



**DATE:** June 19, 2015

**OPERATIONS MEMORANDUM #15-06-04**

**SUBJECT:** Affordable Care Act (ACA) Technological Enhancements - Automated Actions and Reported Changes in COMPASS

**TO:** Executive Directors

**FROM:** Inez Titus  
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**PURPOSE**

To inform County Assistance Offices (CAOs) of the ACA Technological Enhancements implemented effective June 29, 2015, which include automated actions for age alerts, Income Eligibility Verification System (IEVS) hits, and client reported changes via COMPASS. Additionally, a real-time interface will be introduced for information received from the Justice Network (JNET).

**BACKGROUND/DISCUSSION**

Currently, all age alerts, IEVS hits and client reported changes via COMPASS are processed manually by the CAO. Also, criminal history information is available only through batch interfaces on Exchange 10 (CJIS) or a real-time interface with the Social Security Administration (SSA), which provides incarceration information only.

On June 29, 2015, system changes will be made to provide automated processing of certain age alerts, IEVS hits and client reported changes via COMPASS for cases containing Modified Adjusted Gross Income (MAGI) Medical Assistance (MA) budgets only. An interface will also be established with JNET to provide criminal history information in real-time in addition to the current batch and real-time processes.

**Automated Action - Age Alerts**

Currently, when an age alert is received, the CAO must manually review the case and re-run eligibility to determine ongoing MA eligibility for the individual who has had a change in age.

With the June release, certain age alerts for eligible individuals active in MAGI only cases will be automatically reviewed and cleared by the system. These alerts are:

- Alert 004 - Child Turning 6 & Alert 103 - Child Turning 1
  - If the child remains eligible for MAGI MA after the automated processing, the system will authorize the appropriate category, program status code and target type. An automated comment will be entered and an automated processing summary will be available in Case Management for the automated action. The system will automatically clear the alert.
  - If the child does not remain eligible for MAGI MA, or would be eligible for TANF-related Medically Needy Only (MNO) MA, the age alert would be routed to the CAO for processing.

#### **Automated Action - IEVS Hits**

Currently when an IEVS hit is received, the CAO must manually review the case and take any action as required by the hit. With the June release, certain IEVS hits for individuals who are active in MAGI only cases will be automatically reviewed and cleared by the system. IEVS hits from the following exchanges will be considered:

- Exchange 2 - Pennsylvania Unemployment Compensation (UC)

For hits received from Exchange 2, the system will automatically adjust the UC income and clear the hit. The system will only process Exchange 2 hits that have the following adjustment codes:

- 03 - Payment used, in whole or in part, to offset overpayment
  - 29 - Child Support - Full week withdrawal
  - 31 - Child Support - Partial week withdrawal
  - 34 - Federal Income Tax - Full week
  - 35 - Federal Income Tax - Partial week
- If the hit meets the above criteria, and the individual remains eligible for MAGI MA, the system will adjust the UC income in the case (if necessary), create an automated comment as well as an automated processing summary and clear the hit with the applicable disposition code.
  - If the hit does not meet the criteria above, the hit will be routed to the CAO for processing.
  - If the addition of the UC income causes ineligibility for MAGI MA, the hit will be routed to the CAO for processing.

- Exchange 8 - Deceased Persons Match (DPM)
  - The system will either perform an Individual Delete (if multiple individuals on the case) or close the case (if single individual) when a hit from exchange 8 is received. If the remaining individuals on the case continue to be eligible for MAGI MA, the system will enter an automated comment, create an automated processing summary in Case Management and will dispose of the hit.
  - If the remaining individuals on the case will not continue to be eligible for MAGI MA, the hit will be routed to the CAO for processing.
  - If the individual being deleted is the payment name on the case with multiple individuals, the IEVS hit will not be automatically processed and will be routed to the CAO.

Information received from sources available through Exchange 8 will now be considered verified upon receipt for MA.

### **Real-Time Interface with JNET**

With the introduction of a real-time interface with JNET, CAOs will have access in real-time to some information currently available via Exchange 10 (CJIS). The JNET service provides information for both incarceration and warrants. The JNET real-time service will provide information from the following sources:

- Department of Corrections (DOC) - County & State
- Pennsylvania Board of Probation and Parole (PBPP)
- Administrative Office of Pennsylvania Courts (AOPC)

The existing batch functions within Exchange 10 will continue to be used.

### **Automated Actions - Client Reported Changes via COMPASS**

Currently individuals with My COMPASS Accounts (MCA) are able to create and send MCA tickets to CAO workers. Individuals are presented with a series of free-form text boxes for pertinent items (income, household, etc.) and are able to type out communication to the CAO.

With the June release, MCA will have data field enhancements to collect information from individuals receiving benefits. Some reported changes will be automated if the individual is active on a case containing only MAGI MA (with the exception of address and contact changes which will also include non-MAGI MA, TANF

and SNAP budgets). The following changes will be automated (unless otherwise noted):

- Address Change-Residential & Mailing

- If the individual reports a residential address within the same county, the system will automatically update the case record with the new reported address.

**Note:** Address changes reported within the same county will be updated for all cases (including non-MAGI MA, TANF and SNAP), not only those that contain only MAGI budgets. The following budgets are exceptions for automation of reported address changes:

- PC 30, 31, 32, 33, 34, 35, 36, 37
  - PAN, PCN, PJN, PVN
  - TAN, TJN, TVN
  - A, J, M
- If the individual reports an inter-county residential address change, a ticket will be created for the CAO to review.
  - If the individual reports an out-of-state residential address, the system will automatically close the case with reason code 064 (Permanent Move Out of State).

**Note:** Out-of-state address changes will be automatically processed for cases with only MAGI budgets.

- If the individual reports a mailing address in a different county or state, but the residential address remains in the same county, the system will automatically update the mailing address.

- Contact Information Change

- If the individual reports a change in phone number or email address, the system will automatically update the case record.

**Note:** Contact information changes reported will be updated for all cases (including non-MAGI MA, TANF and SNAP), not only those that contain MAGI budgets. The following budgets are exceptions for automation of reported contact information changes:

- PC 30, 31, 32, 33, 34, 35, 36, 37

- PAN, PCN, PJN, PVN
  - TAN, TJN, TVN
  - A, J, M
- Income Changes
    - New Job
      - If an individual reports new employment, the system will automatically generate a PA253 requesting that the individual return the Employment Verification Form (PA 1897).

A ticket will be created for the CAO for tracking purposes.
    - Change in Wages
      - If an individual reports an increase or decrease in their wage amount, the system will attempt to verify the change. A call will be made to both the Department of Labor & Industry (DLI) and TALX in an attempt to verify the reported change.
        - If the system is able to verify the income amount, the number of employers reported by the data source matches the number of employers in the case for the individual(s), the income remains reasonably compatible and the individual(s) on the case remains eligible for MAGI MA, the system will update the wage information in the case.
        - If the call to DLI/TALX has no response, a PA 253 will be generated to request the income verification from the individual and the ticket will be routed to the CAO for review.
        - If the number of employers reported by the data source matches the number of employers in the case for the individual(s), if the income reported from DLI/TALX is not reasonably compatible, or if the individual(s) on the case will no longer be MAGI eligible with the change in income, a PA 253 will be generated to request the income verification from the individual and a ticket will be generated to the CAO to review the reported information.
    - Change in Social Security Benefits

- If an individual reports a change in Retirement, Survivor's and Disability Insurance (RSDI) benefits and/or Supplemental Security Income (SSI), the system will automatically process an IEVS request for Exchange 3 – BENDEX and/or Exchange 6-SDX.
- Change in Pennsylvania Unemployment Compensation (UC)
  - If an individual reports a change in UC benefits, the system will automatically process and IEVS request for Exchange 2-UC (DLI).
- Household Changes
  - Report of Pregnancy
    - If a woman reports a new pregnancy (three or fewer unborn children) and is active in a MAGI budget, in a case that contains MAGI only budgets, the system will update the case record with the pregnancy information.
    - If any eligible individual on the case would be ineligible after the system automatically runs eligibility, the ticket will be routed to the CAO for review.

**Note:** Women can self-attest to pregnancy without providing additional information. However, if the CAO believes the reported pregnancy is questionable, further documentation can be requested.

### **NEXT STEPS**

1. Share and review this information with appropriate staff members.
2. Please contact your Area Manager if you have questions regarding this Operations Memorandum.
3. This Operations Memorandum will become obsolete upon release of revised Handbook changes.