



Department of Human Resources  
 311 West Saratoga Street  
 Baltimore MD 21201

**Family Investment Administration  
 ACTION TRANSMITTAL**

**Control Number: #10-22**

**Effective Date: IMMEDIATELY**

**Issuance Date: March 3, 2010**

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES  
 DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT  
 FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF  
 DIVISION OF ELIGIBILITY WAIVER SERVICES**

**FROM: KEVIN M. MCGUIRE, EXECUTIVE DIRECTOR, FIA  
 DEBBIE RUPPERT, EXECUTIVE DIRECTOR, DHMH/OES**

**RE: LDSS, LHD AND DEWS POLICY ELIMINATING MANDATORY  
 FACE-TO-FACE INTERVIEW FOR APPLICANTS/RECIPIENTS IN  
 AN ABD COVERAGE GROUP**

**PROGRAM AFFECTED: MEDICAL ASSISTANCE**

**ORIGINATING OFFICE: OFFICE OF ELIGIBILITY SERVICES**

**SUMMARY:** Relaxation of the interview requirement for Medicaid applications and redeterminations began June 30, 2008 with a regulation change (35:13 Md. R. 1179). The amendment removed mandatory language from COMAR section 10.09.24.04K concerning face-to-face interviews. We announced the change for FAC coverage groups, as enlarged by the Governor’s Expansion, in AT 08-32. For LTC coverage groups, we announced the change in AT 09-19. This announcement for Community ABD coverage groups completes our directions for a more flexible Medicaid interview process.

**ACTION REQUIRED:** Effective with this issuance, case managers should no longer require all applicants/recipients, or their representatives, to participate in a face-to-face interview. Face-to-face interviews should only take place if determined necessary by the case manager on a case-by-case basis, or if requested by an applicant/recipient. DHMH expects that the majority of face-to-face interviews will result from customer requests.

If, after reviewing the application, the case manager needs additional information or further explanation of information submitted, the case manager is encouraged, for the applicant’s convenience, to conduct a telephone interview before requiring a face-to-face interview.

**INQUIRIES:** For policy questions, contact the DHMH Division of Eligibility Policy at 410-767-1463 or 1-800-492-5231 (select option 2 and request extension 1463).

cc: DHR Executive Staff  
DHMH Executive Staff  
FIA Management Staff  
DHMH Management Staff  
DHMH Policy and Training Staff  
Constituent Services  
DHR Help Desk