

A Transferring Case Files - Case File Transfer to an Office

An office may become aware of the need to transfer an active, closed, or denied case in one of the following ways:

- The participant may advise the current office of an address change.
- The new office may request the case file for a participant who has moved.
- An MA determination is completed for the following:
[Hospitalized applicant\(g\)](#) (Inpatient).
[Treat and Release\(g\)](#) applicant (Outpatient).

In this situation, the OST staff responsible for the file room must complete all of the following:

- Fill out the Case Record Transmittal (FA-556) form and attach it to the outside of the case file.
- Complete the Case Record Transfer Checklist (FA-605) form and place it in the permanent verification side of the case file.
- Route to the EI to send the appropriate Case Transfer Notice for the open programs.
- Transfer the case on CARC and send the case file, including all historical case files, to the new office by close of business the following work day.

For policy regarding changes of address that result in a case transfer, see [Change of Address](#).