

# **Policy Clarifications Medical Assistance - MAWD PMW16750-316**

**Submitted: 07/13**

**Agency: CAOs**

**Citations:**

**Subject: MAWD Premium Vouchers Sent with Error on Business Reply Envelopes**

We have received questions from some of our MAWD recipients about MAWD premium statements they received with no mailing address on the return envelope. What should we do in this situation?

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**Response By: Division of Health Services**

**Date:07/13**

An issue occurred with the mailing of MAWD Premium Statements during the week of June 10<sup>th</sup>. The mailing was sent timely; however the Business Reply Envelopes (BRE) included with some of the statements did not have a return address. Of the 27,000+ individuals mailed a premium statement, approximately 5,120 individuals may have been sent a BRE with no return address. These individuals are not identifiable.

As a result, you may be contacted by MAWD clients with questions about the missing address and concerns about the effect on timeliness of their MAWD premium payments. You may also receive some misprinted BREs as returned mail from the Post Office.

### **What to do with an un-mailed MAWD premium:**

If a MAWD recipient calls or comes in to the CAO because they have no mailing address for their MAWD premium:

- Mail the payment for them using one of the CAO stock pre-addressed MAWD premium BRE given to MAWD clients to mail their initial MAWD premium payment.

When mailing the payment on behalf of the client, be sure to include the client's premium payment voucher, which they would have received with their premium statement. Ensure the MAWD recipient's name and record number is added. A blank voucher can also be printed from the OIM Web at the following link:

[http://oimmanuals/bop/Robo/MA/MAWD\\_Premium\\_Voucher - PA\\_1755\\_1.pdf](http://oimmanuals/bop/Robo/MA/MAWD_Premium_Voucher_-_PA_1755_1.pdf)

- If the recipient cannot bring the payment to the CAO, provide the individual with the following address to mail their payment to the Central Office:

Commonwealth of Pennsylvania  
Department of Public Welfare  
Medical Assistance for Workers with Disabilities  
P.O. Box 8052  
Harrisburg, PA 17105-8052

- If the CAO receives a premium voucher and payment from the Post Office, the CAO worker should re-mail the voucher (with the client's name and record number) and the payment to the Central Office in the CAO stock pre-addressed MAWD premium BRE.

**CAO action when the MAWD unpaid premium alert for June 2013 is received:**

On July 20<sup>th</sup>, when the Central Office sends alert 186 to notify workers of MAWD budgets with unpaid June premiums, the CAO worker must contact the MAWD recipient to determine if Good Cause exists and the reason for Good Cause. If the MAWD recipient claims that he or she did send in their June premium, or that they were affected by the BRE issue, the worker will issue Good Cause code 10 for the month of June. Narrate in the case comments that Good Cause is being granted for the month of June as a result of administrative error due to mailing issues with the June MAWD premiums. Since Good Cause will be for a prior month (June) the CAO must contact the CIS Hotline to request that the correct Good Cause code be entered into CIS/eCIS for June. See MAEH 316.69 for more information on Good Cause/Special Circumstances.

If Good Cause does not exist, or the MAWD recipient cannot be reached, take action by the end of July to close the MAWD budget and issue a proper notice.