



## **MEPD and TW Bulletin 24-09**

**Date:** July 31, 2024

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

**From:** Access and Eligibility Services Program Policy  
State Office 2106

**Subject: Face-to-Face Interview Informing**

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The information in this bulletin will be included in a future handbook revision. Until the handbook is updated, staff must use the information in this bulletin. 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 \(TWH\)](https://hhs.texas.gov/laws-regulations/handbooks/texas-works-handbook/texas-works-bulletins) at <https://hhs.texas.gov/laws-regulations/handbooks/texas-works-handbook/texas-works-bulletins>.

## Face-to-Face Interview Informing

### Background

Modifications to interview policy are required based on findings from the SNAP Certification Program Access Review and Management Evaluation conducted by the Food and Nutrition Service (FNS) from January through February 2024. Applicants must be informed of the opportunity for a face-to-face interview when the household submits an application or recertification. Additionally, staff must grant face-to-face interviews to any household that requests one.

### Current Policy

#### [SNAP, TANF, TP 08 and TA 31](#)

An interview is required at application and recertification, even if the application or recertification only contains the applicant's name, address, and signature. Staff should attempt to interview applicants as a lobby walk-in or by making at least two cold call attempts. If the cold call is unsuccessful, mail the applicant Form H1830-FA, Application/Review/Expiration/Appointment Notice that provides the applicant information about how to call the agency for a flexible appointment interview. ([TWH A-122.2](#), Scheduling Appointments)

Per [MEPD and TW Bulletin 24-04, COVID-19 Update: Interview Requirements](#), released April 17, 2024, an interview is not required for Parent and Caretaker Relatives Medicaid (TP 08 and TA 31).

### New Policy

#### [SNAP, TANF, TP 08 and TA 31](#)

An interview is required at application and recertification, even if the application or recertification only contains the applicant's name, address, and signature. Staff should attempt to interview applicants as a lobby walk-in or by making at least two cold call attempts. If the cold call is unsuccessful, mail the applicant Form H1830-FA, Application/Review/Expiration/Appointment Notice that provides the applicant information about how to call the agency for a flexible appointment interview.

Staff must inform the household of the opportunity to request a face-to-face interview at the time of application and recertification. Additionally, staff must grant or schedule a face-to-face interview, upon household request.

**Note:** Until MEPD and TW Bulletin 24-04 is retired, do not schedule an interview for Parent and Caretaker Relatives Medicaid (TP 08 and TA 31) unless one is required by the household.

**Automation**

Automation changes are not required.

**Correspondence**

Correspondence changes are not required.

**Handbook**

Updates to the MEPDH are not required.

The TWH is currently scheduled to be updated in the January 2025 revision.

**Training**

Training is not required.

**Effective Date**

This policy is effective with the release of this bulletin.