

# **CHANGE NOTICE FOR MANUAL, NO. 06-03, Application Processing, MA-3207, Receiving Mail-In Applications**

**DATE: AUGUST 12, 2002**

**Manual:** Family and Children's Medicaid MA-3207

**Change No:** 06-03

**To:** County Directors of Social Services

**Effective:** October 1, 2002

## **I. BACKGROUND**

On February 5, 2002, Judge Graham C. Mullen, Chief Judge, U.S. District Court for the Western District of North Carolina, dismissed the Alexander Consent Order. The February 1992 version of the Consent Order required payment of penalties or remedial fines if the counties did not process applications according to federal regulations and State rules.

Judge Mullen approved a "Plan to Assure Timely and Quality Services to Applicants for Medicaid, otherwise known as the Exit Plan". The Centers for Medicare and Medicaid Services and Legal Services had approved this Exit Plan. The State had worked with a group of county representatives in developing this plan.

The persons from the following counties who worked on this plan were:

Brenda Davis of Catawba County

Millie Brown and Elva Quinn of Duplin County

Dave Bradshaw and Dale Moorefield of Forsyth County

Betty Barnes of Johnston County

Jean Biggs and Vicki Lewis of Martin County

Sarah Bradshaw and Alvinia Parker of Sampson County

Although the Exit Plan does not change all that the counties wanted, it did result in the dismissal of the Consent Order. The Exit Plan reflects the commitment of both the State and the counties to continue to provide accurate benefits to our citizens in a timely manner. Each county in the State deserves recognition for its efforts. It is critical that counties continue to provide accurate benefits in a timely manner.

Work First (WF) applications are not under the Exit Plan. However, a Work First application is considered an application for Medicaid. If a person comes to the agency to ask for financial assistance, he must be given the opportunity to apply for Medicaid that same day. This applies even if the county requires the person to go to the Employment Security Commission or to the Child Support Enforcement office before taking a WF application.

Due to changes needed in the Eligibility Information System, all aspects of the Exit Plan could not be implemented until EIS was ready. In DMA Administrative Letter No. 19-02, some policy changes were made without EIS support. These included:

- A. The requirement to pend applications for three months ended.**
- B. Penalty checks are no longer issued.**
- C. DDS is no longer required to pend applications.**
- D. The requirement to complete an interview unless the client arrives at the agency within 30 minutes of closing changed to 60 minutes.**
- E. The requirement to send out two requests for information with 10 calendar days between requests changed to sending out two requests for information with 12 calendar days between requests. (The 10-10 rule became the 12-12 rule.)**

As a result of enhancement to EIS, all of the aspects of the Exit Plan can now be implemented.

## **II. CONTENT OF CHANGE**

MA-3207, Receiving Mail-In Applications, is a new section that has been added to the manual.

- A. This section contains the procedures for receiving and screening mail-in applications. The date of application for a completed mail-in application is the date it is received.**
- B. The DMA-5066, Log for NC Health Choice/Medicaid Mail-In Applications, is also included in section MA-3207.**
- C. A sample cover letter is included in this section when an application must be returned because it is incomplete due to missing information.**
- D. An illegible mail-in application is treated as a Medicaid inquiry.**

## **III. EFFECTIVE DATE**

This policy change is effective October 1, 2002.

## **IV. IMPLEMENTATION PROCEDURES**

Apply these changes to any applications taken on or after October 1, 2002. For applications dated prior to October 1, 2002, follow the policies and procedures in effect prior to October 1<sup>st</sup>.

## **V. MAINTENANCE OF MANUAL**

**Remove: Nothing To Remove**

**Insert: MA-3207, Receiving Mail-In Applications**

**Online Manual: Entire Section Added**

If you have any questions regarding this material, please contact your Medicaid Program Representative.

Nina Yeager  
Director

(This policy was researched and written by Vanessa Broadhurst, Policy Consultant, Medicaid Eligibility Unit.)

[MA-3207](#)

[MA-3207, Fig. 1, DMA-5066](#)

[MA-3207, Fig. 2A, Notice of Incomplete Application](#)

[MA-3207, Fig. 2B, Notice of Incomplete Application \(Spanish\)](#)