



DATE: February 25, 2016

OPERATIONS MEMORANDUM #16-02-04

SUBJECT: Medical Assistance (MA) Fast Track Enrollment

TO: Executive Directors

FROM: Inez Titus
Director
Bureau of Operations

PURPOSE

To inform County Assistance Offices (CAOs) of the implementation of the Fast Track enrollment process beginning February 1, 2016. Fast Track enrollment is intended to streamline and simplify enrollment of certain targeted populations into MA.

BACKGROUND

Pennsylvania submitted a waiver to the Centers for Medicare and Medicaid Services (CMS) to allow the state to implement a Fast Track enrollment process for certain targeted populations.

The Department of Human Services (DHS) will use the Fast Track enrollment process to connect Pennsylvania citizens with MA benefits. Enrollment will be a simplified automated process that will reduce the administrative burden of MA enrollment.

The groups of individuals that are targeted for enrollment are as follows:

1. Parents of children currently enrolled in MA with gross household income at or below 138 percent of the Federal Poverty Level (FPL)
2. Recipients of Supplemental Nutrition Assistance Program (SNAP) only benefits with gross household income at or below 138 percent FPL

NOTE: LIHEAP-only cases will not be targeted for Fast Track enrollment at this time but may be in the future, pending CMS approval.

Targeted individuals are determined eligible for Fast Track by meeting (but not limited to) the following criteria:

- Recipients age 0 to 64
- U.S. citizen or have satisfactory immigration status
- Not currently enrolled in MA or Children's Health insurance Program (CHIP)
- Not disabled

DISCUSSION

DHS will identify individuals eligible for Fast Track by using data already available to the state in an active case record. A file of the identified individuals will be provided to a third party vendor on a monthly basis.

The third party vendor will mail a letter (see [Attachment 1](#)) to the head of household stating that the individuals listed on the letter qualify for MA through Fast Track enrollment. The person providing consent will check a "yes, I want to enroll" box and sign to consent to enrollment for all individuals listed. Consent can be obtained by returning the signed letter to the third party vendor or calling the number listed on the letter. The third party vendor will collect signed or verbal Fast Track enrollment consents and provide these to DHS in a file on a weekly basis. DHS will process the file in a nightly batch.

NOTE: The application date for the MA Fast Track application is considered the date the third party vendor receives the consent for enrollment. The vendor will provide the application consent date in the file.

Once the file is received and processed, there are three possible outcomes for a Fast Track application:

1. **AUTO-OPENED:** A targeted individual's information is received through the file and is auto-enrolled in MA. An auto-opening will require no action by the caseworker and the following automated system actions will occur:
 - System application created and MA request generated.
 - Tax filing status defaulted to unknown and Employment and Training Program code defaulted to 22 if this information is not available in case record.
 - Individual assigned to MG91 category if age 19 and over, or assigned to MG00 if age 0-18.
 - Notice of eligibility issued with new Fast Track notice code 971, option A (See [Attachment 2](#)).

- Renewal date of Fast Track auto-opened MA budget will be aligned with existing open budget.
 - If two or more budgets are open with different renewal dates, the earlier renewal date will be used.
- Auto case comment populated in eCIS.
- Automation Processing Summary generated and available for review.

NOTE: A full MA determination is not performed for auto-opened Fast Track recipients. The individuals are mapped to an existing MA budget and eligibility result details will not be available.

The caseworker must re-evaluate eligibility for a Fast Track recipient using a full Modified Adjusted Gross Income (MAGI) determination at the next budget renewal or maintenance action that results in eligibility to be run on the case.

2. REJECTED: An individual's circumstances have changed since they were selected as eligible for Fast Track enrollment and the individual no longer meets the Fast Track eligibility criteria.

An individual is rejected from Fast Track auto-enrollment for the following reasons:

- Already receiving MA or Cash
- Case is closed
- Individual was removed from the case
- Individual is now inactive
- Individual is citizenship code 5 (not a citizen)

The following automated system actions will occur for a rejected Fast Track application:

- System application created.
- An appealable notice of ineligibility issued with notice code 971; options B through E ([see Attachment 2](#)).
- Auto case comment populated in eCIS.

NOTE: No Federally Facilitated Marketplace or CHIP referrals will be made for rejected Fast Track applications.

3. **EXCEPTIONED:** While it is anticipated that the majority of Fast Track applications will be auto-opened, there may be some applications that exception to a caseworker to process eligibility manually because an individual meets exception criteria.

Exception reasons are:

- Citizenship code of individual is 2, 3, 4, or 6.
- Individual now has a disability record.
- Individual now has a missing SSN.
- Case is in an active workflow.
 - If a case is in an active workflow, two attempts will be made on two successive nights to complete auto-enrollment for the MA Fast Track application. The application exceptions out to the caseworker only after the second unsuccessful attempt at auto-enrollment.
 - Non-MA applications in an active workflow will be exceptioned. If the non-MA application is not in an active workflow, the MA fast Track application will be auto-opened.
- MA application was denied in the last three months from the consent date (Fast Track application date).
- Case has a future close date due to an inter-county transfer.
 - **IMPORTANT:** The caseworker in the losing county must authorize an MA eligibility period as a NCE in the losing county.
- Other individual(s) on the case exception out from the auto enrollment process.
- Case has an MA application pending.
- Individual's consent date is more than 60 days in the past.
- System encountered an error during the auto-enrollment process.
 - The system will attempt to auto-open the Fast Track application. If automation is not successful the application will be routed to a clerical worker's Workload Dashboard (WLD) for review and assignment. Other than this exception, all other exceptions will be system assigned and routed directly to a caseworker's WLD.

When an application exceptions from Fast Track enrollment, the application can be identified by the following methods:

- Automated case comment - a comment will automatically populate stating that MA was not processed due to an exception.
- Automation processing summary - a searchable record of the exception will be available which details the reason for the exception.

A system application will be created for Fast Track individuals regardless of the outcome of the application. Auto-opened, rejected and excepted applications will have an application number in eCIS which is searchable in Application Processing (AP). A disposition code of 971 will be displayed in AP for auto-opened or rejected applications. An auto-opened application will have a status of approved.

NOTE: There will be no PDF, COMPASS application, or other viewable form for a Fast Track application.

When the MA Fast Track application exceptions from the auto-enrollment process, the application will appear as “MA FST TRK” on the caseworker’s WLD.

The caseworker must follow the steps listed for processing exceptions:

- a. Use current application processing procedures and review the individual for MA eligibility.

NOTE: A new green alert will appear on the case summary screen notifying the caseworker that the application is a Fast Track application and that information may be incomplete.

- b. Process application using information already in the case record and available data source information.

NOTE: The caseworker must use unknown as the default value for tax filing status if tax information is not available in the existing case.

- c. Request information or verification from the individual only if additional information is needed and not available to determine MA eligibility.
- d. Run eligibility and send the appropriate existing system notices for eligible and ineligible individuals.
- e. Set the MA budget renewal date using existing budget alignment policy.

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. The MA Fast Track targeted enrollment strategy is a time-limited initiative. This Operations Memorandum will become obsolete upon termination of the Fast Track initiative.

Attachments:

[Attachment 1](#) – Sample Fast Track Outreach Letter and Rights and Responsibilities

[Attachment 2](#) – Eligible and Ineligible Notice text for Fast Track - Notice 971 Opt. A - E