

# **CHANGE NOTICE FOR MANUAL NO. 13-18, INQUIRY, DISCOURAGEMENT, APPLICATION, & OUTSTATIONS**

**DATE: December 17, 2018**

**Manual: Adult Medicaid**  
**Change No: 13-18**  
**To: County Directors of Social Services**

## **I. BACKGROUND AND CONTENT OF CHANGE**

The Division of Health Benefits (DHB) has revised and/or updated Medicaid policy in order to provide clarity and/or corrections to previously published policy. Several sections contained in the Integrated Eligibility Manual (IEM) have been relocated to the Adult online manual. These revisions are spelled out in section II below.

## **II. POLICY UPDATE**

### **A. MA-2300, Application**

1. The Application policy has been revised in the online Adult Medicaid Manual section MA-2300, Application.
2. The Application policy has revisions in the following sections:
  - MA-2300.VIII.C., Explanation of Other Benefits chart has added that the caseworker must explain Estate Recovery to the applicant.
  - MA-2300.IX., Processing Timeframes has incorporated the NCF- 20023, Notice Regarding the Status of Your Application for Medical Assistance.
  - MA-2300.XIII., Reopened, Denials, Withdrawals, Approvals or Inquiries have been added to policy.

### **B. MA-2295, Discouragement**

1. The Discouragement policy has been revised in online Adult Medicaid Manual, section MA-2295, Discouragement.
2. Section 15020, Discouragement has been removed from the IEM.

**C. MA-2296, Inquiry**

1. The Inquiry policy has been revised in online Adult Medicaid Manual, section MA-2296, Inquiry.
2. Section 15021, Inquiry has been removed from the IEM.

**D. MA-2302, Outstations**

1. The Outstations policy has been revised in the online Adult Medicaid Manual section MA,2302, Outstation.
2. Section 15025, Outstations has been removed from the IEM.

**E. Section 13060, Application has been removed from the IEM.**

**III. EFFECTIVE DATE AND IMPLEMENTATION**

These policies apply to applications and reviews pending or taken on or after January 1, 2019.

If you have any questions regarding information in this letter, please contact your Operational Support Team Representative.

A handwritten signature in black ink, appearing to read "Dave Richard", with a long horizontal flourish extending to the right.

Dave Richard  
Deputy Secretary, NC Medicaid