

# MISSISSIPPI DIVISION OF MEDICAID

## Eligibility Policy and Procedures Manual

### **101.12.02 TAKING ACTION ON REPORTED CHANGES**

Specialists must follow up on information which is reported by the recipient or otherwise becomes known to the agency to determine if the information is a reportable change. If the change is not reportable, the information will be considered at the next regular review. For instance, an income increase reported by the parent of a CHIP child is not a reportable change because of the continuous eligibility provision for children in FCC. The impact of an increase in parental income will be considered at the next review. However, if the parent reports the CHIP child has moved from the state, that is a reportable change which must be acted upon.

Action on a reportable change must be initiated no later than 10 working days from the date the change becomes known to the agency to determine its impact on eligibility and benefit level.

NOTE: It is imperative that timely action be taken on reported changes to prevent agency error. For instance, recipients frequently report address changes. Failure to take prompt action on these changes not only results in inconvenience to the recipient, but also may lead to benefits being terminated in error when notices are mailed to the wrong address. .

If verification of a reportable change is needed from the recipient, DOM-307 will be issued to provide written notice of the required information and due date. DOM-309 will be issued, when applicable, to ABD recipients. If the client fails to respond to the 307 or 307/309 requests, eligibility will be terminated allowing 10-day advance notice.

#### **Documenting the Case Record**

The case record/case narrative must reflect the following information about the reported change:

- Who reported the change;
- When the change was reported;
- How the change was reported;
- When action was initiated on the change;
- What was used to verify the change; and
- What action was taken in regard to the verified information.