

CHANGE NOTICE FOR MANUAL NO. 04-03, Application Processing, MA-3200, Initial Contact

DATE: AUGUST 12, 2002

Manual: Family and Children's Medicaid MA-3200

Change No: 04-03

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

A. MA-3200, Application Processing, General Rules And Intake Reception, has been rewritten and renamed MA-3200, Initial Contact.

1. This section contains procedures the agency must follow once an individual has contacted the agency regarding an application for benefits. Contact with the agency includes contact at mandatory and/or voluntary outstation locations. A listing of the mandatory outstation locations has been added to this section.
2. Procedures for courtesy applications are also addressed in MA-3200. Prior to beginning the application process, the county taking a courtesy application must verify with the county of residence that the courtesy application will be accepted. Failure to do so would require the non-resident county to process the application and assume full financial responsibility until a county reassignment could be entered in EIS.

Exception: The county of residence must accept MIC and MPW applications taken at mandatory outstations even if the non-resident county failed to contact the county of residence prior to taking the application.

3. An individual must be afforded an interview on the day he appears at the DSS agency unless the individual arrives at DSS within one hour of the close of business and there is insufficient time or staff to conduct the interview.
4. Mail-In applications can be made available to the general public without requiring that the individual see a receptionist. If the DSS chooses to make the applications available, a sign must be posted with the applications informing the public of their right to make application that day. A suggested sample of the notice is included in this section.
5. The following forms have been added to section MA-3200.
 - a. DSS-1295, Notice Of Your Rights To Apply For AFDC And Medicaid, has been revised and renamed DMA-5094/DMA-5094S, Notice Of Your Right To Apply For Benefits.
 - b. DSS-1322, Daily Reception Log For AFDC and MA Applications, has been revised and renamed DMA-5093, Daily Reception Log For Medical and Financial Assistance.
 - c. DSS-8191I, Notice Of Inquiry, has been revised and renamed DMA-5095/DMA-5095S, Medicaid/Work First Notice Of Inquiry.
 - d. DMA-8146M, Notice of Information Needed to Complete Your Medicaid Application, has been revised and renamed DMA-5097/DMA-5097S, Request For Information.

B. DMA Administrative Letters

This policy change obsoletes the following DMA Administrative Letters.

Administrative Letter No.	Subject
DMA Administrative Letter No. 17-98	Out of County Applications
DMA Administrative Letter No. 17-00	Medicaid Application Procedures For Work First Employment
DMA Administrative Letter No. 24-01	Mandatory Outstations
DMA Administrative Letter No. 09-02	Alexander Exit Plan
DMA Administrative Letter No. 19-02	Application Processing Changes Due to the Dismissal of the Alexander Consent Order

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, 2002.

V. MAINTENANCE OF MANUAL

Remove: MA-3200, General Rules and Intake Reception

Insert: MA-3200, Initial Contact, Figures 1, 2A, 2B, 3A, 3B, 4, 5A, 5B, 6A, 6B, and 7.

Online Manual: Entire Section Revised with hyperlinks to forms.

Remove: MA-5000, Figures and Instructions for the following forms:

- A. DSS-1295, Notice Of Your Rights To Apply For AFDC or Medicaid.
- B. DSS-1322, Daily Reception Log For AFDC and MA Applications.
- C. DSS-8191I, Notice Of Inquiry.
- D. DMA-8146M, Notice of Information Needed To Complete Your Medicaid Application.
- E. DMA-5020, Referral For Medicaid.

Insert: Nothing to insert

Online Manual: These forms have been added to the policy section.

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-3200](#)

[MA-3200, Fig. 1, DMA-5093](#)

[MA-3200, Fig. 2A, DMA-5094](#)

[MA-3200, Fig. 2B, DMA-5094S](#)

[MA-3200, Fig. 3A, DMA-5095](#)

[MA-3200, Fig. 3B, DMA-5095S](#)

[MA-3200, Fig. 4, Mandatory Outstations](#)

[MA-3200, Fig. 5A, DMA-5097](#)

[MA-3200, Fig. 5B, DMA-5097S](#)

[MA-3200, Fig. 6A, Notice Regarding Picking Up Mail-in Application – English](#)

[MA-3200, Fig. 6B, Notice Regarding Picking Up Mail-in Application – Spanish](#)

[MA-3200, Fig. 7, DMA-5020](#)