



Department of Human Resources
311 West Saratoga Street
Baltimore MD 21201

ACTION TRANSMITTAL

Control Number: # 15-13

Effective Date: November 18, 2014

Issuance Date: November 18, 2014

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISOR AND ELIGIBILITY STAFF
HEALTH OFFICERS, LOCAL HEALTH DEPARTMENTS
MCHP SUPERVISORS AND ELIGIBILITY STAFF
DEPARTMENT OF HEALTH AND MENTAL HYGIENE ELIGIBILITY
OFFICES AND STAFF**

FROM: ROSEMARY MALONE, EXECUTIVE DIRECTOR, FIA *Rosemary Malone*
DEBBIE RUPPERT, EXECUTIVE DIRECTOR, OES, DHMH *Debbie Ruppert*

RE: HEALTH CARE APPLICATION PROCEDURES

**PROGRAM AFFECTED: MEDICAL ASSISTANCE – MODIFIED ADJUSTED GROSS
INCOME (MAGI) ELIGIBLES**

ORIGINATING OFFICE: OFFICE OF HEALTH CARE INITIATIVES

SUMMARY:

Earlier this year, the Family Investment Administration (FIA) issued action transmittals outlining interim procedures for processing Maryland Health Connection (MHC) applications. Local Departments of Social Services (LDSS) were able to continue using CARES to process Modified Adjusted Gross Income (MAGI) applications. DHR and DHMH developed a referral process to send applications for self-employed or TDAP Type 1 childless adults under 65 to DHMH’s Eligibility Determination Division (EDD). This action transmittal outlines the procedures for processing health care applications in the Health Benefit Exchange (HBX) beginning November 18, 2014.

ACTION REQUIRED:

Effective **November 18, 2014**, LDSS and local health departments (LHD) must use the **HBX** to process all new health care applications. Current MAGI application procedures will be modified as we transition MAGI customers from CARES to HBX.

A. Non-MAGI application procedures

Continue to process in CARES non-MAGI applications for Supplemental Security Income (SSI), Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), Long-Term Care (LTC), Department of Juvenile Justice (DJJ), Aged, Blind and Disabled (ABD), Temporary Cash Assistance (F01), Foster Care (FC) and Emergency MA (X02) programs.

B. TCA-MA applications

Continue to process TCA-MA applications in CARES until further notice. Enter into HBX: 1) all denied TCA applicants; and, 2) any household members whose closed TCA case does not trickle to the F-track or sprout to the P-track.

C. Tardy MA Redets and MA cases that close in error

Continue to process in CARES any tardy MA redets and MA cases that closed in error if the case was in CARES at the time of closure. After April 2015, you will enter these cases into HBX at the time of their scheduled redetermination.

D. Transitional MA cases

Enter into HBX any MA applications received from customers whose TCA or Child Support transitional coverage (F02 or F03) is scheduled to close with an end date of February 2015, or later, in HBX.

E. Processing Healthcare applications on or after November 18, 2014

LDSS and LHD staff must check **CARES** and **MMIS** to determine whether the customer has health coverage (Medicaid). Remember, effective **November 15, 2014**, consumers currently enrolled in a Qualified Health Plan (QHP) can renew or enroll in a different plan for 2015.

1. Staff must assist consumers with filing healthcare applications in the HBX Consumer Portal.
2. Designated LDSS staff must enter applications into HBX on all consumers whose TCA case was closed or denied.
3. Current MHC paper applications will be accepted through close of business November 18, 2014. Do not distribute any MHC paper applications after that date. Continue to accept all FIA applications.
 - a. If an obsolete application is received after November 18, 2014, designated staff should contact the consumer and inform them that they should file an application:
 - i. Online via the HBX; or
 - ii. In person at an LDSS or LHD; or
 - iii. Over the phone by contacting the MHBE Consolidated Service Center; or
 - iv. By contacting the MHBE Consolidated Service Center and requesting a paper application and returning it to the Fulfillment Center.

4. Effective November 18, 2014, direct consumers who request a paper Maryland Health Connection application to the MHBE Consolidated Service Center. The toll free number is (855) 642-8572 or TTY (855) 642-8573.

Note: LDSS staff should follow their Business Process Plan intake procedures when processing healthcare applications.

F. Redeterminations for MAGI applications processed via CARES workarounds

All active CARES MAGI customers with redetermination end dates on or after April 2015 will receive a redetermination notice instructing them to file a health care application in HBX.

1. Continue to use the appropriate CARES workaround for MAGI redeterminations with an end date prior to April 30, 2015 for families and children who do not report a life event that changes their eligibility.
2. Process redeterminations for Childless Adults under 65 with redetermination end dates through January 2015 in CARES unless the consumer reports a life event that changes the consumer's eligibility.
3. Process redeterminations for Childless Adults under 65 with redetermination end dates of February 2015 and after in HBX.
4. When processing a redetermination for a Childless Adult under 65 you must manually close the S98 MH case on CARES when you process the case on the HBX.

G. Life Events

When a consumer reports a life event that changes his or her eligibility, use the Client Information Form (CIF) or other paper application submitted and enter the consumer's information in HBX. You must contact the customer to follow up if any additional information is needed to process the application in the HBX.

H. Certification Turn-Around Document (CTAD) Process

1. Do not send CTADs to MMIS to add eligibility spans except in emergency situations.
2. The Division of Recipient and Eligibility Programs (DREP) will accept CTADs only if they are entirely complete.

INQUIRIES

1. For CARES MAGI case processing procedures, Change Champions should email their questions to FIA.RRT@maryland.gov. For assistance with navigating through HBX, password resets, issues with Log-On IDs, LDSS staff should ask their Change Champion for assistance. When the Change Champion cannot resolve the issue, the Change Champion contacts the Rapid Response team at (410) 767-1727. DHMH and LHD staff will refer questions about MAGI case processing procedures to their existing contacts.
2. LHD's should direct their processing, HBX password resets, etc. to

dhmm.mchppolicy@maryland.gov

3. For questions about MA policy, please contact the DHMH Division of Eligibility Policy and MCHP at (410) 767-1463 or 1-800-492-5231 (select option 2 and request extension 1463).

cc: DHMH Executive Staff
DHR Executive Staff
Constituent Services
DHR Help Desk
FIA Management Staff
Health Department Staff
DHMH Eligibility Staff
OIG