

Tips and Tricks

There will be 3 types of forced passes (locked-in)

- 1) Valid forced passes in which member didn't turn in what was needed or are over the income/resource limit.
- 2) Invalid forced passes in which eligibility worker can attempt to clear following the tips below.
- 3) Forced passes without reason in which they meet all program requirements, all parent, related lists (child screens), and history has been checked, all verifications have been turned in, and there is no reason forced pass should be on the case.

Following are tips and tricks for working through the report. This is based on results from counties and the Department in reviewing and working through the report.

Tips on Termination reasons - The report is providing the main termination reason that caused the member to be locked-in (force passed). However, it is possible that there are other termination reasons as well, but these were not listed on the report. Look out for this when researching the case in CBMS.

Below are some suggestions for what to look for in CBMS. It is not all inclusive and there may be additional screens and/or information that needs reviewed as well.

1. **Approved for Medicaid 10-day noticing applied** – These are individuals that are moving from a higher benefit aid code to a lower aid code or being denied. Some common reasons and resolutions:
 - a. IEVS noticed not returned – contact client to ask for the information
 - b. IEVS and Reasonable Compatibility not addressed – check data entry on these screens if case comments indicate the information was provided
 - c. Verifications are not received – contact client or other sources for the information
 - d. Over Income – check for old CDLE interfacing records that may need end dated
 - e. SSI ended but force passing for SSI Mandatory – correct force pass
 - f. Moving to a lower aid code – correct force pass
 - g. Client began receiving Medicare – correct force pass
 - h. LTC has an expired LOC. Contact SEP for new LOC – correct force pass until new LOC is received
2. **Awaiting verification for dependent child**
 - a. Attempt to get the information from the client or other resource, if possible
 - b. Valid force pass if verification is not provided and no other force pass reason
3. **Check Non-Citizen window for Batch ID and/or sent date missing**
 - a. Check non-citizen window data entry, run SAVE if necessary to complete
4. **Child not enrolled in health insurance**
 - a. Call client to verify information is correct. If correct, valid force pass
5. **Client does not meet the age requirement for the program**
 - a. Often turns 65 and continues to force pass for MAGI or turns 20 and continues to force pass for MAGI child – valid force pass
6. **Client does not qualify for MA Buy-In; they do not meet the employment requirement**
 - a. Often over income for MAGI with disability reported – valid force pass
7. **Client has chosen to remain on APTC/CSR**
 - a. Valid force pass
8. **Countable Income above the allowable limit**
 - a. Check for old CDLE interfacing records that many need end dated
 - b. Check for old manual entry records that may need end dated
 - c. Check tax filer status and HH relationship to insure correct MBU and income limit is being applied
 - d. Check IVES and Reasonable Compatibility screen for record with no response – contact client if information has not been received
 - e. Valid force pass if client is still over income
9. **Discontinuance for Former Foster Care MA**
 - a. Valid force pass
10. **Failed disability criteria for the blind or disabled used by SSA**
11. **Failed to meet Level of Care**
 - a. Verify there is a current LOC record. Request current LOC if needed
 - b. Valid force pass if there is not a current LOC on file

12. Failed to Provide Verifications

- a. Attempt to get the information from the client or other resource, if possible
- b. If needed, update the notes section on the Verification Checklist to provide additional information explaining what verifications are needed
- c. These notes will help if a new notice is generated requesting the verifications again at the end of the public health emergency
- d. Valid force pass if verifications are not provided

13. Failed to sign agreement not to sponsor

- a. Check non-citizen window for correct data entry
- b. Valid force pass if correct

14. Household exceeds countable resource limit

- a. Check to ensure resources are updated with current information
- b. If current information is not entered, contact client to request current verification. Update VCL with details on what is needed if not previously done
- c. Valid force pass if currently over resource limit

15. Income trust setup required to pass the client

16. Individual is on a guaranteed program

- a. Valid force pass

17. Individual not living in the home

- a. Check to make sure they are not requesting assistance and entered as an ancillary member
- b. If not living in the home, should deny and not force pass

18. Individual potentially eligible for MSP per SSA

- a. Review case for MSP eligibility and request required verifications, if eligible submit HDT for secondary aid code for MSP

19. Ineligible for Medical Assistance – individual has not re-applied for MA after termination for excess income using an IVES record

- a. Check that over income denial was correct by looking for old income records that may need to be end dated
- b. Check tax filer status and HH relationship to insure correct MBU and income limit is being applied
- c. If valid reason and client has not reapplied – force pass is correct

20. Non-Citizen window not complete

- a. Update non-citizen window.
- b. Call client for information and run SAVE if necessary

21. Non-Payment of Enrollment Fee

- a. Check to ensure client is passing correctly for aid code requiring enrollment fee
- b. Valid force pass

22. No Social Security Number provided

- a. Call client for SSN
- b. If unable to reach client, create VCL for SSN or update notes on existing VCL to explain what is needed, if not previously updated
- c. Valid force pass if SSN is not provided

23. Not a life or limb threatening emergency condition for a undocumented or ineligible alien, does not meet citizenship requirements

- a. Check to ensure citizenship information on Demographics and Non-Citizen Window is correct
- b. Call client to ask for letter from doctor stating life/limb emergency

24. Not eligible for any program

- a. Check for a PARIS interface that may need to be addressed and verify CO residency is correct
- b. These may need additional research to determine why they are not eligible and if we can take any action to approve

25. Other Health Insurance – valid force pass if information is still current

26. Pending enrollment fee

- a. Check to ensure client is passing correctly for aid code requiring enrollment fee
- b. Valid force pass

27. Receiving assistance on another case

- a. Review companion case to determine which should remain open
- b. Update requesting assistance, ancillary and in the home accordingly
- c. Should deny on one case and not force pass

28. Re-check INS Documentation & Data Entry entered on the Non-Citizen Window

- a. Update/correct data entry on non-citizen window
- b. Call client and run SAVE if necessary

29. Qualified Non-Citizen been in the US more than 8 months

- a. Valid force pass

30. SSI Mandatory

- a. Some of these cases are impacted because they do not have a LOC recertification updated for their LTC case

31. Unearned income –

- a. Often there are manual records using information from SVES/Award Letter entered during the member's RRR period. CBMS will pend for this if the record isn't updated at the time of RRR. Leaving an open VCL will cause the case to be forced pass.

32. Whereabouts unknown

- a. Call client to verify address – update address, if provided, and whereabouts unknown
- b. If unable to reach client, follow whereabouts unknown process

TIPS on Screens

1. **Verification Checklist (VCL) CBMS page** – Reviewing this page will guide you to what screens to navigate to research further.
2. **Review of screens** - Check parent and related lists (child screens) looking for client statement and verify if it is a valid client statement. a. There are VCL's not cleared properly. Check the related lists (child screens) as quite a few are showing client statement.
3. **Long Term Care (LTC) case income over the limit?** – Validate, was there a previous income trust last year that wasn't entered/updated this year? Update SSDI or other income to current RRR month, if applicable.
4. **Resources** - If verifications have been received, update effective begin dates (EBDs). Verify vehicle values with NADA and assessor's website for property values. Life Insurance - check file for Cash Surrender Value (CSV) table for life insurance.
 - a. Disposed accounts with old EBD's continue to show up on VCL screen and must be brought to current RRR month.
 - b. If client is over the resource limit that is a valid force pass case.
 - c. The related lists (child screens) in resources consistently needing to be updated with the current RRR month.
5. **Disposed resources** – Accounts are being treated as a closed account instead of actually disposing of the screen. This causes the VCL's to go out for closed accounts when they technically should not be causing a forced pass. Please dispose properly in CBMS.
6. **Level of Care (LOC) Screen** - Check for current LOC and potential data entry errors.
 - a. LOCs might be received and, in the file, and not entered in the case.
 - b. Seeing a lot of expired LOC's. Please reach out to the proper case management agency to get them returned.
7. **Case Wrap Up page** – Check the Additional Information Request Packet (AIRP), Social Security Income (SSI) packet, and Tax Filer screens.
8. **Disability page** – Arbor Review Group (ARG) expired? Send disability packet to member and notify the case management agency, if applicable.

If you go through all of these, member meets all program requirements, and you can't find a reason why it's still forced passing, try to run it and see if it clears. It is possible that changes occurred but EDDB has not occurred to update the case. Counties found that quite a few forced passed cases cleared on their own just by simply running the case or manually running it back to the RRR or VCL date. Other eligibility workers working the report found that updating the EBD of Case special indicator, tax filer, ethnicity, application initiation (AI), or attributes seemed to clear the forced pass.