

SNAP Quality Control (QC) Reviews

A SNAP Quality Control (QC) review is a way to ensure your eligibility and benefit levels are correct. SNAP QC Economic Stability (ES) Specialists, also known as QC Reviewers (QCRs), review cases on households who have applied for, received, or have been denied SNAP benefits to make sure that your household received the correct amount of SNAP benefits on time or that you were denied correctly. SNAP QC reviews are required by federal law.



Who are the SNAP Quality Control Economic Stability Specialist (Reviewers)?

SNAP QC Reviewers (QCRs) are state employees working with the Louisiana Department of Health (LDH).



Why was my case selected by Quality Control?

Your SNAP case was randomly selected from the computer system for a QC review. Your case was not selected because of something you did or did not do. By reviewing randomly selected cases, LDH can find out if the local office followed the rules set by the federal government.



Do I have to participate in the Quality Control Review?

Yes, if your case was chosen for a QC review, federal law states that you must cooperate with the review. If you do not give the information requested or refuse to cooperate with a QC review, your SNAP case will close, and you will not be eligible for benefits until you complete the review.



What happens during a Quality Control Review?

First, a QCR will look at your case, including reviewing the documentation you provided, to see what actions were taken by the local office. The QCR will need to interview an adult member of your SNAP household and collect documentation to make sure you are receiving the correct amount of SNAP benefits.



Why does Quality Control need to do an interview?

QC rules set by the federal government require that the household be interviewed. If your monthly SNAP benefits are \$100 or less, the interview can be done over the phone. If your monthly SNAP benefits are more than \$100, you must meet with a QCR to complete a face-to-face interview. A face-to-face interview may be conducted in-person or via a video conference using FaceTime, Google Meet, Microsoft Teams, or RingCentral.

Video conference interviews may be conducted from the convenience of your chosen location using a smartphone, computer with video capability, or at your local SNAP office. If you choose this option, please be assured that the video interview will not be recorded, stored, or used for any purpose other than the QC review.



What kind of documents will I need for the Quality Control Review?

You will need to provide verification of income, expenses, who lives in your home, etc. The specific documentation needed may vary depending on your situation, but could include items such as pay stubs, a rental agreement, and utility bills. This documentation may be the same as what you gave your local SNAP office during the application, or it may be more current.

For example, your rental agreement may be the same as when you applied for SNAP, but your pay stubs and utility bill should be for the current month. Even if your documentation is the same, you will need to provide it to the QCR.