

# **Policy Clarifications - Medicaid - Long Term Care PMN16257440**

**Submitted: 06/12**

**Agency: CAOs**

**Citations:**

**Subject: Submitting Undue Hardship Waiver Requests**

Can Undue Hardship Waiver requests be submitted via email to the Bureau of Policy?

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**Response By: Division of Health Services**

**Date:06/27/12**

Yes, a dedicated email account has been established for the submission of undue hardship waiver requests. The requests can be emailed to [RA-unduehardships@pa.gov](mailto:RA-unduehardships@pa.gov), which can be found via the global address list under PW, Undue Hardship Requests.

When submitting an undue hardship waiver request via email, please do the following:

- Ensure the undue hardship waiver request is submitted on the official form (PA 1827 or PA 1827E).
- Ensure that if the request is submitted by a LTC facility, that the facility has the right to represent and has provided a LTC Service Provider Authorization form (PA 1826).
- List the individual's name, county and case record number on the subject line.
- Include a scanned copy of the undue hardship waiver request and CAO decision form (PA 1855).
- Include supporting documentation submitted with the request or scan and image this information to the case record.

Reminder: It is not necessary to include CIS or IV-B printouts of case screens or narratives with the undue hardship waiver requests.

Please begin using the dedicated email account to submit undue hardship waiver requests versus faxing or mailing the requests.