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APPLICATION AND REDETERMINATION PROCESSING

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APPLICATION PROCESS

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- F. STANDARDS OF PROMPTNESS**
- Federal regulations at 42 CFR 435.911 define timely determinations of eligibility. The time standards set cover the period from the date of application to the date the agency mails notice of the decision to the applicant. These standards may not exceed:
- 1. Aged or Blind Applications** 45 days.
  - 2. Disabled Applications** 90 days. Exception: If a separate DDS decision is not required because the applicant draws RSDI disability benefits, the 45 day standard applies to the application.
  - 3. Exceptions for Agency Delay**

These standards do not apply when a decision cannot be reached because of:

    - a. Failure or delay on the part of the applicant.
    - b. Administrative or other emergency delay that could not be controlled by the agency such as:
      - Staff vacancies or illness of eligibility staff members lasting two months or more.
      - Wholesale desk reviews on active cases mandated by court order, or Federal regulations of wholesale increase in benefits such as Social Security, VA etc., which require extensive staff time.
      - Computer problems arising from control of machines by an outside agency.
- DOM-303 is used to notify the applicant of any agency delay in processing. The Notice of Delay will clearly state the reason for the agency delay.