

Policy Clarifications - Medicaid - MAWD PMW16814316

Submitted: 08/13

Agency: CAOs

Citations:

Subject: Medical Assistance for Workers with Disabilities (MAWD) Premium Payment Voucher for August 2013 Mailed Late

We have received calls from some of our MAWD recipients who say they did not receive their MAWD premium payment vouchers on time. How should we handle this situation?

Response By: Division of Health Services

Date:08/13

An issue occurred with the mailing of MAWD Premium Payment Vouchers for the month of August that caused the vouchers to be mailed out later than usual. August vouchers were mailed on August 21st and August 22nd.

How to address MAWD recipient concerns:

MAWD recipients who contact the County Assistance Office (CAO) about the late voucher should be instructed to mail their premium payment as normal and should be informed that their payment will be processed in the order it is received by the Central Office.

If a recipient mailed their payment in August before they received the voucher, inquire whether the check or money order was correctly made payable to **“Commonwealth of PA”** and was mailed to the correct address for processing:

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

If a recipient did not use the correct information when mailing the payment, there may be a further delay in payment processing.

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

Because MAWD Premium Payment Vouchers were mailed to MAWD recipients later in the month of August than usual, processing of the payments may not be complete by the end of August.

On September 20th, when the Central Office sends alert 186 to notify workers of MAWD budgets with unpaid August premiums, the CAO worker must check the MAWD website to see if the premium payment for August has been posted. If not, 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 the August premium, or that they were affected by the late voucher, the worker will issue Good Cause code 10 for the month of August. Narrate in the case comments that Good Cause is being granted for the month of August as a result of administrative error due to late mailing of MAWD premium vouchers by the Central Office. Since Good Cause will be for a prior month (August), the CAO must contact the CIS Hotline to request that the correct Good Cause code be entered into CIS/eCIS for August. See *Medical Assistance Eligibility Handbook* §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 September to close the MAWD budget and issue a proper notice.