HCPF Eligibility Quality Assurance (EQA) Frequently Asked Questions

Frequently Asked Questions March 2021

I received an Initial Case Request from HCPF EQA. What documentation do you need?

The Initial Case Request will have a specific authorization date for each case selected for review. The eligibility site must send the documentation that was used to approve, deny, or terminate the member's eligibility on the authorization date specified in the request. In addition, if the member's Citizenship/Immigration Status and/or Social Security Number were not verified by the interface, please send those verification documents. For example:

- EQA requests documentation for an authorization completed on 1/5/21. The eligibility site determines that the worker processed an annual redetermination (RRR) for Home and Community Based Services (HCBS) on 1/5/21. The member sent in a completed RRR form and a bank statement showing their current checking account balance. Citizenship was verified by US Passport and the SSN was verified by the interface. Send the following documentation:

  - ✓ Completed RRR Form
  - ✓ Current Level of Care Assessment (LOC)
  - ✓ Current Bank Statement
  - ✓ US Passport

- EQA requests documentation for an authorization completed on 2/1/21. The eligibility site determines that the caseworker processed a 1/15/21 application for Medical Assistance on 2/1/21 and the member was approved for MAGI Adult. The member's SSN was verified with their SSN card and their citizenship was verified by the SSA interface. Send the following documentation:

  - ✓ Application submitted on 1/15/21
  - ✓ SSN Card

What if another eligibility site has the citizenship and/or Social Security Number documents?

Please let us know of this when you respond to the case file request. We will ask the other eligibility site for those verifications.

What if the member is eligible for Emergency Medical Services (EMS) and we do not have proof of Citizenship/Immigration status because they are undocumented?

Send the doctor's statement that confirms the member had a verified emergency medical condition.

How should I send the files?

How you send the files depends your site's document management system. If your site uses CBMS EDMS, the reviewers will search for case files in Perceptive. We will only request documentation from your site if we cannot find the related documentation in EDMS. If we request documentation from your site, you must upload the requested documentation to CBMS EDMS. If your site does not use CBMS EDMS, you may grant the reviewers access to your internal document management system or send the files to us via encrypted email. We are able to accept files via SharePoint/OneDrive.

I received a case request from Medicaid Eligibility Quality Control (MEQC). Is EQA the same as MEQC?

No, MEQC and EQA are separate quality assurance programs. EQA conducts internal quality assurance reviews for the Department. MEQC conducts federally required audits for the Centers for Medicare and Medicaid Services.

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