

# MISSISSIPPI DIVISION OF MEDICAID

## Eligibility Policy and Procedures Manual

### 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.