

# Policy Clarification – Medicaid-All PMA-18839-377

**Submitted:** 2/18

**Agency:** CAOs

**Subject:** Notice Types to Close Medical Assistance (MA) for Voluntary Withdrawal or Moving out of State

Question: Should the CAO use a Confirming or an Advance notice when an individual requests to close MA due to a voluntary withdrawal or moving out of state?

**Response By:** Division of Health Services

**Date:** 2/28/18

Depending on how the request is received will dictate whether the CAO will use a Confirming or an Advance notice when an individual requests to close MA due to a voluntary withdrawal or moving out of state.

A Confirming Notice is sent when a written request is received or the individual signs a Voluntary Withdrawal Form (PA1829) at the CAO.

**NOTE:** The CAO must close MA from the eCIS Budget Action Screen to issue a three-day 063 Notice of Voluntary Withdrawal or 064 Permanent Move out of State Confirming Notice.

Example 1: Mr. Davis sends a letter reporting he has moved to another state for a new job. The CAO worker closes Mr. Davis' MA case with a 064 three-day Confirming Notice.

Example 2: Mr. McCain comes in to the CAO and states that he wishes to close his MA benefits. Mr. McCain completes and signs the PA1829. The CAO worker closes Mr. McCain's MA case with a 063 three-day Confirming Notice.

An Advance Notice is sent when there is a verbal request and a written request has not been provided. The completed PA 1829 or a written request is *not* required when sending an Advance Notice for voluntary withdrawal or moving out of state.

**NOTE:** The worker must close MA from the Case Non-Financial Screen to issue a 15-day 063 or 064 Advance Notice to Discontinue.

Example 1: Ms. Stevenson calls the Statewide Customer Service Center and requests closure of her MA benefits. The worker closes Ms. Stevenson's MA with a 063 15-day Advance Notice to Discontinue.

Example 2: Mrs. Joseph calls the CAO to report she and her family have relocated to New Jersey. The worker closes the family's MA case with a 064 15-day Advance Notice to Discontinue.

This Policy Clarification obsoletes PMA 18492-377.