



STATE OF DELAWARE

DELAWARE HEALTH AND SOCIAL SERVICES
DIVISION OF MEDICAID & MEDICAL ASSISTANCE

POLICY, PLANNING & QUALITY
MEMORANDUM

REPLY TO
ATTN. OF: Administrative Notice DMMA A-09-2021

TO: All DMMA and DSS Staff

DATE: April 14, 2021

SUBJECT: Disposition of Applications for Medicaid and the Delaware Healthy Children Program

******Administrative Notice DMMA A-05-2015 originally issued on March 30, 2015, is being reissued as a result of common errors found during the most recent MEQC and PERM Audits.***

BACKGROUND

The Affordable Care Act (ACA) was signed into law on March 23, 2010. Under the ACA, health reform will make health care more affordable, guarantee choices when purchasing health insurance, expand Medicaid coverage to millions of low-income Americans and make numerous improvements to both Medicaid and the Children's Health Insurance Program (CHIP).

DISCUSSION

During the most recent MEQC and PERM Audits, there were common errors found related to the disposition of applications. The agency must dispose of each application by a finding of eligibility or ineligibility unless there is:

- a. an entry in the case record that the applicant voluntarily withdrew the application, and that the agency sent a notice confirming his decision;
- b. a supporting entry in the case record that the applicant has died; or
- c. a supporting entry in the case record that the applicant cannot be located.

All information used in a determination of eligibility or ineligibility must be included in the case record. Case records will include information such as the application, documentation of factors of eligibility, correspondence with and concerning applicants, budget computations, and notices of decisions. The agency will send a notice of approval or denial for each application.

In certain cases, an application will be reinstated effective as of the date the application was first received by the Federally Facilitated Marketplace (FFM). This happens in cases where the individual:

- a. submitted an application via the FFM and is assessed as not potentially eligible;
- b. withdrew the application; and
- c. is assessed as potentially eligible for Medicaid or the Delaware Healthy Children Program by the FFM appeals entity.

The agency must dispose of a reinstated application in accordance with the policy described above.

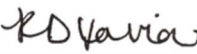
ACTION REQUIRED

Staff who process applications must review and apply policy at DSSM [14100.4](#) *Disposition of Applications* to ensure compliance with Federal and State regulations.

DIRECT INQUIRIES TO

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April 14, 2021
DATE



Kimberly Xavier, Chief
Planning & Policy
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