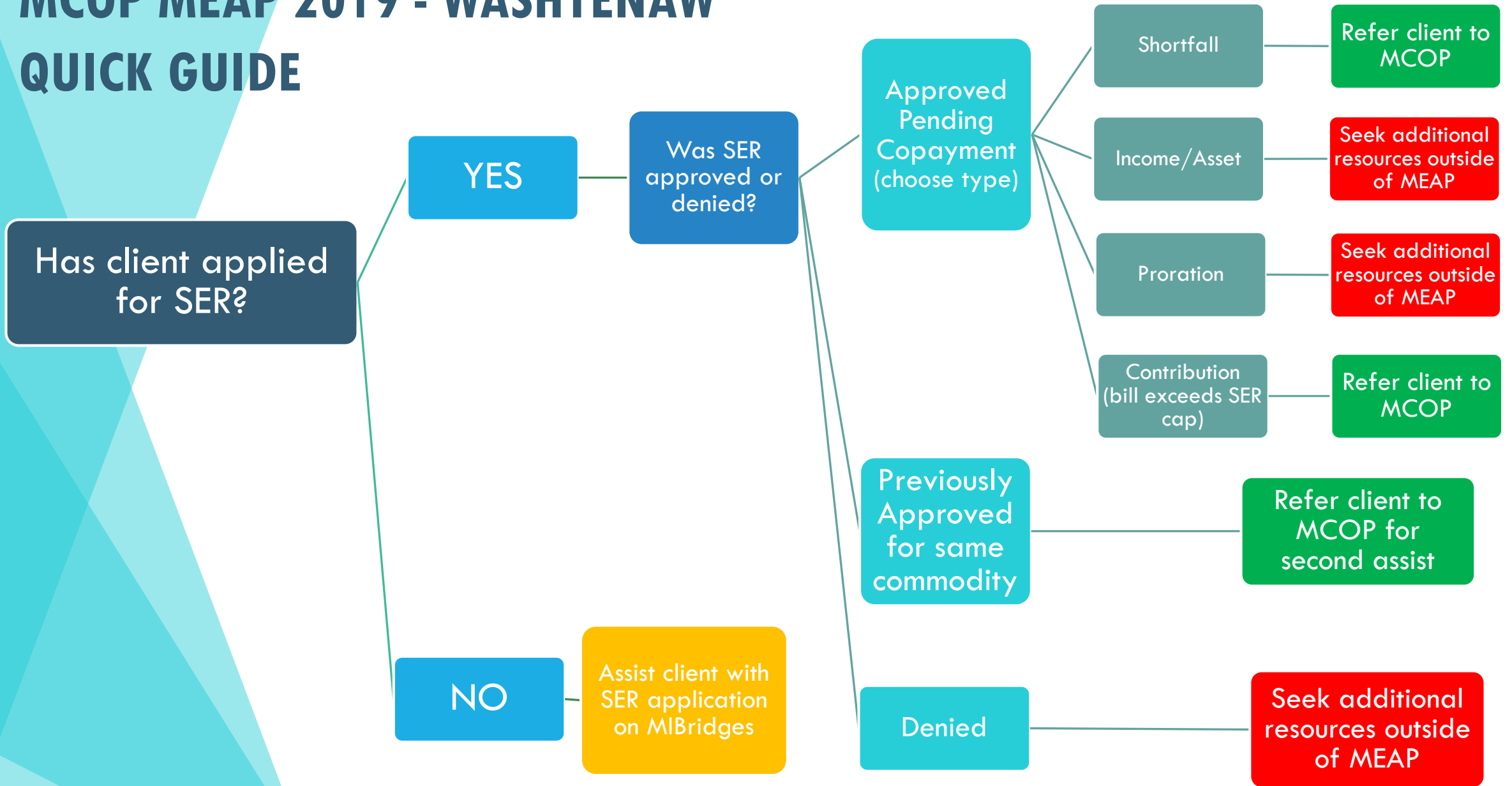


MCOP MEAP 2019 - WASHTENAW

QUICK GUIDE



Has client applied for SER?

YES

Was SER approved or denied?

Approved Pending Copayment (choose type)

Shortfall

Refer client to MCOP

Income/Asset

Seek additional resources outside of MEAP

Proration

Seek additional resources outside of MEAP

Contribution (bill exceeds SER cap)

Refer client to MCOP

Previously Approved for same commodity

Refer client to MCOP for second assist

NO

Assist client with SER application on MIBridges

Denied

Seek additional resources outside of MEAP