

**Policy Clarifications –  
Medicaid – MAWD  
PMW-18980-316**

**Submitted: 6/13/2018**

**Agency: CAOs**

**Subject: Returned Medical Assistance for Workers with Disabilities (MAWD)  
Premium payments due to Temporary Mailbox Closure**

**Question:** Why are some MAWD recipients and CAOs receiving MAWD premium payments as returned mail that were sent to the correct MAWD mailbox? What should be done with the returned mail?

---

**Response By: Division of Health Services**

**Date: 6/15/2018**

The mailbox for MAWD premiums was inadvertently closed on May 15, 2018 causing MAWD premium payments to be returned to some of the recipients and to CAOs as undeliverable. The mailbox was reopened on June 5, 2018.

As a result, CAO's may be contacted by a MAWD recipient with questions about why their MAWD premium payment has been returned and what to do next.

**What to do with a returned premium payment:**

- If a MAWD recipient comes in to the CAO because their MAWD premium payment was returned, the CAO should either mail the premium payment for the client in a CAO stock pre-addressed MAWD premium business-envelope (BRE) (usually used by MAWD clients to mail their initial MAWD premium payment), or provide the client a CAO stock pre-addressed MAWD BRE.
- If a MAWD recipient calls because their MAWD premium payment was returned, provide the individual with the following address to mail their payment to the Central Office or send them a BRE.

Commonwealth of Pennsylvania  
Department of Public Welfare  
Medical Assistance for Workers with Disabilities

P.O. Box 8052  
Harrisburg, PA 17105-8052:

- If the CAO receives a MAWD premium voucher and payment from the Post Office, the CAO worker should re-mail the voucher (with the client's name and record number) and the payment to the Central Office in the CAO stock pre-addressed MAWD premium BRE.
- If the CAO does not have any pre-addressed MAWD BRE in stock, the CAO should mail the clients payment for them so the client does not incur a postage fee.

When mailing the payment, the client or CAO should be sure to include the individual's premium payment voucher, which they would have received with the premium statement and ensure the MAWD recipient's name and record number is added.

**Note:** A blank voucher can also be printed from the OIM Web at the following link:

[http://services.dpw.state.pa.us/oimpolicymanuals/ma/PA\\_1755.1\\_1st\\_proof.pdf](http://services.dpw.state.pa.us/oimpolicymanuals/ma/PA_1755.1_1st_proof.pdf)

#### **CAO action when the MAWD unpaid premium alert for May 2018 is received:**

When alert 186 is generated on June 20<sup>th</sup>, notifying workers of MAWD budgets with unpaid May premiums, the CAO worker must contact the MAWD recipient to determine if Good Cause exists and the reason for Good Cause. If the MAWD recipient states that he or she did mail the payment or that their premium payment was returned, the CAO must submit a Service Now request to have good cause code 10 entered in the system for Ma. See MAEH 316.69 for more information on Good Cause/ Special Circumstances.

A case comment must be entered stating: Good Cause code 10 is being granted for the month of May as a result of administrative error due to a temporary MAWD mailbox closure.

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