

Quick Reference Sheet for Trackers/PSRs #9 – April 5, 2006

Subject: Changing codes for customer's who are medically unable to work or otherwise cooperate.

1. A customer with a mandatory work code who provides a doctor statement on a signed HHSC form H-1836 A or B indicating the customer is disabled (A) or is caring for a disabled family member (B) and is therefore unable to work for more than 6 months will be given good cause in TWIST. Fax a form 2588 transmittal with the form H-1836 A/B to the HHSC change unit at 713.336.8040 to request a code change.
2. Tell the customer she is responsible for talking to her HHSC worker about her work requirement code. She must ask them to change the code that tells Workforce Solutions that she must cooperate to keep her benefits.
3. If the doctor statement says the customer is unable to work for a period of less than 6 months grant one month good cause and tell the customer she must provide a monthly doctor statement on her medical progress.
4. If the customer provides a doctor's letter stating that she cannot work fax the letter and the form H1836 to the doctor requesting completion of the form then fax the completed H-1836 to HHSC as stated in number 1. above