**Policy Clarifications –**

**Medicaid**

**PMA 18492-377**

**Submitted: May 2017 Agency: CAOs**

**Subject: Unwritten Requests to Close Medical Assistance (MA)**

**Question**: What should the CAO do when the CAO receives a phone call or a Change Center ticket requesting to close an MA case?

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| **Response By:** Division of Health Services | **Date: 5/19/2017** |

A written request is required to close MA benefits. When a CAO receives a phone call or a Change Center ticket from an individual requesting to close his or her MA benefits, the CAO must ask for the request to close MA benefits in writing. The CAO will send the individual a PA 1829 Voluntary Withdrawal Form, and include a PA 253 with a due date of 10 days.

If the signed PA1829 or signed written request to close MA is not received by the due date on the PA 253, the CAO must close the MA budget with a 042 Failure to Provide Verification notice.

NOTE: If a request to close MA is made in person, the CAO will have the person sign the PA 1829 form.

Example 1: Mr. Stevens calls the CAO and tells the worker he wishes to close his MA benefits. The worker asks Mr. Stevens to complete and sign the PA1829 form which will be mailed to him, or submit a signed written statement asking for his MA benefits to close. The worker sends the PA1829 and PA253 with a due date in 10 days. The worker receives the completed, signed PA1829 by the due date and closes Mr. Stevens’ MA with the 063 Notice of Voluntary Withdrawal.

Example 2: Mrs. Allen submits a request to close her family’s MA case through her My COMPASS account. The CAO receives a ticket, and sends Mrs. Allen the PA1829 and PA253 with a due date in 10 days. The CAO does not receive the signed and completed PA 1829 or a signed written statement within 10 days. The CAO worker closes the Mrs. Allen’s MA case with the 042 Failure to Provide Verification notice.