



MEPD and TW Bulletin 21-23

Date: November 22, 2021

To: Eligibility Services Supervisors and Staff
Program Managers
Regional Directors
Regional Attorneys
Hearings Officers

From: Access and Eligibility Services Program Policy
State Office 2115

Subject: COVID-19 Update: Interview Requirements

If you have any questions regarding the policy information in this bulletin, follow regional procedures.

Active bulletins are posted on the following websites:

- [Medicaid for the Elderly and People with Disabilities Handbook \(MEPDH\)](https://hhs.texas.gov/laws-regulations/handbooks/mepd/policy-bulletins) at <https://hhs.texas.gov/laws-regulations/handbooks/mepd/policy-bulletins>;
- [Texas Works Handbook \(TWH\)](http://hhs.texas.gov/laws-regulations/handbooks/texas-works-handbook/texas-works-bulletins) at <http://hhs.texas.gov/laws-regulations/handbooks/texas-works-handbook/texas-works-bulletins>.

COVID-19 Update: Interview Requirements

Background

On January 27, 2020, the Secretary of the U.S. Department of Health and Human Services declared that a public health emergency exists nationwide due to the novel coronavirus (COVID-19) outbreak. Additionally, on March 13, 2020, Governor Greg Abbott also declared a state of disaster for all counties in Texas due to the COVID-19 outbreak. HHSC is providing the following temporary guidance regarding policies and procedures for processing case actions during the COVID-19 public health emergency.

Current COVID-19 Policy

SNAP and TANF

Staff must conduct a cold call and attempt to conduct an interview at initial application or redetermination using First Contact Resolution. If the person does not answer or declines the interview, **DO NOT schedule any appointments**. An interview is not required at initial application or redetermination if the cold call is unsuccessful. (MEPD and TW Bulletin 20-28, COVID-19 Policy Updates #19, 1. Interviews, released on December 3, 2020)

New Policy

SNAP and TANF

An interview is required at initial application and redetermination. The COVID-19 policy no longer applies, staff must follow regular policy and procedures for interviews. ([TWH A-130](#), Interview Procedures, [TWH B-114](#), Missed Appointment and [TWH B-122.3.1](#), Denied for Missed Appointment).

Note: Interview requirements continue to be waived for Parent and Caretaker Relatives Medicaid (TP 08) as per MEPD and TW Bulletin 21-20, COVID-19 Update: Pending Medicaid Eligibility Determination Groups (EDGs) with Continuous Eligibility, released on October 8, 2021.

Automation

Automation changes are not required.

Correspondence

Correspondence changes are not required.

Handbook

Handbook updates are not required.

Training

Training is not required.

Effective Date

This policy is effective Dec. 1, 2021.