**Policy Clarifications**

**Medical Assistance – All**

**Long Term Care – All**

**PMA-19932-378**

**PMN-19932-472**

**Submitted: 04/15/2020 Agency: CAOs**

**Subject:** **Resource Verification for Medical Assistance (Including Long-Term Care (LTC) and Home and Community-Based Services (HCBS) During the Coronavirus (COVID-19) Emergency**

**Questions**:

1. Should the CAO make a manual Asset Verification System (AVS) request for MA applications during the COVID-19 emergency?
2. Can the CAO authorize MA benefits if the applicant cannot obtain financial documentation due to incapacity?
3. Can the CAO take self-attestation of a Direct Express account balance during the COVID-19 emergency?

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| **Response By: Division of Health Services** | **Date: 05/11/2020** |  |

1. Yes. During the COVID-19 emergency, the CAO should request resource information manually on Exchange 12 for any cases that appear potentially eligible for a non-Modified Adjusted Gross Income (non-MAGI) category of MA.

**Reminder:** For applications AP’d as Long-Term Living (LTL) or Medical Assistance Waiver (MAW) eCIS automatically makes an AVS request.

1. If the applicant’s representative states that financial documentation cannot be provided because the applicant is incapacitated or that guardianship cannot be obtained during the COVID-19 emergency, the CAO should request verification of incapacity or that guardianship proceedings will begin after the emergency ends. Documentation such as a doctor’s signed statement or a letter from an attorney should be scanned to the case record. The CAO will then send a request for the Bureau of Policy to review the record through the policy clarification submission process. County and record number as well as a brief background should be included in the request.

**Example:** The LTC facility submits an application for Allen. The CAO requests all financial documentation. Allen’s attorney sends a signed letter verifying that guardianship is being requested; however, it cannot be obtained during the COVID-19 emergency because courts are closed. The CAO will scan the attorney’s letter to the case record and will submit a policy clarification request.

1. Yes. If the applicant does not provide or cannot verify the balance in their Direct Express account because they are unable to reach Direct Express, the CAO will use the balance listed on the application. Direct Express accounts are only used to deposit Federal Benefits such as Supplemental Security Income (SSI) and Retirement, Survivors and Disability Insurance (RSDI).