

# Pending Verifications at Redetermination (RRR)

For MAGI and non-MAGI programs

Ana Bordallo, Valerie Gallegos & Eric Stricca

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# *Project Summary*

This project will add functionality to systematically pend at RRR so current data can be collected and used for the next recertification period. Currently, when a Medical Assistance redetermination is made, users are not able to systematically pend for verifications that are not verified via an electronic source, such as self-employment income, earned income from sources not reported to CDLE, unearned income types such as Private Retirement, and resources specific to non-MAGI categories of Medical Assistance.

# ***Why are changes being made?***

A recent audit finding determined that HCPF is not appropriately requesting current income and Social Security Number verification when this data cannot be verified electronically. These system updates will ensure that HCPF is in compliance with state and federal regulations and will satisfy the corrective action requested in the audit finding.

# *Policy Overview*

- We may accept attestation of information needed to determine the eligibility of an individual for Medicaid without requiring further information (including documentation) from the individual.
  - When an individual provides an SSN information can be verified electronically.
- An individual must not be required to provide additional information or documentation unless required information cannot be obtained through an electronic data source.

# *Policy Overview*

- The redetermination form shall direct members to review current information and to take no action if there are no changes to report in the household.
  - This includes if eligibility information can be verified electronically and case does not require additional verifications.
- If no changes are reported CBMS will redetermine eligibility based on the existing information. This process is known as *auto-reenrollment*.

# *Summary of Project Updates*

- This project will impact Medical Assistance only cases for this new verification process at RRR.
- CBMS will perform a new three-step process for the MA verification process at RRR.
- This will start with RRRs due May 2017.
- New dynamic language has been added to the MAGI and Non-MAGI RRR packets. This dynamic text will be added to the packet when it has been determined there is an individual who must provide updated verification at RRR .

# ***What is the current RRR verification process for eligibility workers?***

- Counties rely on monthly ad-hoc reports to identify which cases require updated verification.
- Eligibility workers manually pend for verifications prior to RRR for required verifications.
- If verification is not requested manually, the case will auto-re-enroll with the outdated information in CBMS.



# *How will this verification process work now for eligibility workers?*

- 60 days prior to the RRR due date, the RRR packet will go out and will include a request for specific verifications.
- Prior to the due date, case workers are still required to update cases timely when documentation is received.
- If the documents received are not entered timely the individual/case will get denied for missing verifications.
- If the RRR packet is returned and additional documentation is required eligibility workers will have to manually pend prior to the RRR due date.

# ***MAGI Intake Changes:***

- At Intake, all household members who are within the MAGI earned income threshold, client statement will no longer be an acceptable source of verification of earned income by an individual who is not requesting assistance and who does not have an SSN.
- Household members will be pended by creating a VCL for the standard timeframe of 10 business days.
- If the VCL is not received by the due date, the pended household members will fail for “failure to provide verification”.

# No Response from IEVS

- When there is no response from IEVS, CBMS must check if the individual has earned income that meets the following:
  - The income is not verified by an acceptable source or
  - The income is verified with an acceptable verification source but the “Date Received” for the verification is not within the current month or the prior month (using the actual date).

If the individual has income that meets either of the above rules, a Verification Checklist for the income will be sent. The Due Date listed on the VCL is the Standard MA Verification Due Date (10 business days). If the verification is not received by the due date, CBMS will deny the individual for failing to provide the requested verification.

# ***Step 1- During RRR Packet Generation:***

- 60 days prior to the RRR due date, CBMS will check the “**Date Verified fields**” to see if the information is up-to-date.
- For each individual with countable income or resources in the household (MBU), CBMS will check to see if updated verifications have been received within the 4 months prior to the RRR due date (RRR due month + the previous 3 months).
  - For example, the RRR due date is 05/31/17, CBMS will check for updated information (based on Date Verified field) for February, March, April and May.
- If it is determined individual(s) in the household (MBU) must provide updated verification at RRR, dynamic text will be added to the RRR packet (MAGI or Non-MAGI packet).

# ***Standard RRR language***

When the household (MBU) does not need to provide updated verifications for MAGI/Non-MAGI at RRR, the packet will include following the standard text:

## **What you need to do**

1. Review the current information we have about you and your household members. This information is printed on the first part of the “Renewal Form” included with this letter.
2. Then, report any changes or corrections to your information. Use the “Renewal Form” to figure out if there is updated information you need to report.
3. Report changes by <variable>.

**If you do not have any changes, you do not need to report anything.**

# *New Dynamic RRR Language*

When the household (MBU) must provide verification of **Self-Employment** only, then the static text of ‘**What you need to do**’ section in MAGI and Non-MAGI RRR packets will be replaced with the following wording:

## **What you need to do**

1. Review the current information we have about you and your household members. This information is printed on the first part of the “Renewal Form” included with this letter.
2. Then, report any changes or corrections to your information. Our records show that we need more information about the amount of income from self-employment you or someone else in your household receives and how often you receive it. Use the “Renewal Form” to figure out if there is other updated information you need to report.
3. Report changes and updated information, including proof of self-employment income, by due date.

## ***Step 2 - Before Auto Re-enrollment:***

- At least 10 calendar plus 5 business days prior to Auto Re-enrollment, CBMS will do a second check to see if the updated verification has been received.
- During this check, CBMS will look at the 3 months prior to the RRR due month. During this check, if it is identified that there is still an individual(s) who must provide updated verification, the following will occur:
  - A Verification Checklist will be sent out to the individual and they must provide verification, with a due date of 10 business days.
  - Pend all individuals for the missing verification in the household until the verification is received or until the VCL due date.
  - For the individual who has the missing verification, an informational NOA will be displayed *to read: - Missing Verifications - See Checklist.*
  - For all other individuals who are pending, but they do not have missing verifications, an informational NOA will be displayed to read: Pending income verification from spouse/parent- *See Checklist.*)



## *Step 2 - Before Auto Re-enrollment:*

**Example:** On 04/20/2017 CBMS will run prior to auto-reenrollment to look at months 02/2017, 03/2017 and 04/2017 to determine if there is an individual in the household (MBU) that must provide updated verification.

- In this case, the required verification has not been received.
- A VCL will be sent, identifying the individual(s) with the missing information and what information must be returned.
- The Due Date on the VCL is 05/08/2017.
- Auto Re-enrollment for the case will be scheduled to run on 05/15/2017 and will fail/deny the individual for Fail to provide the verification.



## ***Step 3 - At Auto Re-enrollment:***

At the time Auto re-enrollment occurs, if the updated verification has not been received, all members, (except members in a guaranteed program), will be denied for the new RRR period for failure to provide verification.

# *Step 3 - At Auto Re-enrollment:*

Example:05/15/2017 Auto Re-enrollment run for this case and it still has missing verification for the individual(s) identified.

- This MBU contains 4 individuals, one of which is on a guaranteed program until 06/30/2017 (baby turns 1 in June).
- At this time, the 3 individuals who are not on a guaranteed program will be denied for 06/2017 for failure to provide verification.
- The 1 guaranteed individual will remain on that aid code until the guaranteed end date.
- 06/30/2017 Guaranteed program is ending. CBMS must look to see if the verification is still outstanding. If they are still outstanding, this kid would fail from the month 07/2017 which is after the guaranteed end date.

# ***Non-MAGI Asset Information***

- Non-MAGI members usually have liquid assets such as:
  - bank accounts, annuities, cash surrender life insurance policies, etc.
- These can change in value from year to year.
  - Accepting a no-response to the RRR is not acceptable verification.
    - Verifications showing the current value must be provided.

# ***Non-MAGI Income Information***

- Many Non-MAGI members sources of income that are not able to be verified through interfaces, including:
  - private pensions, self-employment, royalties, etc.
- These income sources need to be verified for:
  - Change in patient payment or share of cost to nursing facilities or assisted living facilities.
  - Income trust accumulations.
  - Community Spouse Income Allowance calculations.

# *Non-MAGI Communication and Timely Action*

Members in nursing or assisted living facilities may not have someone checking the mail often or changed their address to the facility.

- To facilitate a smooth RRR, case workers should:
  - Reinforce all communications with the facilities.
  - Work with them to get the verifications.
    - Make sure mail is being checked or addresses changed to the facility.
  - Check daily for returned verifications.
  - Data enter the information correctly and timely into CBMS.

# *Questions or Concerns?*



# *Contact Information*

**Ana Bordallo**

MAGI Eligibility Policy Specialist

Ana.Bordallo@state.co.us

**Eric Stricca**

Non-MAGI Eligibility Policy Specialist

Eric.Stricca@state.co.us



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***Thank You!***



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