

**Policy Clarification – Medicaid – MAWD
PMW-16905-316**

Date: October 29, 2013

Subject: Delayed Processing of MAWD Premium Payments

Question: MAWD clients have called in to the CAO to say that they paid their MAWD premium for the previous month but their MAWD was closed for failure to pay the premium. The MAWD website shows that no payment was processed. How should we handle this situation?

Response by: Division of Health Services

The Central Office is experiencing a temporary backlog with the processing of MAWD premium payments. Until the backlog is cleared, some MAWD premium payments may be processed later than usual.

MAWD recipients who contact the CAO about a MAWD budget closure and claim that they did pay the previous month's premium should be reassured that if a payment was sent it will be processed as soon as possible.

If the MAWD budget was closed for failure to pay premiums, the CAO worker should:

- Check the MAWD website to see which premium months are unpaid.
- If September 2013 is the only unpaid month and the individual is otherwise eligible, reopen MAWD effective October 1st.
- Narrate in case comments that MAWD is being reopened effective October 1st due to delayed processing of the September 2013 MAWD premium by the Central Office.

If the MAWD recipient owes premiums for any month prior to September 2013, the individual is ineligible and MAWD should remain closed. MAWD can only be reopened when all premiums are paid.

Note: Alert 182 is sent to notify workers of retroactive MAWD premium payments.