

Policy Clarifications – Medicaid – All PMA-17420-376

Submitted: Agency: CAOs

Subject: Medical Assistance (MA) Renewals due in January 2015 and February 2015

Question:

We have discovered that:

1. Many MA renewal packets due in January 2015 were mailed late.
2. January 2015 and February 2015 renewal packet/verification due dates for auto-scheduled MA renewals are the same as actual renewal due dates that fall on the last day of the month.

How will this affect the CAOs as we may have overdue renewals?

Response By: Division of Health Services

Date: 1/23/15

1) January 2015 auto-scheduled MA renewals were mailed late due to unexpected system issues. CAOs are required to give the clients 30 days to return the packet and all necessary verification in spite of having the possibility of overdue renewals. For January 2015 MA renewals mailed late in December-early January, CAOs must not close MA for Failure to Provide Information (042) until the 30 days from the date the packet was mailed have passed.

Example: The MA is due for renewal on January 31, 2015 and the renewal packet/verification is also due January 31, 2015. The renewal packet was mailed on January 2, 2015. The CAO may not close MA for Failure to Provide Information until February 2, 2015.

2) The issue of renewal packet/verification being due on the same day as the actual renewal due date is a known issue. We are working on making a change to give 30 days from the day the packet is generated and mailed. However, this issue may extend past the February 2015 renewals.

The renewal packet/verification due date is populated on the renewal forms. The CAO must wait to see if the packet/verification is returned by the due date prior to closing MA benefits for Failure to Provide Information (042). This allows the client over 30 days to return the renewal packet/verification.

If the required information is received, CAOs should process the MA renewal no later than the 13th of the month following the renewal due date.

Note: Processing renewals after the renewal due date for the reasons addressed in this clarification will not be considered an error for late processing of the renewal.

This policy clarification will become obsolete once the issues it addresses are resolved.