

# MISSISSIPPI DIVISION OF MEDICAID

## Eligibility Policy and Procedures Manual

### 101.07 DISPOSITION OF APPLICATIONS

Specialists must determine eligibility based on information contained on the application form as well as information secured during the application process. Appropriate DOM forms, along with other legal or official documents which support the eligibility decision must be filed in the case record.

As part of the eligibility process, information provided by the applicant and/or obtained from other sources must be verified, documented and evaluated by the specialist prior to making the eligibility decision.

#### 101.07.01 **MAKING AN ELIGIBILITY DECISION**

- **Verified** - Verification is the substantiation, confirmation or authentication of an assertion, a claim or previously submitted information.

The specialist will accept reasonable documentary verification provided by the individual and will be primarily concerned with how adequately the verification proves the statements on the application form.

Verification provided by an applicant or beneficiary must never be discarded, destroyed, ignored or altered.

- **Documented** –All cases must be thoroughly documented. Documentation is the written record of all information pertaining to the eligibility decision.

Case documentation includes the completed application form, the specialist's verbal and written contacts with the applicant, information requested and received from applicant or third party sources, such as governmental or nongovernmental agencies, businesses and individuals, and notification of the eligibility decision.

When an applicant claims no income or resources, the specialist must fully document the facts provided to substantiate these claims. "Applicant states none" is not sufficient documentation. The record must also show why the statement of the applicant or beneficiary is reasonable and acceptable.

When action is taken to deny the application because the applicant has not provided the information necessary to determine eligibility within the specified timeframe, documentation in the record must show an appropriate request(s) was issued to the applicant.

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### **MAKING AN ELIGIBILITY DECISION** (Continued)

- **Evaluated** –Information provided by the applicant or obtained through third party sources must be assessed prior to making an eligibility decision. When information is not logical, consistent or reasonable, it must be resolved prior to determining eligibility.

When there is conflicting information, the reliability of each source of information must be evaluated and the case record should specify which source was accepted and why. The final determination of eligibility is made based on the most reliable source available.

#### **101.07.02 SUPERVISORY REVIEW**

Each ABD and FCC eligibility determination must be reviewed by a supervisor, who is responsible for the accuracy, completeness and consistency of information contained in the case record. The supervisor is attesting to the validity of the action taken on the case when it is authorized in MEDS or MEDSX.

#### **101.07.03 CONCEPT OF THE PRUDENT MAN**

Evaluation of case information must be based on the concept of the prudent or reasonable man. This concept is taken from the practice of law and refers to the element of judgment that is exercised by persons in making choices, determining goals and in evaluating statements of others.

As indicated, the specialist should seek further information or a logical and reasonable explanation of the circumstances when an applicant declares no income or resources, but states his payments for shelter, utilities, food, etc., are all current. The specialist will ask the applicant to explain how he has managed to pay his expenses when he has no income or how he has managed to pay his expenses when he has no income or resources.

There may be a logical explanation and the applicant may be able to offer evidence that (1) he has had income in the past which has recently terminated; (2) he had resources or cash savings which he has now exhausted; or (3) he has paid his past living expenses by incurring debts, establishing credit, obtaining loans, etc. When the applicant or recipient can offer no logical explanation of how he had paid his past living expenses when he has no income or resources or offers vague explanations, such as “I just get by”, etc., and cannot verify how expenses are being met, then eligibility cannot be determined and the application must be denied or assistance terminated.