

Overview of DWS Medical Programs and Application Process

Medicaid 101 and Application Pathway



Medical Programs 101

- Utah Medical Programs Summary
 - Developed by Utah Department of Health
- Focus will be:
 - Aged, Blind, Disabled Medicaid
 - Medicare Cost Sharing Programs
 - Long Term Care Programs



Application Process

- A **signed** application must be submitted to DWS
- Ways to submit an application:
 - On-line
 - Paper
 - Review forms
 - Verbal requests



Application Process

- Application is registered and assigned to a worker
- Worker reviews application to determine what additional information and verifications are needed
- Worker sends notice to customer asking for needed information, verifications, and telephone interview (if needed)



Application Process

- An interview is required for Food Stamps but not for Medical, Financial, and Child Care
 - If interview is needed a notice will be sent asking the customer to call for the interview.
 - If interview is not required, a notice will be sent requesting any needed additional information and verifications.



Application Process

- We need a lot of information from our customers!
- Even if the interview is not required, it is often the easiest way for the customer to complete the application and clarify needed verifications.



Application Process

□ **Important!**

- Customers must respond to the requests made in the notices.
- Not responding can cause the application to be processed untimely or denied.
- Customer should call DWS if they have questions about the notices.



Application Process

□ Verifications

- DWS verifies as much information as possible through our state data base.
- We can accept customer statement on some things.
- Some verifications must be provided by the customer.

Application Process

- Common verifications requested include:
 - Earned income
 - Unearned income (other than SSA/SSI and child support through ORS)
 - Dividends, annuities, pension payments, etc.
 - Assets:
 - Bank statements, stocks, bonds, retirement accounts, property, etc.
 - Balances for the first day of the month



Application Process

□ Eligibility Decision

- When all information and verifications have been received the worker processes the application
- Policy requires decisions to be made within 30 days. If the customer claims a disability, the worker has 90 days to make the decision.
- If the application is incomplete or if the customer does not provide needed verifications, the application will be denied

Application Process

- ❑ If the incomplete application is denied at 30 days, the customer can complete it within the 2nd 30 days without completing a new application form.
- ❑ The new application date will be the date all needed information and verifications are received by DWS.
- ❑ If the application is not completed within the 2nd 30 days, an new application form must be submitted.



Application Example 1

- Mrs. Wing applies for medical assistance on June 3rd.
- She fills out all of the questions on the application form and signs it.
- She is age 67 and her only income is her SSA of \$900 a month.
- Her assets are a bank account with a \$500 balance and a vehicle.
- DWS worker reviews the application on June 5th and verifies her SSA income, her Medicare enrollment, and the value of her vehicle through the state data base.
- DWS accepts her statement on the balance of the bank account.
- Because the application was complete and DWS does not need any additional information or verifications, the application is processed on June 5th.
- Mrs. Wing is approved for Aged Medicaid and QMB.

Application Example 2

- Mr. Johnson, age 72, applies for Medical assistance on June 3rd.
- He fills out most of application and signs it. He leaves the questions on his income and assets blank because he wasn't sure of the amounts.
- DWS worker reviews the application on June 5th and verifies his SSA of \$800/month, his Medicare enrollment, and the value of his vehicle through the state data base.
- Since the income and asset questions were blank, the worker still needs the information and sends a notice requesting it on June 5th.
- Mr. Johnson receives the notice and calls DWS on June 11th. He and the DWS worker clarify the unanswered questions over the phone.
- Mr. Johnson states that he has a bank account with a balance of \$1000. He also states that he is receiving \$300 a month from his pension.

Application Example 2 cont.

- ❑ The worker accepts his statement on the balance of his bank account. The pension income must be verified so the worker sends a notice requesting a copy of the pension fund payment statement on June 11th.
- ❑ On June 18th Mr. Jones takes a copy of the pension payment statement to his local DWS office and they help him fax a copy to DWS Imaging.
- ❑ On June 21st, the worker reviews the verification. The application is complete so the worker processes the application.
- ❑ Mr. Jones is approved for Aged Medicaid with a spenddown because his income is over the limit. He is also approved for SLMB.
- ❑ If Mr. Jones chooses not to spenddown, his Aged Medicaid will close and he will remain eligible for SLMB.

Application Example 3

- ❑ Ms. Simmons, age 54, applies for medical assistance on June 3rd. She filled in her name, SSN, address, and signed the application. All other questions were left blank.
- ❑ DWS worker reviews the application on June 5th and verifies her SSDI amount and the value of her vehicle through the state data base.
- ❑ The worker still needs information on all other questions on the application so sends a notice requesting the customer to contact DWS to complete the application.
- ❑ Ms. Simmons neglected to open and read that notice.
- ❑ On July 3rd, her application was denied because she did not complete the application process. A notice was sent regarding the denial.

Application Example 3 cont.

- ❑ She called DWS about the denial notice on July 6th (within the 2nd 30 days from the original date of application, does not need to complete a new application form).
- ❑ The worker completes the application with her over the phone.
- ❑ She states that in addition to her vehicle, her assets are a checking account, the home she lives in, and a 401K.
- ❑ The worker accepts her statement on the value of her home, but still needs verification of her checking account and 401K.
- ❑ The worker sends a notice giving her 10 days to provide the verification. She turns in the verifications on July 11th, completing the application.
- ❑ Her countable assets are under the limit and the worker approves Disabled Medicaid based on the July 11th application date.



How to Help Customers

□ **Important!**

- We can only talk to you about the customer's case if they have given permission. A release of information form must be in the case record.
- The customer can sign a paper release of information Form 114AR, or
- The customer can give 3rd party access through myCase (electronic form)



How to Help Customers

- Help them complete the application and review forms.
- Help them get verifications. The “Verifications Requested” notice will list all needed verifications.
- Notices are available on myCase to 3rd parties even if the customer is still getting paper notices.



How to Help Customers

- If the customer is having problems getting their application processed:
 - Talk to a worker to find out what is needed. If that doesn't address the issue,
 - Request to talk to the supervisor. If that doesn't address the issue,
 - Call Constituent Services



How to Help Customers

- If there is disagreement about the decision on an application, the customer should request a fair hearing.
 - The information on how to request a fair hearing is included on all notices of decision.
 - There are time limits on requesting a fair hearing.
 - Fair hearings can be requested by completing the form attached to the notice of decision or over the phone.



DWS Contact Information

- To talk to an eligibility worker or supervisor call:
 - 801-526-0950 (SLC area)
 - 1-866-435-7414 (toll free)
 - Long Term Care (LTC) Customers have direct dial to their workers.
 - To contact a LTC worker:
 - Enter the customer's case number. If case number is unknown, enter the social security number (SSN). The prompt will come back and say that it's not a valid case number and request the SSN. Enter the SSN again and the call will be forwarded to the correct worker.



DWS Contact Information

- To fax paperwork to Imaging Operations:
 - 801-526-9500 (SLC area)
 - 1-877-313-4717 (toll free)

- To file a complaint contact constituent services:
 - 801-526-4390 (SLC area)
 - 1-800-331-4341 (toll free)



DWS Contact Information

□ Ways to request a fair hearing:

■ Phone: 1-877-837-3427

■ Fax: fax request to 1-877-824-6534

■ Mail: mail request to

Department of Workforce Services, Fair Hearings

PO Box 143245

SLC, UT 84114-3245



The End

Questions?