

# MISSISSIPPI DIVISION OF MEDICAID

## Eligibility Policy and Procedures Manual

### 101.04 FILING THE APPLICATION

Individuals inquiring about program eligibility requirements should be informed of their opportunity to apply. If an application is requested, the regional office must provide an application to the individual or mail it, as applicable. If another person or agency refers the name of an individual in need of medical assistance to the regional office, an application will be mailed if an address is available.

#### 101.04.01 RIGHT TO APPLY

Individuals wishing to file an application must be afforded the opportunity to do so without delay. When an individual inquires about making an application at any regional office, an application form must be provided and the person offered the opportunity to file that day. A clearly ineligible person may file an application that must be accepted by the regional office and then denied.

#### 101.04.02 ASSISTANCE WITH APPLICATION

The agency must allow an individual or individuals of the applicant's choice to accompany, assist and represent the applicant in the application or redetermination process.

#### 101.04.03 APPLICATION FILE DATE

The application file date is the date a valid application form is received by the agency. To be valid, the application must be a Division of Medicaid application form or an exact facsimile and it must be signed by the applicant or his representative. Applications may be received by a regional office in one of the following ways:

- In person in any regional office, official out-stationed location or other location outside the regional office where eligibility staff are on official duty, such as a nursing home, hospital or other public facility;
- By mail in any regional office;
  - Applications received by mail which arrive after the end of the month, but were postmarked by the last day of the month will be considered to have been received by the regional office on the last day of the month in which they are postmarked.
- By fax or electronically in any regional office;

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### **APPLICATION FILE DATE** (Continued)

- Faxed applications will be accepted as filed on the date received. However, the application with original signature must be provided and filed in the case record.
- Scanned applications submitted electronically are handled in the same manner as faxed applications.

### **101.04.04**    **PROTECTED APPLICATION DATES FOR MEDICAID APPLICANTS**

An applicant who applies for Medicaid on any basis is entitled to have eligibility determined under all available coverage groups. Therefore, an individual who files an FCC application does not also have to file an ABD application to be evaluated for potential eligibility in an ABD program and vice versa. Any application received by the regional office must be evaluated across ABD and FCC program lines to determine if eligibility exists under any category of Medicaid coverage.

This also includes applications filed through another certifying agency, such as the Social Security Administration (for SSI applicants). If an individual is denied SSI, but would qualify in any available Medicaid-only coverage group, the regional office is required to use the SSI application date as the protected filing date for Medicaid benefits. If the individual is eligible for Medicaid-only, the regional office must determine eligibility using the SSI application date as the Medicaid application date. Additional information may be needed to determine eligibility; however, the application date is the SSI application date and the case must be documented to reflect this.

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### **101.04.05 WHO CAN FILE THE APPLICATION**

An application can be filed by one of the following individuals, as applicable to the case:

- Adult applicants;
- Certain minor applicants, including;
  - A pregnant minor of any age requesting coverage solely due to pregnancy or
  - A married minor living with a spouse; or
  - A minor living independently; or
  - A minor living his/her parents and applying only for the minor's own children.
- The parent who has primary physical custody of a minor child;
- Either parent of a minor child when physical custody is equally divided between legal parents;
- The legal guardian or conservator;
- An authorized representative;
- A designated representative

### **101.04.06 APPLICATIONS RECEIVED FROM MS RESIDENTS OUT-OF-STATE**

Applications made for Mississippi residents who are temporarily out of the state may be accepted. Generally the applicant must return to the state before the application processing period ends. However, the application of someone who is hospitalized in another state and planning to return to Mississippi when discharged may be processed in the usual manner. If the application is approved, the specialist must review eligibility every three (3) months to determine the individual's continued intent to reside in MS.

### **101.04.07 OUT OF STATE APPLICANTS**

Applications received from persons residing in another state will be denied and notice mailed to explain that the applicants will need to reapply upon arrival in MS with intent to reside. Persons who are in MS for a temporary purpose, such as a visit, who intend to return to their home out of state are not eligible for Mississippi Medicaid or CHIP. However, applicants must always be given the right to make an application if they wish to do so and receive a decision on their case.

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### **101.04.08     APPLICATIONS COMPLETED BY TELEPHONE INTERVIEW**

For some types of applications, a telephone interview is permissible. When a telephone interview is conducted, the application completed by the specialist will be mailed to the applicant for review and signature. The application file date is the date the application is received back in the regional office with the applicant's original signature, not the date the telephone interview was conducted.

### **101.04.09     RESIDENCE CHANGE DURING THE APPLICATION PROCESS**

If the applicant reports moving to another location within the state during the application process, the application must be completed by the first regional office, and if approved, transferred to the new location. If the application is denied, do not transfer the record until the person reapplies in the second location.

If the applicant reports moving out of the state during the application process, determine when the move occurred. If otherwise eligible, the applicant may be approved for Medicaid for any requested retroactive months through the month of the move. If the applicant would be CHIP-eligible, the application will be denied since CHIP eligibility is for a future month.

NOTE: If only some members of the applicant family are moving from the state, identify the adults and/or children who remain MS residents and handle their ongoing eligibility accordingly.

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### 101.04.10 WHERE TO FILE THE APPLICATION

Applications should be filed with the regional office that serves the applicant's county of residence. However, applications for individuals living in another RO's service area must be accepted by any regional office. The regional office must review each application upon receipt and confirm the accuracy of the address if there is a question about the responsible office. The following guidelines should be followed based on the appropriate situation:

#### 101.04.10A APPLICATION FILED WITH CORRECT REGIONAL OFFICE

When the application is received by the regional office responsible for the applicant's county of residence, staff will:

- Date stamp the application form to establish the timely processing period;
- Register the application within 48 hours of receipt;
- If the applicant or representative applies in the office and an in-person interview is required or requested, the regional office will provide the opportunity to be interviewed that day.
  - If the individual cannot be interviewed that day, an interview must be scheduled for the next possible date within ten (10) calendar days from the date the application was received.
- If the application is received in the mail or other than in person and an in-person interview is required or requested, the interview must be scheduled within 10 days of the date the application was received and an appointment notice mailed to the applicant.

#### 101.04.10B APPLICATION FILED IN PERSON WITH INCORRECT REGIONAL OFFICE

When the application is filed in person by an applicant who does not live in the regional office's service area, the following procedures will be followed:

- The receiving office will accept the application and date-stamp it to clearly indicate the date of receipt.
  - Applications for individuals who do not live in the RO service area must not be registered in the MEDS or MEDSX systems.
- Processing time begins whenever any regional office receives the application, whether or not it is the appropriate office based on the applicant's residence address.

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### **APPLICATION FILED IN PERSON WITH INCORRECT REGIONAL OFFICE (Continued)**

- The receiving office must offer an in-person interview on the day the application is received if it is filed in person.
  - If the applicant or representative is interviewed, the intake worker will complete the application, answer all questions, explain rights and responsibilities, etc.
  - Copies will be made of the documents and verifications obtained from the applicant. If information is needed, a request will be issued to the applicant.
  - The applicant will be informed of the regional office location that will complete the application and handle future contacts and reviews.
- The receiving office will mail the application (and other information gathered during the interview, if one was conducted) to the correct regional office within 24 hours of receipt of the application.
- The correct office will then register the application within 48 hours of receipt using the actual application date.
  - The actual application date is the date the application was received and date-stamped in the original office not the date the second office receives it.

### **101.04.10C APPLICATION FILED BY MAIL WITH INCORRECT REGIONAL OFFICE**

When the application is filed by mail (or other than in person) by an applicant who does not live in the regional office's service area, the following procedures will be followed:

- The receiving office will accept and date-stamp the application to clearly indicate the date of receipt.
  - Applications for individuals who do not live in the RO service area must not be registered in the MEDS or MEDSX systems.
- Processing time begins whenever any regional office receives the application, whether or not it is the appropriate office based on the applicant's residence address.
- The receiving office must mail the application (with any attachments provided) to the appropriate regional office within 24 hours.

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### **APPLICATION FILED BY MAIL WITH INCORRECT REGIONAL OFFICE (Continued)**

- The correct office will begin processing the application, which must be registered within 48 hours using the actual application date.
  - The actual application date is the date the application was received and date-stamped by the original office, not the date the second office receives it.

When the following circumstances occur, the receiving regional office will be responsible for processing an application outside of the RO's service area:

#### **101.04.11 APPLICATIONS REGISTERED TO THE INCORRECT REGIONAL OFFICE**

- If the application is already registered when the receiving office discovers the applicant does not live in the RO service area, the receiving office must complete the eligibility determination.
- Supervisory staff must ensure:
  - The case is completed before it is transferred to the appropriate office; and
  - The applicant is notified of the office which will handle future contacts and case reviews.

#### **101.04.12 APPLICATIONS NOT FORWARDED TO CORRECT OFFICE IN A TIMELY MANNER**

- Applications which have not been mailed to the correct regional office by the end of the 2<sup>nd</sup> day following receipt of the application will be registered and processed by the receiving office.
- Supervisory staff must ensure:
  - The case is completed before it is transferred to the appropriate office; and
  - The applicant is notified of the office which will handle future contacts and case reviews.