

(Revised 11/25/13)
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~~ **experienced** a temporary backlog with the processing of MAWD premium payments. ~~Until the backlog is cleared,~~ **Some** MAWD premium payments may ~~be~~ **have been** processed later than usual.

How to address MAWD recipient concerns:

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 **August, September or October 2013** ~~is~~ **are** the only unpaid months, and the individual is otherwise eligible, reopen MAWD effective ~~October 1st~~ **the first day of the month following the month of closure.**
- Narrate in case comments that MAWD is being reopened ~~effective October 1st~~ due to delayed processing of ~~the September 2013~~ MAWD premiums 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.~~

CAO action when the MAWD unpaid premium alert is received:

When the alert 186 is received in November, check the MAWD website. If the premium for August, September and/or October are not posted, contact the recipient to determine if Good Cause (GC) exists. If the recipient claims to have sent payment for those

months, issue GC code 10 for the unpaid months. The CAO must contact the CIS Hotline to enter GC for previous months. Narrate in case comments that GC code 10 is being granted as a result of administrative error due to delayed MAWD premium processing. See *Medical Assistance Eligibility Handbook, Chapter 316.69*.

If GC does not exist, or the MAWD recipient cannot be reached, take action by the end of the month to close MAWD, narrate and issue a proper notice.

This policy clarification becomes obsolete on December 13th, 2013.