**Policy Clarification**

**Medical Assistance – All**

**PMA-20561-378**

**Submitted: 6/10/2021 Agency: CAOs**

**Subject: Beneficiary and Earnings Data Exchange (BENDEX) State Code Issue**

**Question**: **What action should the CAO take when Exchange 3 (BENDEX) reports a client’s state code as California but shows their address is still in Pennsylvania?**

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| **Response By: Division of Health Services** | **Date: 6/16/2021** |  |  |
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In April 2021, an issue in the national BENDEX (Beneficiary and Earnings Data Exchange) resulted in an erroneous change in state code for 2,024 Pennsylvania residents. The change misidentified these individuals as being residents of California (state code 050), even though their actual address did not change.

The County Assistance Office (CAO) is advised to review any BENDEX hit generated for a change in state code from Pennsylvania (390) to California (050) to confirm that the individual’s payee address on the Source Demographics tab was not changed to a California address. Once confirmed, the CAO may dispose the hit with no action necessary.

**IMPORTANT:** While information on BENDEX is considered verified upon receipt for all benefits, during the COVID-19 Public Health Emergency the CAO must verify an out-of-state move before taking any action to close MA.