avail letter is generated. The section on pg. 11 is confusing. It does not tell the worker that this is for R/N providers only.</p>	<p>After review of the language on pages 11 & 57 of the chapter, OCDEL will provide additional clarification regarding the policy timelines to follow for Regulated providers vs R/N providers. The policy explained in the section on pg. 11 regarding the date of the Funds Available Letter does only apply to R/N providers as currently written. The section regarding the date of the CareCheck Appointment Letter also only applies to R/N providers, as well as the NOTE immediately following that paragraph. We will add language here to clarify the differences in policy re: Regulated vs. R/N providers. Also, the two EXAMPLES on page 12, under the NOTE – we will add language to better clarify the type of provider each Example is referencing. The policy, as currently written in the last three paragraphs on page 57, is correct.</p>

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3	404.8.3 – Foster Care	26	<p>Are foster parents changed for a child even if the new foster parents the child is moved to do not have an active case and have not applied? We have never done it this way in the past but this page is making it appear that we don't care who the foster parents are or if they are even eligible. This section tells the worker to add the new foster parents and delete the old foster parents. We have always added the foster child to the new foster parent's case if one is active and continued to fund them. If there were whole new set of foster parents, they needed to apply and be found eligible and child placed on waiting list as the new family was not eligible with us at the time of transfer.</p> <p>Add the following Example to this section of the chapter: The foster parent has now adopted her foster son (making her the adoptive parent). Would the CCIS base the income off the family size and income now and increase the co-pay or stabilize the co-pay and increase the co-pay at the next Redetermination?</p>	<p>After further review of the steps listed on pg. 26 for CCISs to follow when a foster child is moved to new foster parents, OCDEL Policy has decided to change these steps. Rather than change the primary caretaker of the case in which the foster child is currently receiving care, the CCIS should close the existing case and create a new case, consisting of the foster child and the new foster parents. The CCIS should use the application date established in the foster child's original case when creating the new case to allow for continuity of care by either continuing to pay for care under the new case or maintaining the original waitlist date established in the previous case. Continuity of care is still based on the new foster parents meeting all nonfinancial eligibility requirements. If the child was receiving care with the previous foster parents, care will continue with the new foster parents if all nonfinancial eligibility requirements continue to be met, <u>regardless of whether the new foster parents ever had an active case in PELICAN CCW prior to applying for this child.</u> If the foster child was waitlisted in the case with the previous foster parents, the child maintains the same waitlist date in the case with the new foster parents (as long as all nonfinancial eligibility requirements are met). In both scenarios above, the application date established in the foster child's original case must be used in the newly created case, consisting of the foster child and the new foster parents. If the new foster parents do not immediately request care for the child (while the family gets settled), the CCIS may suspend the enrollment for up to 90 days if the one of the approved reasons to suspend fits the situation. If the gap is longer than 90 days, or the reason for no care does not fit a suspension reason, then the child must go on the waitlist when the new foster parent does apply. An example was added to clarify the procedures required in an adoption case where financial eligibility requirements are now considered. See Policy Communiqué #10-18: "Adding an Additional P/C to the Household."</p>

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4	404.9.3 – Face-to-Face Interview	33	<p><i>“The CCIS is required to complete the following activities during the face-to-face interview: #4 - Explain the Release of Information form to the p/c and obtain the p/c’s signature.”</i> Regulations at 3041.61(e), “General Verification Requirements” state “At the time of application for subsidized child care, the eligibility agency shall obtain consent from the parent or caretaker and the parent’s or caretaker’s spouse permitting the eligibility agency to obtain verification of eligibility information.”</p> <p>Statement #4 contradicts chapter section 404.9.4 (Signature Requirements) which states the parent must sign the Release during the application process. The f2f is usually not held during the application process and we would find a family ineligible at application (after 30 day period and issuing a Missing Info Letter). When is the Release to be signed and is the policy that the CCIS find a family eligible during the application process if they have failed to sign it and wait to get it at f2f (which may be few months after the application, when funds become available)?</p> <p>Why is the F2F discussed in conjunction with the signature requirement? This is like saying the CCIS can wait to verify family comp or wages until the F2F if it is prior to the expiration of 30 days, but the CCIS cannot assess eligibility if any of the elements are missing.</p>	<p>OCDEL discussed this further and we understand the confusion with the current wording in the chapter. OCDEL never intended to suggest that the CCIS determine eligibility on a case prior to obtaining the p/c’s signature on the Release of Info form. There are some CCIS agencies that do schedule the f2f interview with the p/c prior to assessing eligibility, which is where getting the p/c’s signature on the Release form at that time would be acceptable. But we do see how the current language in the chapter could be confusing. As a result, we will remove the language from the LI chapter that refers to the CCIS obtaining the p/c’s signature on the Release of Info form at the f2f interview. Obtaining the p/c’s signature on the Release form should be handled like all other verification required prior to the CCIS determining eligibility on a case.</p> <p>If the p/c does not sign the Release form within the 30 day application period, the CCIS must determine the family ineligible for child care because obtaining the p/c’s signature is an eligibility requirement.</p> <p><u>NOTE:</u> In a 2-p/c household, only one parent is required to provide a signature on the Application. This is acceptable, especially for an online COMPASS Application in which only the p/c completing the online application is providing her e-signature (last four numbers of her SSN), which counts as her actual signature. However, as set forth in § 3041.61(e) (relating to general verification requirements), each p/c must sign the Release of Information form.</p>

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5	404.10.2 - Work, Education & Training	45	<p><i>“As specified in § 3041.43(c), —A p/c who misses work, education or training shall remain eligible for subsidy if the p/c is currently scheduled to work or participate in education or training for an average of 20 hours or more per week and one of the following applies:</i></p> <p><i>(1) The p/c has an illness or injury.</i></p> <p><i>(2) The p/c has a medical appointment that cannot reasonably be scheduled at a time that does not conflict with work hours.</i></p> <p><i>(3) The p/c’s employer is closed.</i></p> <p><i>(4) The p/c verifies domestic violence.</i></p> <p><i>(5) The p/c has an emergency, such as an illness, injury or impairment of the child that precludes the child from attending child care or illness, injury or impairment of a family member that requires the p/c to miss work to provide care.”</i></p> <p>If the p/c meets one of the five criteria above, how long may eligibility continue? Currently, there is no set time limit on these conditions.</p>	<p>In general, follow the 30 day policy for self-declaration, i.e. the p/c must provide paystubs verifying 20 hours/week. Or if the reason for the insufficient hours is due to item numbers 1 (p/c illness or disability), 4 (domestic violence) or 5 (child illness/injury or p/c needed in home to care for ill family member), which have their own specific regulations, the CCIS should follow the timeframe allowed in the regulations for each situation. We will clarify this in the chapter.</p> <ul style="list-style-type: none"> • Domestic violence (3041.91(e) & p/c disability (3041.48(a) = up to 183 days • Family/maternity leave (3041.20) = 84 days

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6	404.13 – Processing a Paper Application & 404.18.1 – Processing a Paper Redetermination	61 & 145	<p>On page 61 in the NOTE for #7, it states <i>“In no event shall the CCIS delay a determination of eligibility beyond 30 calendar days following receipt of a signed Application from the p/c.”</i></p> <p>On page 145 it states <i>“The CCIS may process the redetermination when the required verification forms have been received or no later than the Redetermination Date.”</i></p> <p>Does that mean, for applications, the CCIS should send the notice on day 30 or is the 31st day appropriate? Also, should the CCIS be sending the AA for an incomplete redetermination on the rede due date or the day after?</p>	<p>Yes, it is fine for the CCISs to send the Ineligible Notice on day 31 in order to give the p/c the full 30 day application period. The same applies to Redeterminations – the CCIS shall wait until the day after the Redetermination due date to send the AA notice. If either of these days happens to fall on a weekend or holiday, then send the Ineligible notice or AA the next possible work day. We will add clarification on this in the LI chapter.</p>
7	404.13 – Processing a Paper Application	61	<p>#5 on page 61 states <i>“Establish and maintain a separate file for each family whose p/c applies for subsidized child care. The physical family file must contain all documentation as well as Case Comments.”</i> Are CCISs now required to print case comments entered into PELICAN for every file? This says the “physical file” and is a change from prior instructions of not printing case comments.</p>	<p>You are correct. CCISs are not required to print out hard copies of the case comments to keep in the physical family file. Any case comments entered can be viewed in PELICAN CCW and this still meets the requirements as stated in regulations at 3041.84(b). We will update this section of the LI chapter to reflect this (remove “as well as Case Comments” from the sentence).</p>

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8	404.13 – Processing a Paper Application	61	<p>#6 on page 61 states “<i>Send a Missing Information Letter to the p/c stating the need to submit to the CCIS all verification necessary to complete the Application within 30 calendar days from the date the CCIS received the signed Application, if the Application is incomplete.</i>” Aren’t there specific time frames that a Missing Info letter should be sent? If there are less than 10 days to date of action should the CCIS send one or not?</p>	<p>The CCIS should be sending a Missing Info Letter as soon as it realizes information is missing. The deadline to give the p/c to respond is based on the action being completed, i.e. an Application, Redetermination or satisfying an AA notice (some CCISs send MILs with their AA notices). For example, if a Missing Info Letter is sent at application, the CCIS may give the p/c the usual 10 days to respond, or it can give her until day 30 (the due date to process the application). If the CCIS sends a MIL at application, giving 10 days to respond, and the p/c responds within 10 days but only submits part of the information necessary, the CCIS may send a second MIL. If there are only, say 7 days left until day 30, the deadline given on the second MIL would be day 30 of the application, i.e. giving the p/c 7 days to respond. The CCIS may also make a courtesy call to the p/c, in conjunction with sending the MIL, telling her what info must be provided and the deadline for submitting it. A courtesy call to the p/c may be made in lieu of sending a second MIL if the CCIS thinks there isn’t enough time to send the letter and for the p/c to respond by the 30 day application deadline. We can clarify this in the chapter.</p>

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9	404.14 – Managing App Inbox & 404.14.1 – Processing COMPASS Application	84 & 92	<p>Is this new that the parent must sign the printed Application Summary at the face to face? We have the worker sign the application once they process it but, I thought originally we said the e-signature was a valid signature?</p> <p>Can the CCIS print the Application Summary page and put it in a combined folder or must the CCIS create a separate family file (folder) for each application?</p> <p>Teen Parents are unable to complete an on-line application without including their parent on the application. Teen parents because they are under 18 are not able to e-sign the application. They have to include their parent on the application and have them e-sign and then delete them from the family composition once the compass application is received. This isn't addressed in the chapter.</p>	<p>For COMPASS applications, the p/c's e-signature (entry of the last four digits of her SSN) counts as the p/c's actual signature on the application. The language on page 92 (first paragraph) will be updated so as to not contradict the policy as stated on page 84. The policy, as currently stated on page 92, applies to paper applications, not COMPASS applications in which the p/c used the e-signature function.</p> <p>OCDEL discussed this issue and decided that:</p> <ol style="list-style-type: none"> 1) if a case is NOT created in PELICAN CCW as a result of the COMPASS Application, i.e. the application is Rejected, per allowed reasons noted in section "404.14.5 – Rejecting COMPASS Applications," the CCIS is NOT required to create a separate physical family file (folder) for the rejected application. Instead, the application may be kept in a combined file for Rejected Applications. 2) If a case IS created as a result of the COMPASS Application, i.e. cases assessed and determined immediately ineligible (refer to Policy Communiqué #10-17 for the allowed reasons) or cases created that are in any active status, the CCIS must create and keep a separate physical family file (folder) for each processed application/case created. <p>Teen parents <u>ARE</u> able to complete online COMPASS applications themselves. Teen parents may experience some confusion when completing the online application because it refers to the primary caretaker or adult household member, but the teen parent may fill in her name as this person in order to apply online for child care.</p>

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10	404.14.1 – Processing a COMPASS Application & 404.14.4 – Individual Clearance Issues	97 & 107	When the Individual Clearance is performed and a mismatch is returned based on the SSN, the steps listed on this page are not what CCIS workers were trained to do in this situation, nor do these steps match those provided in the Help Desk Guide. The steps, as written in the chapter, tell the CCIS to manually create a whole new case, but the steps in the Help Desk Guide only require the CCIS to enter the mismatched individual manually into the case.	<p>After additional review and discussion, OCDEL agrees that the steps outlined in the Help Desk Guide on page 46, section “5.1 – SSN Problems While Creating an Online Application,” are appropriate steps to follow for this Individual Clearance situation. Pages 97 & 107 will be updated so the steps listed match those in the Help Desk Guide. We will most likely add a hyperlink to the Help Desk Guide to access the correct steps to follow.</p> <p>NOTE: The title of this guide, as posted on the intranet, is actually the “PELICAN CCW Troubleshooting Guide,” so use this same name to be consistent.</p>
11	404.14.1 – Processing a COMPASS Application	98	<i>“A Missing Information Letter is required for all COMPASS Applications because completion of the Authorization for Information form is required within 30 days.”</i> What about applications that are rejected or determined ineligible immediately? If circumstances are such that they are ineligible regardless of any existing additional information, is there a need for a MIL?	<p>When a COMPASS application is rejected, for allowed reasons, as specified in section 404.14.5 of the LI chapter, the CCIS is not required to send a MIL. A case is not created in PELICAN CCW for a rejected application. When the CCIS immediately determines an application ineligible by assessing eligibility on the newly created case (only for the reasons specified in Policy Communique #10-17), a MIL is also not sent in this situation. We will modify the language in the sentence referenced to clarify that a MIL should be sent for all COMPASS applications, except for those that are rejected or immediately determined ineligible. We will also incorporate the policy in the communiqué into the chapter re: allowable reasons for immediately failing an application.</p>

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12	404.14.3 – Dual/ Simultaneous Applications	103 & 112	<p>Example under step #3 - This example is giving the parent up to 60 days to complete an online application. We did away with this I thought with Policy Communiqué' #10-17. I thought there was a timeline of processing the inbox within 3 days and the Missing Info Letter (as with paper application) needed to be received by day 30 of the receipt of application. Please clarify what we should be doing with timelines for on-line applications.</p> <p><i>“All critical dates and alerts associated to the Application are reset when received at the new CCIS.”</i></p> <p>We tell the worker that all critical dates and alerts associated with the application are reset when received at the new CCIS for online applications that are transferred from the application inbox. There is an active PCR (26800) written 3/31/2010 about this issue. The alerts do not follow the application and in fact remain in the transferring county's alerts. Tracking dates should be set in the receiving county as a result until and if the issue is fixed.</p>	<p>Yes, when the CCIS receives a COMPASS application that provides only partial information (i.e., indicates there is employment or training, but the p/c did not provide the employer or training institution name, etc.), the CCIS must send a Missing Info Letter requesting the p/c provide the additional information no later than 30 calendar days following the date the application was submitted. The dates used in the EXAMPLE will be corrected to reflect this updated policy (per Policy Communiqué #10-17).</p> <p>ALL COMPASS Applications may be processed as soon as they appear in the Application Inbox. The CCIS agencies should no longer wait 30 days to process a COMPASS Application in which a p/c applied for TANF and/or SNAP benefits in addition to subsidized child care.</p> <p>Yes, you are correct. We will add an explanation of the workaround you describe (per PCR 26800) on page 112 of the chapter.</p>

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13	404.16 – Processing Reported Changes	123 - 124	<p><i>“The eligibility agency shall establish a new redetermination date to review eligibility if the information obtained during a partial redetermination indicates one of the following:</i></p> <p><i>(1) The family’s financial or nonfinancial status is expected to change in a manner that affects eligibility or co-payment.</i></p> <p><i>(2) A p/c has a disability and the disability is anticipated to end prior to the family’s redetermination date.</i></p> <p><i>(3) A p/c’s work is seasonal or temporary.</i></p> <p><i>(4) A p/c’s education ends prior to the family’s redetermination date.</i></p> <p><i>(5) A p/c begins maternity, paternity or adoption leave or a p/c’s maternity, paternity or adoption leave changes or ends prior to the family’s redetermination date.</i></p> <p><i>(6) A waiver of eligibility or verification requirement is granted due to domestic violence as specified in § 3041.91 (relating to general domestic violence waiver requirements).”</i></p> <p>We don’t recall ever being told to change re-de dates for the listed circumstances. We thought we just set tracking dates for these situations and proceed depending on the result of the tracking dates. The NOTE on page 124 is stating that we should be overriding re-de dates for these cases to be less than 6 months and is driven by circumstances vs. eligibility timelines. Additionally, in order to generate a redetermination packet, the date needs to be pushed out at least 43 or 44 days to get one. The way the NOTE reads, if parent is graduating in 30 days, the date is to be set for 30 days and then no packet is generated to notify parent the R/D is even due. Please clarify the policy here.</p>	<p>After further review and discussion, OCDEL has decided to keep the policy in this situation as the CCISs currently know it. Therefore, the CCISs should <u>not</u> be changing/overriding the Redetermination due date for any of the six circumstances listed here. Instead, the CCIS will keep the case in open/ongoing mode, send a MIL and set a tracking date. When the tracking date comes due, the CCIS will assess eligibility on the case in open/ongoing mode and confirm results. If system determines the case ineligible (i.e. income, work requirements, etc.), the CCIS should simply let the case fail and generate the AA notice.</p>

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14	404.17.4.3 – Changing Child’s Elig Status from “Not Req” to “Elig Child”	132 - 133	There is a discrepancy with the dates in the screen shots and Example in this section. The written text is using 10/5/2009 as the date, but the screen shots on page 133 are showing 1/5/2009 as the date.	OCDEL sees the error with the dates and will correct them.
15	404.18.1 – Processing a Paper Redetermination	146	<i>“...CCIS shall maintain a copy of the notification (Missing Info Letter) in the file.”</i> Does this mean a hard copy of the letter in the physical files or is having it in PELCIAN CCW satisfying this requirement? We have been told not to copy stuff from CCW to place in the file.	No, the CCIS is not required to print a hard copy of the Missing Info Letter to keep in the physical file. The statement on page 146 instructs the CCIS to maintain a copy of the Missing Info Letter in the “file,” which includes the electronic family file in PELICAN CCW. Regulations at 3041.131(c) only say for the CCIS to “retain a copy of the notification in the family file” (not the <i>physical</i> family file) so a copy of the Missing Info Letter in PELICAN CCW meets this requirement. We can clarify that an electronic copy of the MIL (in CCW) meets the requirement in the regulations.
16	404.18.1 – Processing a Paper Redetermination	146	The last sentence on the page says CCIS must reassess and confirm eligibility for all cases except Head Start (HS) cases. We do Redeterminations on HS families at some point in the process and this makes it seem like we never do them for HS cases.	We will add language to clarify that Redets are still completed on HS cases, <i>when appropriate</i>.

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17	404.18.1 – Processing a Paper Redetermination	146	<p><i>“Redeterminations must be processed within 10 calendar days. If verifications are missing, a Missing Information Letter must be generated on Day 10...”</i></p> <p>Redeterminations are received throughout the 6 week period prior to the re-de due date. Some don't come in until the due date. Is this requiring that if a redetermination is not rec'd 10 days prior to the rede due date a Missing Info Letter must be sent?</p>	<p>NO. We will modify the language in the second sentence (including removal of “on day 10”) to say “If verification is missing, <u>and sufficient time exists</u>, a Missing Info Letter <u>may</u> be generated.” If the Redetermination due date is too close to send the MIL, the CCIS should simply just send the AA notice at that time.</p>
18	404.18.1 – Processing a Paper Redetermination	147	<p>The NOTE at step #4 – <i>“If the CCIS saved a “No” selection to the packet returned question by mistake, the CCIS should update the eligibility pages with the information provided by the p/c and then assess eligibility. The CCIS must remove the reason code “Redetermination -- lack of verification.” If it is the only failure reason code listed, the CCIS must also override the case to Eligible and add an Override Code and Comments.”</i> The CCIS only has to go back to the Redetermination screen, enter “Yes” and a date Redet packet was received before confirming eligibility and there is no need to override anything.</p>	<p>Yes, you are correct. the CCIS does not have to follow all the steps currently listed on page 147 if the CCIS saves the “No” selection in response to the packet returned question by mistake (as long as the CCIS has not continued on and actually assessed AND CONFIRMED eligibility results with the failure reason “Redetermination – lack of verification” indicated). If the CCIS has confirmed the eligibility results with the Redetermination failure reason indicated, then the CCIS must follow the steps as currently listed on page 147. To make this more clear, we will move the NOTE with these steps to later in the process, where the CCIS is assessing and confirming eligibility results. We will also update the current NOTE on page 147 to explain how the CCIS can easily go back and correct the “No” entry if the mistake is noticed prior to assessing/confirming eligibility.</p>

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19	404.18.2 – Managing the Redetermination Inbox	151	<p>3rd bullet – <i>“The CCIS must update verifications to Verified/Self-Certified.”</i></p> <p>The CCIS must update verifications to Verified/Self-Certified. All info that has not changed such as address, immunization, etc do not have their verification changed; it remains at what it was before the R/D updates are applied to the case. We would not change any other verification to verified until the follow up verifications are received. I am not sure what this statement is alluding to?</p>	<p>The third bullet point is referring to any case data that is updated in PELICAN CCW as a result of the information reported by the p/c while completing her on-line redetermination. It’s actually referring back to the second bullet point that states “Verifications for updated data are automatically set to Pending.” The CCIS must then update these “Pending” statuses to Verified/Self-Certified. It is correct that for any information that has not changed, the verification statuses remain unchanged (except for employment, which requires new paystubs at each Redet so system automatically flips status to “pending). We will add additional language to this bullet point to clarify that it only applies to case information that changes as a result of the redetermination.</p>
20	404.18.4 – Maternity/ Disability Leave	152	<p>Do the steps listed infer that we should not assess and confirm eligibility the whole time the parent is on maternity/disability leave? We have been doing the re-de for the actual re-de timeframe and override the co-pay to the correct amount (usually \$ 5.00) which includes assessing and confirming eligibility and then when the parent returns to work, end dating the maternity/disability leave and reassessing and confirming eligibility with the old income info when pay verification is rec’d and resetting co-pay to the original or lesser amount prior to leave.</p>	<p>The CCIS should continue to process regularly scheduled Redeterminations while a p/c is on maternity/disability leave. Upon review of this section, OCDEL determined that the steps listed above do not fully clarify 1) the process the CCIS should follow when completing a Redetermination <i>while the p/c is still on maternity/disability leave, versus 2) the process the CCIS should follow when completing a Redetermination at the time the p/c has returned to work (and when the p/c returns to work between the 6-month Redeterminations). OCDEL will break out the steps to follow in order to better clarify the process the CCIS should follow in each situation.</i></p>