

**Policy Clarifications – Medicaid – MAWD
PMW-16974-316**

Submitted: 01/14/2014 Agency: CAOs

Subject: MAWD Premium Processing

Question: What action should CAOs take for MAWD recipients who say they have paid their previous month's MAWD premium but the MAWD website shows that the premium is overdue?

Response By: Division of Health Services

Date: 01/14/2014

The Central Office is currently processing a backlog of MAWD premiums.

MAWD recipients should be reassured that payments sent to the Central Office will be processed as soon as possible.

Adverse action is not taken on MAWD budgets for late premiums until Alert 186 is received on the 20th of the month.

CAO action when the MAWD unpaid premium alert is received:

When Alert 186 is received on the 20th of the month, check the MAWD website. If the premium for the previous month is not posted, contact the recipient to determine if Good Cause (GC) exists. If the recipient claims to have sent the payment for the previous month, issue GC code 10 for that month. The CAO must contact the CIS hotline to enter GC for previous months. Narrate in case comments that GC code 10 is being granted as a result of administrative error due to delayed MAWD premium processing. See *Medical Assistance Eligibility Handbook* Chapter 316.69.

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

This policy clarification becomes obsolete on April 20th, 2014.

PMW 16958-316 is obsolete with the publication of this clarification.