

## ERM 101, Program Information and Policy Overview

1.	What is the purpose of the SER Program?	<ul style="list-style-type: none"> <li>• State Emergency Relief (SER) prevents serious harm to individuals and families. SER assists applicants with safe, decent, affordable housing and other essential needs when an emergency situation arises. (pg.1)</li> </ul>
2.	What are the requirements for applying?	<ul style="list-style-type: none"> <li>• Complete the application process.</li> <li>• Meet financial and non-financial requirements.</li> <li>• Have an emergency which threatens health or safety and can be resolved through issuance of SER.</li> <li>• Take action within their ability to help themselves. For example, obtain potential resources and/or apply for assistance.</li> <li>• Not have caused the emergency; see ERM 204, Client-Caused Emergencies.</li> <li>• Cooperate in providing information about income, assets, living arrangements, and other persons living in the home. (pg.1)</li> </ul>

## ERM 102, Applicant/Department Rights & Responsibilities

3.	What are the applicants' rights and responsibilities?	<ul style="list-style-type: none"> <li>• They have the right apply until 5pm each business day or online.</li> <li>• Applicants must cooperate with the following:             <ul style="list-style-type: none"> <li>○ The application process.</li> <li>○ Provide verifications.</li> <li>○ Answer all questions truthfully and completely, whether written or oral.</li> <li>○ Applicants have the right to request a hearing regarding any action, failure to act or undue delay in processing by the department. (pg.1)</li> </ul> </li> </ul>
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# SER Question and Answer Grid



4.	What is the minimum information needed to register an application?	<ul style="list-style-type: none"> <li>• Applicant name.</li> <li>• Address or statement of homelessness.</li> <li>• Birthdate.</li> <li>• Applicant's or authorized representative's signature. (pg.1)</li> </ul>
5.	What are the Department's responsibilities?	<ul style="list-style-type: none"> <li>• Help in completing forms, answering inquiries, or obtaining verification.</li> <li>• Confidentiality.</li> <li>• Information about department programs.</li> <li>• Assistance to applicants who have trouble reading and/or understanding. (pg.1)</li> </ul>
<b>ERM 103, Application Procedures</b>		
6.	What applications forms are needed?	<ul style="list-style-type: none"> <li>• All SER applicants must complete a <a href="#">DHS-1514</a>, Supplemental Application for State Emergency Relief or apply online through MIBridges.</li> <li>• In addition to the SER application a current <a href="#">DHS-1171</a>, Assistance Application, <a href="#">DHS-1010</a>, Redetermination or <a href="#">DHS-4574</a>, Medicaid Application (Patient of Nursing Home), must be on file for all SER applicants.(pg.1)</li> </ul>
7.	When must the SER be registered in Bridges?	<ul style="list-style-type: none"> <li>• Applications must be registered within one day of receipt. Online applications will be sent electronically to a registration inbox for proper assignment. (pg.2)</li> </ul>
8.	Is a new application needed with each SER request?	<ul style="list-style-type: none"> <li>• If additional SER services are requested during the approved 30-day eligibility period, a new application is not needed and the application date cannot be changed. Every additional request made during the approved 30-day eligibility period is entered into Bridges as an additional SER service request and is subject to the original 30-day</li> </ul>

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		eligibility period. (pg. 2)
9.	What form is used to notify the client of the Department's decision?	<ul style="list-style-type: none"> <li>• <a href="#">DHS 1419</a>, SER Decision Notice (pg.3)</li> </ul>
10.	If the SER group meets all eligibility criteria but has an income or asset co-payment, shortfall, or contribution, what conditions have to be met before the DHS payment can be issued?	<ul style="list-style-type: none"> <li>• If the SER group meets all eligibility criteria but has an income or asset copayment, shortfall, and/or contribution, do not issue payment until: <ul style="list-style-type: none"> <li>○ The client provides proof that their payment has been made.</li> <li>○ If another agency is making the payment, proof that payment will be made is required.</li> </ul> </li> <li>• Verification of payment must be received in the local office within the 30-day eligibility period or no SER payment will be made and the client must reapply. (pg. 3)</li> </ul>
11.	Is a face-to-face interview required?	<ul style="list-style-type: none"> <li>• Specialists may choose to waive the in-person interviews for applicants who are active for another DHS program and have a current <a href="#">DHS-1171</a>, Assistance Application, <a href="#">DHS-1010</a>, Redetermination or <a href="#">DHS-4574</a>, Medicaid Application (Patient of Nursing Home), on file or have applied online.</li> <li>• For Inactive Applicants conduct an in-person interview with an adult member of the SER group or the authorized representative. (pg. 4)</li> </ul>
12.	What if a client tries, but can't obtain some needed verifications?	<ul style="list-style-type: none"> <li>• The client must make a reasonable effort to obtain required verifications. The specialist must assist if the applicant needs and requests help.</li> <li>• If neither the client nor the specialist can obtain the verifications despite a reasonable effort, use the best available information.</li> </ul>

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		<ul style="list-style-type: none"> <li>If no evidence is available, the specialist must use their best judgment. (pg. 5)</li> </ul>
13.	How long do the clients have to return required verifications?	<ul style="list-style-type: none"> <li>Clients must be informed of all verifications that are required and where to return verifications. The due date is eight calendar days beginning with the date of application. If the application is not processed on the application date, the deadline to return verification is eight calendar days from the date verification is requested. This does not change the SOP date. (pg. 5)</li> </ul>
14.	What is the Standard of Promptness for SER?	<ul style="list-style-type: none"> <li>10 calendar days, beginning with the date the signed SER application is received in the local office. (pg. 5)</li> </ul>

## BEM 201, Group Composition

15.	How is the SER cap applied to the SER group members?	<ul style="list-style-type: none"> <li>A number of SER services have a yearly or lifetime payment limit. This limit is referred to as a cap.</li> <li>All persons who are included in the SER group at the time of approval and who benefit from the payment will have that payment amount included in their individual cap. The cap payments are retained even if the individual moves from one group to another. (pg.1)</li> </ul>
16.	Who is included in the SER group?	<ul style="list-style-type: none"> <li>Adults and dependent children who normally live together are in the same SER group</li> <li>Persons temporarily absent due to illness or employment are also in the same group.</li> <li>For SER burials, the deceased person is an included group member; 18 to 21-year-old children of the deceased parents of the burial group are not.</li> <li>Group members who are absent from the home for 90 consecutive days or more are</li> </ul>

# SER Question and Answer Grid



		<p>not in the SER group.</p> <ul style="list-style-type: none"> <li>All members must be included in Bridges. (pg.1)</li> </ul>
17.	Who is excluded from the SER group?	<ul style="list-style-type: none"> <li>Visitors in the home who do not normally live with the SER group.</li> <li>Renters, who live with the SER group, provided a fair market rental rate is paid. Include the rental income in determining the SER group's eligibility.</li> <li>The SER group's landlord provided the group pays fair market rent to live in the home.</li> <li>See Fair Market Rents by County in the current Information Packet (<a href="#">DHS Publication 790</a>) online at <a href="http://www.michigan.gov/dhs-publications">www.michigan.gov/dhs-publications</a>, in the "Other" category.</li> <li>A person physically present in the home who claims and verifies that they do not have any responsibility for meeting household emergencies. A person who desires exclusion on this basis has the burden of providing proof of the following: <ul style="list-style-type: none"> <li>The emergency does not adversely affect the person requesting exclusion.</li> <li>The person will not benefit if the group's application for SER is approved. (pg.1-2)</li> </ul> </li> </ul>
<b>ERM 202, Residence, Age and Citizenship</b>		
18.	Does the client have to be a Michigan resident?	<ul style="list-style-type: none"> <li>Presence in Michigan, not permanent residence, is required for State Emergency Relief (SER) eligibility. (pg.1)</li> </ul>
19.	Is there an age requirement for SER?	<ul style="list-style-type: none"> <li>No, however, if the applicant is an unemancipated minor, we must refer him/her to children's services for further evaluation. (pg.1)</li> </ul>

# SER Question and Answer Grid



20.	Does the client have to be a U.S. Citizen?	<ul style="list-style-type: none"> <li>A person must be a U.S. citizen or a qualified alien to be eligible. (pg.1)</li> </ul>
<b>ERM 203, Potential Resources</b>		
21.	Does the SER group have to pursue potential resources to be eligible?	<ul style="list-style-type: none"> <li>As a condition of SER eligibility, all the adults in the SER group must agree to take actions within their ability to make potential resources available. (pg.1)</li> </ul>
22.	Is the client required to apply for the Department's programs (FIP, FAP, SDA, RCA & CDC)?	<ul style="list-style-type: none"> <li>Local offices may choose to waive the requirement to apply for FIP, SDA, RCA, or CDC programs. Groups should still be encouraged to apply for all benefits for which they qualify. (pg.1)</li> </ul>
23.	What are some examples of potential resources that the client must apply for if there is a potential for eligibility?	<ul style="list-style-type: none"> <li>SSI, RSDI;</li> <li>Settlements of lawsuits or insurance claims;</li> <li>Unemployment insurance benefits and other employment-related benefits if there is the potential of benefits.</li> </ul> <p>Do not delay approval of SER while the group applies for other benefits. Their agreement to apply is sufficient. (pg.1)</p>
<b>ERM 204, Client-Caused Emergencies</b>		
24.	What is considered a client-caused emergency?	<ul style="list-style-type: none"> <li>A client-caused emergency is when an SER group fails to pay required payments for the six-month period prior to the month of application. (pg.1)</li> </ul>
25.	What if the client caused the emergency?	<ul style="list-style-type: none"> <li>SER does not assist a group who failed to use their available money to prevent a shelter, energy or utility emergency. (pg.1)</li> </ul>
26.	Good Cause may be established for which SER services?	<ul style="list-style-type: none"> <li>Relocation services</li> <li>Home ownership services (except property taxes)</li> <li>Energy services</li> </ul>

# SER Question and Answer Grid



		<ul style="list-style-type: none"> <li>• Utility services (pg.1)</li> </ul>
27.	What is Good Cause?	<ul style="list-style-type: none"> <li>• SER group's net countable income from all sources during each month the group failed to pay their obligations was less than the amount shown for the SER group size in the good cause table in this item.</li> <li>• The income was not reduced by a disqualification of SSI or department benefits for failure to comply with a program requirement.</li> <li>• This includes income of people who were in the group during the required payment period. (pg.1-2)</li> </ul>
<b>ERM 205, Assets</b>		
28.	Do we count the Group's assets?	<ul style="list-style-type: none"> <li>• Verify and count all non-excluded assets of SER group members for all SER services with every application. Count only available assets when determining SER eligibility. Consider an asset totally available unless it is claimed and verified that a portion of the asset's value belongs to another individual. (pg.1)</li> </ul>
29.	Is there a CASH asset limit?	<ul style="list-style-type: none"> <li>• The protected cash asset limit is \$50. Exclude the first \$50 of an SER group's cash assets.</li> <li>• For an SER burial: <ul style="list-style-type: none"> <li>○ If the decedent is the only group member, there is no asset exclusion.</li> <li>○ Allow a \$50 cash asset exclusion if there is a surviving group member (pg.1)</li> </ul> </li> </ul>
30.	Is there a NON-CASH asset limit?	<ul style="list-style-type: none"> <li>• SER groups with only one member have a \$1750 non-cash asset limit. SER groups with two or more members have a \$3000 non-cash asset limit.</li> </ul>



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		<ul style="list-style-type: none"> <li>SER groups composed solely of FIP, SDA, SSI, MA and Food Assistance Program (FAP) recipients have automatic eligibility on the basis of non-cash assets. (pg.1)</li> </ul>
31.	How do we determine the value of Countable Assets? (Land contracts, Real property, Vehicles)	<ul style="list-style-type: none"> <li>Count the equity value of an asset when determining SER eligibility. Determine equity value of an asset by subtracting the amount legally owed and the cost of sale from the asset's market value. (pg.3)</li> </ul>
<b>ERM 206, Income</b>		
32.	What is an SER Budget Computation Period?	<ul style="list-style-type: none"> <li>The SER budget computation period is 30 days. This is referred to as the countable income period. The first day of the countable income period is the date the local office receives a signed application for SER. (pg.1)</li> </ul>
33.	Do we have to count Income?	<ul style="list-style-type: none"> <li>Verify and budget all non-excluded gross income the SER group expects to receive during the countable income period. Do not prorate income. (pg.1)</li> </ul>
34.	What are some examples of excluded income?	<p>Do not count or verify income from the following sources:</p> <ul style="list-style-type: none"> <li>Income of non-responsible group members in burial cases.</li> <li>Reimbursement of Medicare premiums.</li> <li>Income in kind (not in the form of cash).</li> <li>Earned income of a dependent child</li> <li>Michigan Homestead Property Tax Credit and Home Heating Credit.</li> <li>Earned Income Credit.</li> <li>All services program benefits paid by the department on behalf of an SER group member (such as foster care payments). (pg.2-3)</li> </ul>



## SER Question and Answer Grid



35.	What are the allowable deductions to determine the net unearned income?	<ul style="list-style-type: none"><li>• Mandatory withholding taxes.</li><li>• Court ordered child support paid, including arrears, but not more than the amount ordered by the court. No deduction is made for paid, voluntary child support.</li><li>• Payments for health insurance.</li><li>• Medicare premiums that will not be reimbursed. (pg.4)</li></ul>
36.	What are the allowable deductions to determine the net earned income deductions?	<ul style="list-style-type: none"><li>• Mandatory withholding taxes (25 percent of the gross).</li><li>• Deductions required by the employer as a condition of employment.</li><li>• Deductions for health insurance.</li><li>• Court-ordered child support paid, including arrears, but not more than the amount ordered by the court. No deduction is made for paid, voluntary child support.</li><li>• The cost of dependent care if the conditions are met in ERM 206. (pg.4-5)</li></ul>
37.	Are there any special deductions for self-employment?	<ul style="list-style-type: none"><li>• SER does not allow deductions for garnishment actions or expenses of producing self-employment income (such as capital expenditures, labor costs, transportation costs while on the job, materials, loan and property payments, taxes, insurance, etc.). (pg.4)</li></ul>
38.	Do we have to verify all countable income and deductions?	<ul style="list-style-type: none"><li>• Verify all non-excluded income, expenses and deductions.</li><li>• For energy services, income verification used in the current eligibility determination for any other DHS program may be used if available. If not available, income must be verified; see ERM 301, Energy Services. (pg.5)</li></ul>

# SER Question and Answer Grid



## ERM 207, Housing Affordability

39.	What covered services does “housing affordability” apply to?	<ul style="list-style-type: none"> <li>• Relocation Services (ERM 303)</li> <li>• Home Ownership Services (ERM 304)</li> <li>• Home Repairs (ERM 304)</li> </ul> <p>Housing affordability does not apply to other SER services. (pg. 1)</p>
40.	What does “housing affordability” mean?	<ul style="list-style-type: none"> <li>• SER group has sufficient income to meet ongoing housing expenses. An SER group that cannot afford to pay their ongoing housing costs plus any utility obligations will not be able to retain their housing, even if SER is authorized. (pg. 1)</li> </ul>
41.	What should we do if housing is not affordable?	<ul style="list-style-type: none"> <li>• Deny the SER if the group does not have sufficient income to meet their total housing obligation. (pg. 1)</li> </ul>
42.	How do we determine if housing is affordable?	<ul style="list-style-type: none"> <li>• Multiply the group's total net countable income by 75%. The result is the maximum total housing obligation the group can have based on their income.</li> <li>• Renters can have a higher total housing obligation if heat, electricity and/or water/cooking gas are included. (pg. 2)</li> </ul>
43.	What special considerations are given to renters who have a utility included in the rent?	<p>Increase the basic 75% housing standard:</p> <ul style="list-style-type: none"> <li>• Heat Included in Rent + 15%,</li> <li>• Electric Included in Rent + 5%,</li> <li>• Water/cooking gas Included in Rent + 5%</li> </ul> <p>If all utilities are included in the rent, 100% of the groups total net countable income is used to determine housing affordability. (pg.2-3)</p>

## ERM 208, Budget Procedures

44.	How do we determine if there is an income co-	<ul style="list-style-type: none"> <li>• Income that is more than the basic monthly income need standard for the number of</li> </ul>
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# SER Question and Answer Grid



	payment?	<p>group members must be deducted from the cost of resolving the emergency. This is the income copayment.</p> <ul style="list-style-type: none"> <li>• (There are no income copayments for SER energy services. With respect to income, clients are either eligible or they are not.) (pg.1)</li> </ul>
45.	How do we determine if there is an asset co-payment?	<ul style="list-style-type: none"> <li>• In most non-energy cases cash assets in excess of \$50 result in an asset copayment.</li> <li>• Energy only cases do not have an asset test and therefore do not have an asset copayment. (pg.1)</li> </ul>
46.	Can an asset co-payment ever be waived?	<ul style="list-style-type: none"> <li>• An asset copayment cannot be reduced or waived. (pg.2)</li> </ul>
47.	Who can waive an income co-payment?	<p>First line managers can modify an income copayment for non-energy services. The manager must approve the modification in Bridges. This applies only if one of the following circumstances exist:</p> <ul style="list-style-type: none"> <li>• The SER group used available income: <ul style="list-style-type: none"> <li>○ To meet unusual expenses essential to protect their safety.</li> <li>○ To secure or maintain employment.</li> </ul> </li> <li>• The provider demands payment in advance, but the income is not available to the SER group until later in the budget period. (Example: RSDI is the only source of income and will not be received for three weeks.) (pg.2)</li> </ul>
48.	Required payments are determined based on what factors?	<p>Required payments are determined based on:</p> <ul style="list-style-type: none"> <li>• the group size,</li> <li>• the group's income and</li> <li>• the group's obligation to pay for the service that existed during each month of the six months prior to application; (pg.3)</li> </ul>

## ERM 209, Emergency Services

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| 49. | What funding may be available when SER is not sufficient to resolve the emergency? | <ul style="list-style-type: none"> <li>• ES funds are discretionary funds allocated to each local office to provide assistance when SER does not cover the service or amount needed to resolve an applicant's emergency. Use of ES Funds</li> </ul> |
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## ERM 210, Repay Agreements

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| 50. | If the income co-payment is waived, when would we require the client to sign the <a href="#">DHS-2157</a> , Repay Agreement? | <p>Any adult member of the SER group who expects to receive income from a source specified in this item must sign a <a href="#">DHS-2157</a>, Repay Agreement.</p> <ul style="list-style-type: none"> <li>• Take repay agreements against any of the following future resources if an application for them is pending, or if there is another reason the SER group expects to receive them in the future:             <ul style="list-style-type: none"> <li>○ Workers compensation benefits.</li> <li>○ Settlement of a claim or lawsuit.</li> <li>○ Other expected income and assets not excluded from repay agreements.</li> </ul> </li> <li>• Do not take repay agreements against:             <ul style="list-style-type: none"> <li>○ Future wages (income beyond the 30-day authorization period) or</li> <li>○ Any type of Social Security benefits (RSDI or SSI).</li> </ul> </li> </ul> <p>The department no longer takes repay agreements for shelter or utility deposits. (pg.1)</p> |
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## ERM 301, Energy Services

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| 51. | What services are covered under this SER manual item? | <ul style="list-style-type: none"> <li>• Heat, Electric, Deliverable Fuels and</li> <li>• Deposits, special trip charges, pilot relights, pressure checks, reconnect fees, and related charges such as storage tank (pig) installation, delivery or rental can be paid if they are necessary to prevent an emergency and are required by the provider. (pg.1)</li> </ul> |
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# SER Question and Answer Grid



52.	How is the amount of the SER payment determined?	<ul style="list-style-type: none"> <li>• The amount of the payment is the minimum necessary to prevent shutoff or restore service, up to the fiscal year cap.</li> <li>• Payment must resolve the emergency by restoring or continuing the service for at least 30 calendar days.</li> <li>• Current bills that are not subject to shutoff should not be included in the amount needed. (pg.1)</li> </ul>
53.	What is considered a 30 day supply for deliverable fuels?	<ul style="list-style-type: none"> <li>• Payment may be made up to the available fiscal year cap for the necessary charges to deliver a 30-day supply of fuel for households that heat with deliverable fuel (fuel oil, propane or coal). For fuel oil and propane, a delivery to fill the tank is considered a 30-day supply. Payment may be authorized for a full tank or as much as can be paid based on the amount remaining in the fiscal year cap. (pg.1)</li> </ul>
54.	What requirements must be met in order for a client to be categorically eligible?	<p>In addition to the eligibility criteria in this item, cases must meet the following requirements in order to be determined categorically eligible:</p> <ul style="list-style-type: none"> <li>• All SER group members must be active on the applicant's FIP, FAP or SSI case.</li> <li>• There must be no disqualified members on the case, except for ineligible aliens.</li> <li>• The name on the energy account bill must match the head of household name or the head of household's spouse's name. It is not sufficient to be in the name of a living-together partner. The spouse must be active on the head of household's case.</li> <li>• The case head of household must not be an ineligible or minor head of household. Supplemental Security Income (SSI) cases for minor children are not considered categorically eligible.</li> </ul>

		<ul style="list-style-type: none"> <li>• The case must not be overdue for redetermination.</li> <li>• There are no required payment criteria.</li> <li>• Criteria in ERM 304, Home Ownership, must be met for furnace repairs.</li> </ul>
<b>ERM 302, Utility Services</b>		
55.	Which services are covered under this SER manual?	<p>The following are covered utility services:</p> <ul style="list-style-type: none"> <li>• Payment of an arrearage to maintain or restore service for the following utilities: water, sewer or cooking gas.</li> <li>• A deposit (including membership fees and lease/rental payments for an on-site storage tank) required by the utility provider to begin, maintain, or restore one of the following services currently or previously the responsibility of the SER group: water, sewer and cooking fuel.</li> <li>• Fees for connection, reconnection, or hookup of utility services. (pg.1)</li> </ul>
56.	List a few services that are not covered.	<ul style="list-style-type: none"> <li>• Telephone arrearages, installation costs or deposits.</li> <li>• Utility deposits for any rental unit if the address of the unit appears on the vendor payments restricted addresses list maintained locally.</li> <li>• Unauthorized or illegal usage of any utility.</li> <li>• Bankrupt accounts.</li> <li>• Utility service that does not reflect the SER group's actual usage.</li> <li>• Back rent when the client has a judgment which includes money owed on a utility bill. This is considered a relocation service, not a utility service.</li> <li>• Payments to billing services/collection</li> </ul>

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agencies. (pg.1-2)

## ERM 303, Relocation Services

<p>57.</p>	<p>Which services are covered in this SER manual item?</p>	<ul style="list-style-type: none"> <li>• First month's rent.</li> <li>• Rent arrearage.                             <ul style="list-style-type: none"> <li>○ Mobile home lot rent for owners or purchasers is a Home ownership service found in ERM 304.</li> <li>○ Mobile home lot rent for renters is a relocation service covered by this Item.</li> </ul> </li> <li>• Security deposit (if required).</li> <li>• Moving expenses (to relocate household effects). (pg.1)</li> </ul>
<p>58.</p>	<p>List the (7) eligibility requirements:</p>	<ul style="list-style-type: none"> <li>• Homeless</li> <li>• Groups Living with Friends or Relatives (due to; fire/natural disaster, Domestic violence, homeless programs)</li> <li>• Legal Notice</li> <li>• Foster Care</li> <li>• Unsafe Housing</li> <li>• Condemned Housing</li> <li>• High Energy (housing) (pg.2-3)</li> </ul>

## ERM 304, Home Ownership

<p>59.</p>	<p>Which services are covered in this SER manual item?</p>	<ul style="list-style-type: none"> <li>• Home ownership services.                             <ul style="list-style-type: none"> <li>○ House payments mortgage, land contract payment or mobile home sales contract), including principal and interest, legal fees and escrow accounts for taxes and insurance.</li> <li>○ Property taxes and fees.</li> </ul> </li> <li>• Mobile home lot rent for owners or purchasers of mobile homes.</li> </ul>
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# SER Question and Answer Grid



		<ul style="list-style-type: none"> <li>• House insurance premiums that are required pursuant to the terms of a mortgage or land contract.</li> <li>• Energy-related home repairs.</li> <li>• Non-energy-related home repairs. (pg.1)</li> </ul>
60.	List a few home repairs that are covered under this service type.	<ul style="list-style-type: none"> <li>• Energy-relate: Furnace</li> <li>• NON-Energy-related: <ul style="list-style-type: none"> <li>○ Hot Water Heater</li> <li>○ Repairs to the basic structure.</li> <li>○ Septic/waste disposal system.</li> <li>○ Doors/windows.</li> <li>○ Extermination services.</li> <li>○ Electrical.</li> <li>○ Plumbing.</li> <li>○ Roofs.</li> <li>○ Wells/water supply system.</li> <li>○ Wheelchair ramps. (pg.2)</li> </ul> </li> </ul>
<b>ERM 306, Burials</b>		
61.	Which services are covered in this SER manual item?	<ul style="list-style-type: none"> <li>• Burial.</li> <li>• Cremation.</li> <li>• Costs associated with donation of a body to a medical school.</li> <li>• Cremation permit fee for an unclaimed body.</li> <li>• Mileage costs for an eligible cremation of an unclaimed body. (pg.1)</li> </ul>
62.	What is the responsibility of the DHS Staff?	<ul style="list-style-type: none"> <li>• Staff must clearly explain SER burial eligibility requirements and program payment limits to any person making an inquiry. This includes the requirement that the application for SER must be made within 10 business days of burial, cremation or</li> </ul>

donation. (pg.1)

## ERM 307, Migrant Hospitalization

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| 63. | What are the two services provided in this manual item? | <ul style="list-style-type: none"> <li>• Medicaid (MA) provides medical services for migrants who meet all MA eligibility requirements.</li> <li>• Migrant hospitalization (MH) provides inpatient hospital services and limited outpatient services during one 30-day period in 12 months for migrant household members who are not eligible for MA. (pg.1)</li> </ul> |
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## ERM 401, Payments

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| 64. | What form is used to make payments for SER? | <ul style="list-style-type: none"> <li>• <a href="#">DHS-849</a>, Authorization Invoice. The worker must print the DHS-849, sign it, attach the original bill (or other acceptable verification for a bill) and submit it to the fiscal unit for reconciliation purposes. The case copy of the DHS-849 and the bill must be filed in the SER packet. (pg.1)</li> </ul> |
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