



OPERATIONAL MEMO

Title: Manual Ex Parte - Use of CDHS Renewal Packet or Reported Changes for Medical Assistance Renewal Packet	Topic: Eligibility Process
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Purpose and Audience:

The purpose of this Operational Memo is to provide all Eligibility Sites (county departments of human/social services and Medical Assistance (MA) Sites) with clarification regarding the use of a CDHS renewal or reported changes (which may be for either SNAP and/or Cash Assistance) as an ex parte for Medical Assistance renewals. This is referred to as a manual ex parte. This memo is based on clarification from the Centers for Medicare and Medicaid Services (CMS) and will provide operational guidance.

Information:

What's Changing

Current regulations require states to attempt to renew eligibility using available data sources. CMS has clarified that the Department may use information available (such as SNAP and Cash Assistance data) to verify income after the Medical Assistance renewal form is sent and is within the member's scheduled Medical Assistance renewal date. Specifically, if ex parte was attempted but not successful, a Medical Assistance

renewal packet is generated and a CDHS renewal packet is also generated after - the CDHS renewal packet can be used in place of the Medical Assistance renewal packet if the CDHS packet is received first. The signature on the CDHS renewal packet may be accepted as a signature for the Medical Assistance renewal. All applicable information and verifications must still be received in order to make a redetermination for Medical Assistance.

Example:

- Ex parte review initiated for a Medical Assistance case but not approved
- Medical Assistance renewal packet is generated
- CDHS renewal packet is generated after the Medical Assistance renewal
- Household sends CDHS renewal packet to eligibility site but does not send the Medical Assistance renewal packet
- Eligibility worker is able to accept the CDHS renewal packet as the Medical Assistance renewal packet and begin the redetermination of eligibility

Similarly, if ex parte was attempted but not successful, a Medical Assistance renewal packet is generated, and a change is reported to the same case for a CDHS program during the Medical Assistance renewal period - the CDHS reported change can be used to start the Medical Assistance renewal. The signature for the Medical Assistance renewal will need to be requested and confirm with the member(s) if there are any changes to their case.

- To request the signature for the Medical Assistance renewal, the “RRR Signature Provided” radio button must be set to “No” within the “Edit RRR Details” screen in CBMS.
- CBMS will trigger a MA Signature Request Form to the household.

All other applicable information and verifications must still be received to make a redetermination for Medical Assistance. This requires a review of the case in CBMS compared to the CDHS renewal packet to determine if any additional information and verifications are required.

Example:

- Ex parte review initiated for a Medical Assistance case but not approved
- Medical Assistance renewal packet is generated
- CDHS program on same case receives updated income information during the Medical Assistance renewal period
- Eligibility worker is able to accept the CDHS reported change to start the Medical Assistance renewal process

Action to be Taken:

Eligibility sites may accept the CDHS renewal packet in place of a Medical Assistance renewal packet as long as the packet is received within the member's scheduled Medical Assistance renewal date. Eligibility workers must review the CDHS renewal packet to ensure all required information/verification for a Medical Assistance redetermination is received. If information is missing, eligibility workers must request the missing information through a verification checklist.

Upon receipt of the CDHS renewal packet, eligibility workers should update the CBMS Edit RRR Details Screen by entering the same CDHS renewal packet received date for the Medical Assistance renewal packet received date and the same signature date (if the Medical Assistance renewal hasn't been started yet). A case comment needs to be also entered to indicate that the CDHS renewal packet was used in place of the Medical Assistance renewal packet.

If the Medical Assistance renewal packet is received at a later date, eligibility workers should review the packet for any potential changes in circumstances and update the case accordingly.

Reference:

The following training materials may be referenced for further information about renewals found in either CoLearn or TrainingColorado websites:

- RRR/Renewal Basics WBT,
- RRR/Renewal Medical Assistance WBT,
- Acceptable Forms for RRR/Renewal desk aid

Attachment(s):

None

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