

ENROLLMENT & CLOSURE DATES

Enrollment Dates

The initial enrollment date (into Service Coordination and/or Paid Services) shall be the date complete documentation is received verifying all applicable eligibility.

Closure Date

Participant and applicant cases are closed by the Service Coordinator for various reasons. In all instances, good faith efforts must be made to contact the participant/family to discuss the closure. These good faith efforts must be documented in the SHS Information System to show effective service coordination, and when appropriate, successful transition from Program services.

Reasons for closure may include:

- The applicant/participant demonstrates an unwillingness to cooperate with Program requirements such as responding to requests for information.
- Participant no longer meets eligibility criteria.
- Request of the participant/family.
- Unable to locate after good faith efforts.
- The participant has become institutionalized or a Ward of the Court.
- The participant reaches the age of 65 and is no longer eligible for the Program.
- Program services are no longer needed.

Once the determination has been made to close the file, the Service Coordinator will document the reason for closure and closure date in the SHS Information System.

The Service Coordinator must complete and send a **certified** closure letter on all manual or automated closures.

The following are guidelines to assist in determining closure dates:

- Deceased - date of death if known; otherwise use the date staff became aware of the death (notify Program Manager of all participant deaths on a Death Notification Form),
- Moved Out of State – date of move if known; otherwise use the date that staff became aware of move,
- Over age – the day before the participant's sixty-fifth (65) birthday,
- All others – fourteen (14) calendar days after the date of the written notice to participant/family notifying them of closure.