

Policy Clarifications

Long-Term Care - All

PMN-20796-489

Submitted: February 28, 2022

Agency: CAOs

Subject: How to Process Community HealthChoices (CHC) Waiver Cases with the Correct Enrollment Date after Encountering a TIPR Error

Question: What is the procedure for enrolling a case into a CHC waiver after a TIPR error has been encountered and subsequently fixed?

Response By: Division of Health Services

Date: March 7, 2022

As explained in [Operations Memorandum 19-10-01](#), the CHC waiver start date is the date waiver benefits are processed, unless the case meets one of the exceptions listed. In most cases, the County Assistance Office must enter the actual date benefits are being processed on the Program Request Screen and on the Waiver Screen in the Electronic Client Information System (eCIS). This allows the individual to be enrolled in the CHC managed care plan effective the day after the benefit is processed.

If a caseworker receives a TIPR error while attempting to authorize the CHC waiver, enrollment in CHC managed care will be delayed. The caseworker must take the following steps to enroll the eligible individual into the CHC waiver without a delay once the TIPR error has been resolved.

1. The caseworker must send an email to RA-PWEnrollmentUnit@pa.gov within 5 days of TIPR error resolution and include the following:
 - Master Client Index number of the recipient.
 - First and last name of the recipient.
 - Retroactive effective date of CHC enrollment.
 - The date the TIPR error was received.
 - The date the TIPR error was resolved.

2. If a Service Now ticket was created to resolve the TIPR error, the caseworker must include the date that the Service Now ticket was created and the date it was resolved.
3. If the caseworker delayed sending the email to the Office of Long-Term Living's (OLTL) Enrollment Unit, the reason for the delay must be provided in the email.

Example:

- On February 18, 2022, the caseworker attempts to authorize a CHC waiver case with a program request date and waiver start date of February 18, 2022 but encounters a TIPR error.
- After reviewing the [eCIS Error Reporting Guide](#) and taking all necessary steps, the caseworker waits until the next day for TIPR resolution. The following scenarios may occur:
 - The case is reviewed the next day on February 19, 2022 and the TIPR error has been resolved; the case is authorized on February 19, 2022 with the original program request date and waiver start date of February 18, 2022. Case authorization on February 19, 2022 will cause a delay in managed care enrollment.
 - The case is reviewed and the TIPR error has not been resolved after two full business days. The caseworker will have to create a Service Now ticket to resolve the error and complete case authorization; therefore, causing a delay in managed care enrollment.
- Upon resolution of the TIPR error, the caseworker will finish processing the case. Based on the email request made to OLTL's Enrollment Unit, the individual will be enrolled in the CHC managed care plan effective February 19, 2022 and there is no delay in the CHC managed care coverage.