

MISSISSIPPI DIVISION OF MEDICAID

Eligibility Policy and Procedures Manual

101.07.04 USE OF COLLATERAL CONTACTS

When documents are available from the applicant, the applicant is generally the source used to supply needed verification. However, at times information may also be obtained directly from third parties. The general rule for verification is to verify only the information which is material to the individuals' eligibility.

The specialist has permission to obtain needed verifications based on the signed and dated application form. When it is necessary to request information from banks, insurance companies, or other sources that do not disclose information without a signed release, the DOM-301, Authorization to Release Information, should be used. Public records or records available from other agencies may be consulted without the consent of the individual.

Applicants should not be asked to verify information from sources which the agency has access to. This includes SSI, Social Security and other federal or state benefit information that is available to the agency.

101.07.05 APPLICATION ACTIONS

All applications will be subject to one of the following actions:

- **Approval** – When all of the eligibility factors are met, the application is approved.
- **Denial** – When one or more eligibility factors are not met, the application is denied.

NOTE: Death is not an appropriate reason to deny a Medicaid application. If the applicant dies before a final eligibility determination is made, the application process must be continued to completion.

- **Withdrawal** – When the applicant decides to withdraw his request for assistance during the application process, it is not necessary to complete any remaining verification and evaluation.

If the applicant is present, the specialist will obtain the request for withdrawal in writing. When the request to withdraw is not made in person, the specialist will document the case to reflect the specifics of the request. The application will be denied and appropriate notice issued.