



# Iowa Department of Human Services

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## GENERAL LETTER NO. 9-I-7

ISSUED BY: Bureau of Collections  
Division of Field Operations

SUBJECT: Employees' Manual, Title 9, Chapter I, *CASE CLOSURE*, Contents (page 4), revised; Contents (page 5), new; pages 86, 87, 88, 104, 105, and 107, revised; and pages 86a, 86b, and 86c, new.

### Summary

Chapter 9-I is revised to reflect policy and ICAR changes relating to the case closure process. These changes include updates to the procedures for:

- ◆ Reopening closed cases.
- ◆ Rebuilding archived cases.

### Effective Date

Upon receipt.

### Material Superseded

This material replaces the following pages from Employees' Manual, Title 9, Chapter I:

| <u>Page</u>       | <u>Date</u>   |
|-------------------|---------------|
| Contents (page 4) | May 25, 2012  |
| 86-88             | July 22, 2005 |
| 104, 105, 107     | May 25, 2012  |

### Additional Information

Refer questions about this general letter to your regional collections administrator.

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### **Preparing for an Appeal**

As mentioned earlier in this chapter, the recipient of services can appeal case closure under Iowa Code Chapter 17A. See 1-E, [APPEALS AND HEARINGS](#), for information on appeals procedures.

If the recipient of services requests an appeal of the closure, get a copy of form 470-0201, *Notice of Termination of Child Support Services*, or form 470/0201, *Notice of Termination of Child Support*, from the 9-I-Appendix. This blank copy of the on line version (470-0201) or batch version (470/0201) of the form includes the variable text from each of the closure codes.

Mark the box to the left of the case closure reason that corresponds to the language used in the form sent to the recipient of services. Present this form at the appeals hearing along with a screen print of the narratives on the case showing the date the Unit sent the form.

### **Reopening Closed Cases**

**Legal reference:** 45 CFR 303.11(c); 441 IAC 95.14(2)

The Unit may need to reopen a closed case if there is a change in circumstances that could lead to the establishment of paternity, establishment of a support order, or enforcement of an order. The decision to reopen a closed case depends on the type of case (FIP, Medicaid-only or NPA) and whether the payee has a choice regarding child support services.

**Note:** Do not reopen previously closed cases, including FIP and Medicaid-only cases, if there are **no changes** in the circumstances that led to case closure **and no new information** is available.

#### **FIP Recipients**

FIP recipients do not have a choice regarding child support services. Reopen FIP cases when there is a change in circumstances that could lead to the establishment of paternity, establishment of a support order, or enforcement of an order.

### **Medicaid-Only Recipients**

Medicaid-only payees have a choice regarding child support services unless a referral is required. ICAR issues a calendar flag to closed cases when case participants are active in ELIAS on Medicaid. There may also be Medicaid-only recipients that are loaded to the Transfer of Benefit Information (TOBI) module that have cases in the ICAR archived case history file. For additional information on the TOBI module, see 9-F, [TRANSFER OF BENEFIT INFORMATION](#).

Review either TOBI or ELIAS to see if the payee is requesting child support services. Then take the following steps to determine whether to reopen a closed case or rebuild an archived history case:

- ◆ If the payee is requesting services and there is a change in circumstances that allows you to proceed with the case, reopen the closed case or rebuild the archived history case. (See [Rebuilding a Case](#) for more information on rebuilding an archived case.)
- ◆ If it is unknown whether the payee is requesting child support services, check to see if there is an existing child support order that includes cash medical support.
  - Reopen closed cases or rebuild archived history cases when there is cash medical support and there is a change in circumstances that allow you to proceed with the case.
  - If there is no cash medical support and the closed history case is in TOBI, enter “Y” in the FOI SENT field on the ICAR FAMILY GROUP screen in TOBI to send form 470-5179, *Child Support Recovery Unit Medicaid Recipients Questionnaire*, and form 470-5180, *Child Support Questionnaire for Medicaid Recipients*, to the payee. Do not reopen the case if the payee does not request services.
  - If there is no cash medical support and the closed case is in ICAR, depending on your office procedures you may want to contact the payee to see if the payee wants services. Do not reopen the case if the payee does not request services.

- ◆ If the payee is not requesting child support services, check to see if there is an existing child support order that includes cash medical support.
  - Reopen closed cases or rebuild an archived history case when there is a cash medical order and there is a change in circumstances that allow you to proceed with the case.
  - Do not reopen cases when there is no cash medical support and no request for services.

**NPA Recipients**

NPA recipients of services may request that the Unit reopen their cases. To do so, the recipient of services must complete form 470-0188, *Application for Nonassistance Support Services*, and pay the application fee.

To reopen a closed case:

- ◆ Access the CASE screen and enter “A” for active status in the STATUS field.
- ◆ Enter the current date in the REFERRAL/APPLICATION DATE field.
- ◆ Press the F3 key to update the CASE screen.

ICAR deletes the entries in TERM. NOTICE SENT DATE field, the REASON field, and the CASE CLOSED DATE field.

You must reopen each cross-referenced case separately.

1. A case closed with the LOCA reason code in 2014 due to no location for the payor. The Medicaid-only payee is now requesting child support services in 2016. You receive a calendar flag indicating the case is active on Medicaid. You review ELIAS and see that the payee provided new location information for the payor that allows you to proceed with the case. Reopen the closed case and proceed with the next appropriate steps.
2. A case closed with the PRSN reason code in 2013. The payor’s prison release date is in 2025 which is beyond the youngest child’s emancipation date. You receive a flag that the case is active on FIP again. The payor remains in prison and there is no change in the release date. Do not reopen the case because there is no change in circumstances that will allow you to proceed with the case.

3. A case closed with the EXCL reason code in 2015 when the alleged father was excluded through genetic testing and the mother did not provide a new alleged father's name. The Medicaid-only payee contacts the local office to request child support services in 2016. The payee provides the name of the new alleged father. Reopen the closed case and proceed with the next step on the case.
4. A case closed with the DISA reason code in 2013 when the payor provided a physician's statement documenting a permanent disability and there was no attachable income at that time. In 2016 the NPA payee is asking to reopen the case because the payor is receiving Social Security Disability (SSD) benefits. The payee completed a new NPA application and paid the fee. Reopen the case and take the next steps to enforce the existing court order.
5. A case closed with the CITZ reason code in 2012 because the payor was living in India. You receive a flag that the case is active on Medicaid. ELIAS shows the Medicaid-only payee is now requesting services and the payee reported that the payor is back in Iowa. Reopen the case and proceed with the next step on the case.
6. A case closed in 2015 with the EROR reason code. You receive a flag that the case is active on Medicaid. ELIAS shows the Medicaid-only payee is not requesting services. You review the ICAR narratives and note the case was closed EROR because IM referred the case in error. You check and there is no cash medical support. Do not reopen this case since the payee is not requesting services and there is no cash medical support.
7. A case closed in 2015 with the COOP reason code. The payee failed to return the mother statement. You receive a flag that the case is active on Medicaid in 2016. It is unknown if the payee is requesting services. There is no cash medical support. Do not reopen unless the payee requests services. Be sure to email IM to make sure they still have the payee in non-cooperation status.

## **Stopping or Preventing Case Closure**

You may need to stop the closure process in the following circumstances:

- ◆ You receive a response to form 470-0201, *Notice of Termination of Child Support Services*, or form 470/0201, *Notice of Termination of Child Support*;
- ◆ You receive new information that allows you to take the next step in an establishment or enforcement action; or
- ◆ The obligor is deceased and you are searching for or pursuing available assets.

To reopen a closed case, see [Reopening Closed Cases](#).

### **Delaying the Closure Process Using the DELAY CLOSING/ASSETS Field**

When you are searching for or pursuing assets for a deceased obligor, enter a “Y” in the DELAY CLOSING/ASSETS field on the LOCATE screen. This entry prevents ICAR from automatically closing the case with “DECDA” or you from closing the case using “DECD”. ICAR issues a narrative (CLOSE24) documenting the reason the case should not close and a calendar flag (CLOSE7) dated six months in the future.

You can make an entry in the DELAY CLOSING/ASSETS field any time between initial notification of death and actual case closure.

After you complete any enforcement actions or verify there are no more assets to pursue, enter an “N” over the “Y” in the DELAY CLOSING/ASSETS field to allow you or ICAR to close the case.

If you enter a closure code on the CASE screen and a “Y” displays in the DELAY CLOSING/ASSETS field, ICAR displays the following on-line message: “CHANGE Y IN DELAY CLOSING ASSETS ON LOCATE SCREEN TO N.” Determine if there are any assets to be pursued. If not, enter an “N” over the “Y” in the DELAY CLOSING/ASSETS field.

See [DECD: Obligor or Alleged Father Deceased](#) and [DECDA: Obligor or Alleged Father Deceased](#).

**Stopping the Closure Process Using the TERM NOTICE SENT DATE Field**

You can stop the closure process at any time during the 60 days after the Unit sent form 470-0201, *Notice of Termination of Child Support Services*, or form 470/0201, *Notice of Termination of Child Support*, to the recipient of services. To stop the closure process, enter 00/00/00 in *or* delete the date from the TERM NOTICE SENT field on the CASE screen.

ICAR issues a narrative (CLOSE32) documenting the closure process is not being implemented. Complete the narrative with the reason you are stopping the closure process. ICAR deletes the entry in the REASON field on the CASE screen.

**Preventing Automated Closure Using the CLOSE (N) Field**

ICAR can close cases using one of the automated closure codes: AGEL, DECDA, LOCA, LOCA1, NSOR, or NSOR1.

To prevent ICAR from closing a case using one of these codes, enter “N” in the CLOSE (N) field on the CASE screen. This entry prevents ICAR from closing the case when it should not be closed. When you place an “N” in the CLOSE (N) field, the automated closure programs bypass processing the case for closure until you remove the “N.” You can still close the case using one of the manual closure codes.

**CASE-SPECIFIC CIRCUMSTANCES THAT AFFECT CASE CLOSURE**

Certain cases require special consideration during case closure, including:

- ◆ Cases with open interstate screens or involving multiple states.
- ◆ Cases referred from the clerk of court (Iowa Court Information (ICIS) system-only cases).

ICAR may prevent other cases from closing because of certain case conditions.

```

D479HH02          IOWA COLLECTION AND REPORTING SYSTEM          DATE: 03/08/16
                   CASE HISTORY INFORMATION                      TIME: 12:37:25

CASE NUMBER.....:                                CASE WORKER ID....:
ROLE              NAME              BIRTHDATE  SOC.SEC NBR  STATE  ACCT
                ..                ..                ..                ..  ID    TYPE
                ..                ..                ..                ..
                ..                ..                ..                ..
                ..                ..                ..                ..
                ..                ..                ..                ..
                ..                ..                ..                ..
                ..                ..                ..                ..

CASE OPEN DATE....:                                C.O. COUNTY FIPS....:
CASE CLOSED DATE..:                                COURT ORDER #.....:
REDIRECTION FLAG..:                                REQUEST REPORT.....:
REASON CODE.....:                                NEW CASE NBR.....:
IMAGED.....:                                       NEW CASE WRKR ID....:

F2=ADD CASE, F3=MOD/REQ RPT, F5=INQ, F7=PG BWD, F8=PG FWD, CLEAR=EXIT

NEXT SCREEN:          NOTES:
PLEASE ENTER CASE NUMBER
    
```

Fields, descriptions, and values on the CASEHIST screen are:

- ◆ **CASE NUMBER:** Enter the case number, up to seven characters, and press the F5 key. ICAR displays the case record.
- ◆ **CASE WORKER ID:** ICAR displays the ID number for the last worker assigned to the case.
- ◆ **ROLE:** ICAR displays the role for each participant on the case.
- ◆ **NAME:** ICAR displays the name of each participant on the case.
- ◆ **BIRTHDATE:** ICAR displays the date of birth of each participant on the case.
- ◆ **SOC. SEC NBR:** ICAR displays the SSN of each participant on the case.
- ◆ **STATE ID:** ICAR displays the state ID of each participant on the case.
- ◆ **ACCT TYPE:** ICAR displays the account type associated with each case participant on the case.
- ◆ **CASE OPEN DATE:** ICAR displays the case open date.

- ◆ **C.O. COUNTY FIPS:** ICAR displays the county Federal Information Processing Standards (FIPS) code for the court order listed on the case.
- ◆ **CASE CLOSED DATE:** ICAR displays the case closed date.
- ◆ **COURT ORDER #:** ICAR displays the court order number listed on the original case.
- ◆ **REDIRECTION FLAG:** ICAR displays one of two entries in this field:
  - Y: ICAR redirected the case to the clerk of court.
  - N: ICAR did not redirect the case to the clerk of court.
- ◆ **REQUEST REPORT:** ICAR allows one of three entries:
  - Y: Enter a “Y” in this field and press the F3 key twice to request a report S479H012-A, *Archived Case Report*. ICAR creates the report and makes it available in your office’s EGreenbar folder the next day.
  - P: Enter a “P” in this field and press the F3 key twice to request a certified payment record, also known as a PAYREC. Use code “P” when you release the payment record to the payee or payor. ICAR prints the record at night to the local office that requested the report.
  - I: Enter an “I” in this field and press the F3 key twice to request a certified payment record without the fund source and batch information, also known as a VPAYREC. Use code “I” when you release the payment record to other authorized parties. ICAR prints the report at night to the local office that requested the report.
- ◆ **REASON CODE:** ICAR displays the case closure reason code in this field.
- ◆ **NEW CASE NBR:** ICAR displays the case number of the rebuilt case.
- ◆ **NEW CASE WRKR ID:** Enter a valid four character worker ID and press F2 twice to add a new case to ICAR. The worker ID entered displays in the ICAR CASE WRKR ID field on the CASE screen.
- ◆ **IMAGED:** ICAR displays one of two entries:
  - Y: Case documents are imaged.
  - N: Case documents are not imaged.

### **Viewing an Archived Case**

To view the core data on the CASEHIST screen:

- ◆ Enter the case number in the CASE NUMBER field on the CASEHIST screen.
- ◆ Press the F5 key.

To rebuild a case from the CASEHIST screen, do the following:

- ◆ Enter the case number in the CASE NUMBER field on the CASEHIST screen.
- ◆ Press the F5 key.
- ◆ When ICAR displays the case you wish to rebuild, enter a valid four character worker ID in the NEW CASE WRKR ID field and press the F2 key.
- ◆ Press the F2 key a second time to confirm your action.

Remember the following when you rebuild a case:

- ◆ ICAR assigns the case a new case number and displays this number in the NEW CASE NUMBER field on the CASEHIST screen. ICAR issues narrative CLOSE 109 on the new case to document that the case was rebuilt from an archived case. The narrative lists the corresponding archived case number.
- ◆ Your new case has the information that ICAR displays on the CASEHIST screen. It does not include all of the archived information.
- ◆ ICAR displays the worker ID entered in the NEW CASE WRKR ID field on the CASEHIST screen in the ICAR CASE WRKER ID field on the CASE screen.
- ◆ You must request report S479H012-A, *Archived Case Report*, and upload it to imaging. You need the report so that you can begin to add the necessary information to the newly created ICAR case.
- ◆ Notify Central Office of rebuilt cases if two criteria are met:
  - There is at least one other case on ICAR with the same payee state I.D.
  - A past due 11 account balance is added to the rebuilt case.

In these situations, send an email to CSRU Policy – Dist Team. Include the original case number, the new case number, and the total amount added as a past 11 account balance. A distribution team member will review the information and update the payee's UPPA FIP MONTHLY DETAIL screen so past 11 account balance information isn't incorrectly duplicated in a UPPA calculation.

- ◆ The archived case always remains in the archived case history file, even after you rebuild the case. You can always retrieve information from the old case (including narratives, payment history, payment records, obligation data, etc.) by requesting a report S479H012-A, *Archived Case Report*, from the old case's CASEHIST screen. (See [Requesting a Report](#).)