



# **The Change in Circumstance Process in NC FAST**

Last Updated on 12/26/2013

# Change in Circumstance Steps

- Manage Evidence
  - \* Add or Update Evidence for the Reported Change
- Verify Evidence
- Check Eligibility
- Apply Changes
- When Applicable:
  - Review Changed Decisions Close any Ineligible Product(s)
  - Authorize New Product(s)
  - Update Certification Period for new PDC(s), if applicable
  - Activate Online New PDC(s)
- Review Determinations Tab
- Repeat the above steps for any other associated Income Support Cases for the household

# Item to Note for MA Products

- If a change to Medical Assistance product will cause a client to become ineligible, there is a chance the client is eligible for a MAGI-based program.
  - Workers will need to check eligibility for MAGI-based programs by submitting a Streamlined Application.

# Item to Note for Multiple ISCs

- Until Evidence Broker is activated, if a client has multiple Income Support Cases, upon a change to one Income Support Case, workers will need to navigate to the evidence dashboard for each associated Income Support Case for the household and update any changed evidence.
- When making these changes, workers will also need to visit the Changed Decisions tab in the case that any decisions have changed.