

# MISSISSIPPI DIVISION OF MEDICAID

## Eligibility Policy and Procedures Manual

### **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.