

☺ Job Aid: Termination Reasons and Benefit Issuance

Chapter 3: Client Processes

Section 8: Other Client Processes

Lesson: Terminations and Ineligibility

Term Reasons in TWIST	Remove Current Benefits?	Removes Future Benefits?	When occurs
Automatic TWIST Terminations			
Child has reached age 5			End of month
Family does not use any benefits for two consecutive months	Yes	Yes	7th of month
Client is marked as deceased in the client master	Yes	Yes	Daily
Client is not issued any benefits for two consecutive months			15th of month
Client is one month overdue for recertification			End of month
Clients did not provide proof of eligibility - identity, residence, or income (eligibility pending)	No		Daily
Woman breastfeeding more than 12 months postpartum	No		End of month
Woman non-breastfeeding more than 6 months postpartum	No	Yes	End of month
Incomplete diet assessment, health history, income, intake, medical data, or NE plan			Weekly
Manual Terminations			
Income ineligible			
No risk assigned			
Priority frozen	No	Yes	
Abuse of program	Yes	Yes	
Custody change	Yes	Yes	

Term Reasons in TWIST	Remove Current Benefits?	Removes Future Benefits?	When occurs
Dual participation	Yes	Yes	
Exceeds income level allowed on program	No	Yes	
Lower priority medical/nutritional risk	No	Yes	
Moved from clinic area	No	Yes	
Moved out of state	No	Yes	
Not at medical/nutritional risk	No	Yes	
Terminated voluntarily	No	Yes	
Client has been on the wait list for more than the allotted time frame			
Other	No	Yes	