

DHB ADMINISTRATIVE LETTER NO: 03-25, MEDICAID RECERTIFICATION PROCEDURES

DATE: January 21, 2025

SUBJECT: Medicaid Recertification Procedures

DISTRIBUTION: County Departments of Social Services
Medicaid Supervisors
Medicaid Eligibility Staff

I. BACKGROUND

The Division of Health Benefits (DHB) has received clarification from the Centers for Medicare and Medicaid Services (CMS) regarding reacting to changes in eligibility discovered during the recertification process. This administrative letter is to provide guidance to local agencies when this occurs.

II. POLICY PROCEDURES

A. Exparte

As a reminder, all Medicaid recertifications must begin with the exparte process. Caseworkers should refer to the following Medicaid Policy Manual sections for further guidance:

1. [MA-2320, Recertification](#)
2. [MA-2321, Medically Needy Recertification](#)
3. [MA-3420, Medically Needy Recertification](#)
4. [MA-3421, MAGI Recertification](#)

B. Evaluate for All Programs

1. Prior to requesting information from the beneficiary, caseworkers must evaluate for all MAGI and non-MAGI programs.
2. If the beneficiary remains eligible for the same or greater Medicaid program, authorize the beneficiary in the applicable program.

3. If the beneficiary cannot be determined eligible for the same or greater Medicaid program, proceed with the instructions below for requesting information.

C. Request for Information

When continued eligibility cannot be determined during the exparte process, or eligibility will change to a lesser benefit or terminate:

1. MAGI:

- a. Send the prepopulated NCFAS-20020 and DHB-5097/DHB-5097sp, Request for Information (if needed).
- b. Allow the beneficiary 30 calendar days from the date of mailing to return the **signed** NCFAS- 20020 or to verify or update information requested by phone and provide a voice signature. When the DHB-5097/DHB-5097sp, Request for Information is mailed with the NCFAS-20020, allow 30 calendar days from the date of mailing to return the requested information.

When the 30th calendar day is on a weekend or a holiday, the caseworker must ensure that the due date on the NC FAST-20020 and/or DHB-5097/DHB-5097sp is the next business day.

- c. Refer to MA-3421, MAGI Recertification for complete guidance when requesting information at recertification.
- d. If the NCFAS-20020 is not returned or the household does not make contact with the agency by the end of 30 calendar days (or additional 12 calendar days if applicable), **continue the recertification and determine eligibility using the information verified by electronic sources.**
- e. If the information verified by electronic sources results in eligibility for a lesser benefit or termination, refer to [MA-3430, Notice and Hearings Process](#) and follow timely notification policy.
- f. Document all actions taken in NC FAST.

2. Non-MAGI:

- a. When the exparte process ends and information is needed to determine continued eligibility for the same program, including deductible information for medically needy cases, send the DHB-5097/DHB-5097sp, Request for Information. Allow 30 calendar days from the date of mailing to provide the information.

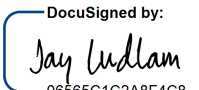
When the 30th calendar day is on a weekend or a holiday, the caseworker must ensure that the due date on the DHB-5097/DHB-5097sp is the next business day.

- b. Refer to the appropriate policy section based on the program the beneficiary is currently enrolled in:
 - [MA-2320, Recertification](#)
 - [MA-2321, Medically Needy Recertification](#)
 - [MA-3420, Medically Needy Recertification](#)
- c. If the requested information is not returned or the household does not make contact with the agency by the end of 30 calendar days (or additional 12 calendar days if applicable), **continue the recertification and determine eligibility using the information verified by electronic sources.**
- d. If the information verified by electronic sources results in eligibility for a lesser benefit or termination, refer to [MA-2420/MA-3430, Notice and Hearings Process](#) and follow timely notification policy.
- e. Document all actions taken in NC FAST.

III. EFFECTIVE DATE AND IMPLEMENTATION

The policy and procedures found in this letter are effective upon receipt for all MAGI and non-MAGI recertifications and changes of circumstances, including those already in progress.

If you have any questions regarding this information, please contact your [Medicaid Operational Support Team representative](#).

DocuSigned by:

06565C1C2A8F4C8...

Jay Ludlam
Deputy Secretary, NC Medicaid