

## 2238.06.00 DISCONTINUANCE DUE TO WHEREABOUTS UNKNOWN

When mail is returned as undeliverable with no forwarding address, efforts must be made to confirm the correct address, including checking documents in the case records, calling the individual at the phone number(s) on record, checking all available electronic resources and sending a 2032 address verification request to the last known address in the case record or to an authorized representative. Sending the pending request form may of course result in another returned mail, but it is an important step to ensure that the client is not discontinued inappropriately.

If it becomes necessary to discontinue assistance because the client cannot be located and mail has been returned as undeliverable with no forwarding address, timely notice is required.

If the closed member's address becomes **available at any time** ~~known~~ during their eligibility period (the time before their next **annual renewal** ~~redetermination~~ would have been due), **benefits must be reinstated back to the effective date of** closure ~~must be rescinded~~.<sup>2</sup>

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<sup>2</sup> 42 CFR 435.919(f)(4)(iii)(B)