

Process Manual
Acting on an Unsigned Application

Overview

This document provides a step-by-step process for acting on an application without a signature. The table below explains the requirements for each High Level Program Group (HLPG).

High Level Program Group (HLPG)	Who Can Sign the Application	Is the signature required?
Adult Financial	<ul style="list-style-type: none"> • Customer • Authorized Representative • Parent or Guardian (when applicant is under age 18) 	Yes
Colorado Works	<ul style="list-style-type: none"> • Customer • Authorized Representative • Parent or Guardian (when applicant is under age 18) 	Yes
Food Assistance	<ul style="list-style-type: none"> • Customer • Authorized Representative • Responsible Household Member (Spouse) 	Yes
Medical Assistance	<ul style="list-style-type: none"> • Customer or another adult in the household • Authorized Representative • Someone acting responsibly on behalf of the applicant* 	Yes
<p>*Individuals acting responsibly on behalf of an applicant include but are not limited to: Parent, specified relatives, legally appointed guardians, and any member with knowledge of the household circumstances</p>		

Process

- 1) Review all pages of the application to determine if the application is signed.
- 2) Do not enter the Application in CBMS Application Initiation (AI).
- 3) Attempt to contact the customer to alert them of the unsigned application.
 - Phone
 - Explain the options to the customer on how to obtain their signature (e.g., in person, fax, email, and PEAK.)
 - Email
 - Scan the signature page and send it to the customer's email address.
 - US Mail
 - Send a copy of the signature page and attach a note requesting their signature.
- 4) If the customer is known to CBMS add a Case Comment explaining the actions taken for the unsigned application.
- 5) When the signed application is received, you may begin the AI using the date received as the application date.
- 6) If the customer fails to return a signed application, follow your Eligibility Site's process.

Do you have any questions or suggestions regarding this process? Please contact the SDC via email SOC_StaffDevelopment@state.co.us

