

II Verifications/Checklist Phase 2 (Project 1790 also known as Phase 2 of Project 1404)

The following Q&A document outlines questions received from the II Verifications/Checklist Phase 2 (Project 1790 also known as Phase 2 of Project 1404) training. If your question was not answered or if you have any additional questions please review all training materials at <http://www.colorado.gov/cs/Satellite/HCPF/HCPF/1217412405165> and then e-mail Medicaid.Eligibility@hcpf.state.co.us.

Special Action

- 1. Will CHP+ Newborns roll to Family Medicaid (FM) if income decreases to 133% FPL or less?**

No, individuals that are enrolled in a guaranteed program will not roll back and forth from CHP+ to FM, unless it's at the end of the guaranteed period.

- 2. If CHP+ determined an enrollment fee is due for the application month but the following month they are eligible for FM, is the enrollment fee still required?**

Yes, families are still required to pay the enrollment fee for the application month. If they do not pay the enrollment fee, families will be denied for the application month and will be enrolled in FM the following month.

- 3. If a case has children currently enrolled on CHP+ and the family reapplies for FM/Food Stamps (FS), do eligibility workers have to create a new application for FM or will eligibility workers only have to create a new application for FS and Special Action will recognize if FM needs to be added?**

Yes, eligibility workers will have to create a new application for FM and FS. This allows cases to be assigned to the correct eligibility worker/site. Currently when FM is added due to Special Action, it automatically gets assigned to the site/worker that initially created the application. When CHP+ is added due to Special Action, it automatically gets assigned to an MA site worker.

- 4. Will workers use the RRR to recertify the NNB if the FM Needy Newborn (NNB) guarantee period ends 6/2011 (recertification will be sent on 5/1/2011) and the RRR for mom and the other children is 4/2011 (RRR will be sent 3/1/2011)?**

Yes, if the Recertification or RRR notices are set to be sent within 90 days from each other, the notice that is set to be sent out second will be suppressed. Please review slide 39 on the II Verifications Checklist Phase 2 PowerPoint.

- 5. If the household's income fluctuates and rolls back and forth between FM and CHP+, will CBMS batch and authorize? Example: CBMS updated income from a child support interface.**

Yes, CBMS will batch and authorize updates made through the interfaces.

- 6. Will this change take care of all FM or CHP+ cases that are pending due to Special Action prior to this implementation?**

No, eligibility workers will still have to re-run EDBC and authorize the program that was pending prior to this implementation. Eligibility workers need to ensure all data entry is correct on the case.

- 7. Are CBMS Case Comments required if eligibility workers are updating cases and the families are switching from Medicaid or CHP+?**

Yes, eligibility workers are required to add detailed Case Comments each time there is an update made to the case.

- 8. When the Recertification information is received, how is this processed?**

When the Recertification information is received, eligibility workers will start the process in the View RRR Detail Listing window. When the Recertification information is entered, the case will be redetermined for everyone in the household similar to the RRR process. The difference is, the Recertification Notice is only sent when there is a client enrolled in a guaranteed program. Please review slide 28 and 29 on the II Verifications Checklist Phase 2 PowerPoint.

- 9. Does CBMS read the postpartum end date or the expected due date field?**

CBMS reads from the disposition of pregnancy end date field. However, if the pregnancy is never disposed, CBMS will read from the expected due date field and start postpartum eligibility from the expected due date field.

10. Is there an Alert to show cases that are closed for no Recertification received?

With the implementation of Auto Re-enrollment in August 2011, cases will no longer fail for failure to return Recertification. The Auto Re-enrollment process will pre-populate the new Redetermination Notice with current case data. The clients are prompted to return the Redetermination Form with any changes that have occurred. If the Redetermination Form is not returned, the RRR is to be automatically started under the assumption that there are no changes. An alert will be sent to the Medical Primary worker at the time EDBC has been run on an Auto Re-enrollment RRR.

11. Can the Recertification Notice be resent out to the individual?

Yes, eligibility workers can reprint the Recertification Notice. Within the Search/View Printed Correspondence window in CBMS, enter the case number, click on the Reprint Correspondence tab, and Online Print the Recertification Notice.

12. Is a second Recertification Notice required to be sent if there is no response to the first Recertification Notice?

No, only one Recertification Notice is required.

13. How is Recertification different from RRR/Redetermination?

Recertification is different from RRR/Redetermination because Recertification is sent to individuals that are enrolled in a FM guaranteed program. If there are no individuals enrolled in a FM guaranteed program, a Recertification Notice will not be generated. RRR/Redeterminations shall be accomplished every 12 months.

14. Does the Recertification Notice list the name of the person that is on a guaranteed program?

No, the Recertification Notice does not list the name of the person who is on a guaranteed program because once information is received, it will apply to everyone in the household.

15. When processing an RRR that is received early, eligibility workers receive the message “eligibility will automatically be run after batch cut-off”. Will eligibility workers receive the same message if the Recertification Information is processed early?

Yes.

16. What date should be used in the Packet/Reassessment Letter Received Date field when processing RRR/Reassessment Information that is returned late?

Enter the date the RRR/Reassessment Information was received when processing Medical Assistance programs.

17. Upon clicking Start RRR, eligibility workers receive a message “Do you want to Start RRR based on Original RRR Month (MM/DD/YYYY)”. How should this question be answered? If eligibility workers select “No” but should have selected “Yes,” can this be corrected?

If the RRR was not received, eligibility workers will select “No”. Eligibility will be determined as of the Recertification month. If the RRR was received, eligibility workers will select “Yes”. Eligibility will be determined as of the previous RRR month. This question allows CBMS to know when to start determining eligibility, either from the RRR date or from the Recertification date. Eligibility workers will not be able to correct this decision once they have made the selection. Eligibility workers should make this determination before making the selection to ensure the case is processed correctly. If the incorrect button is selected, please submit a HelpDesk Ticket.

18. Is the Recertification Notice available in Spanish?

No, the Recertification Notice is not yet available in Spanish.

19. Can you explain why a Recertification Notice is being generated on a case that does not contain household members in a guaranteed program?

No, Recertification Notices are only generated and sent when a household contains an individual on a guaranteed program. If the Recertification Notice is being generated for households without guaranteed program members, please submit a HelpDesk Ticket.

20. If a household is eligible based on the Recertification generated by the NNB, will the RRR be reset to the next year? What if within that year mom gets pregnant or family rolls to Transitional Medicaid, will the RRR reset again?

Yes, if the household is eligible based on the Recertification generated by the NNB, the RRR will be reset to the next year. If within the year mom gets pregnant or the family rolls to Transitional Medicaid, CBMS reset the will RRR again if the household is eligible. CBMS will also determine when to send out the Recertification notice for the individual enrolled in a guaranteed program.

21. Is it required to provide income verification at Recertification if they report there are no changes?

At Recertification, if the household has earned income they will no longer be required to provide income verification if the individual supplied an SSN. The Department assumes that all Colorado employers should be reporting employee's income to the Colorado Department of Labor and Employment (CDLE), therefore their income can be verified through the Income and Eligibility Verification System (IEVS). If the individual have not submitted an SSN, then income documentation will still need to be submitted yearly because their income cannot be verified through IEVS.

22. Will undocumented pregnant women receive coverage for an extended month if their pregnancy end date is not reported timely?

No, undocumented pregnant women's eligibility will not be extended a month if their pregnancy was not reported timely. These individuals are eligible only for emergency medical services including delivery. Eligibility will terminate at the end of the month of the disposition date of the pregnancy or at the end of the month of the expected due date that was entered in CBMS.

Is the "Packet/Re-assessment Letter Received Date" field replacing the "Packet Received Date" field? Will the received date be used for both the RRR and the Recertification?

Yes, the "Packet/Re-assessment Letter Received Date" field is replacing the "Packet Received Date" field and is used for both.

23. If an individual is enrolled in a FM guaranteed prenatal program, will a Recertification Notice be sent out prior to the baby being born or after she has reported the birth of the baby?

The Recertification due date is adjusted according to the pregnancy disposition date. If there is insufficient time to send the Recertification Notice 60 days prior, it is sent on the date the

pregnancy is reported. For additional information on FM guaranteed prenatal programs, please review slides 48 – 53 on the II Verifications Checklist Phase 2 PowerPoint.

24. Will the case close for Recertifications that were received prior to implementation but have not been entered?

No, the case will not automatically close for Recertifications that were received prior to implementation. Please continue your eligibility site's established process for processing Recertifications received prior to the implementation of Project 1790.

25. If a household fails to return the Recertification timely but then provides it to the eligibility site three months later. What are the guidelines for rescinding the case?

With the implementation of Auto Re-enrollment in August 2011, cases will no longer fail for failure to return Recertification. The Auto Re-enrollment process will pre-populate the new Redetermination Notice with current case data. The clients are prompted to return the Redetermination Form with any changes that have occurred. If the Redetermination Form is not returned, the RRR is to be automatically started under the assumption that there are no changes.

26. When will the option to enter the Recertification information be available within the RRR window in CBMS?

The option to enter the Recertification information within the RRR window in CBMS became available as of May 2, 2011.

27. What will happen to the RRR packet if we have a case that has a client on a guaranteed program that ends 5/2011 and there is also a FM RRR due 6/2011?

CBMS suppresses any Recertification or RRR packets that are due within 90 days of each other. In the example provided below, the RRR is suppressed and the household's eligibility will be determined based on the Recertification information that was due in 5/2011.

Guarantee program ends 05/31/2011 and RRR due date 06/30/2011

