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Department of Human Resources
311 West Saratoga Street
Baltimore MD 21201

FIA ACTION
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TO: DIRECTORS, LOCAL DEPARTMENT OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISORS/ELIGIBILITY STAFF

FROM: *Lynda E. Fox*
LYNDA FOX, DEPUTY SECRETARY FOR PROGRAMS
AND LOCAL OPERATIONS

JOSEPH MILLSTONE, DIRECTOR, MCPA

JOSEPH DAVIS, DIRECTOR, MCOA *[Signature]*

RE: ENSURING CORRECT ADDRESSES ON MMIS-II

PROGRAMS AFFECTED: TEMPORARY CASH ASSISTANCE (TCA),
MEDICAL ASSISTANCE (MA)

ORIGINATING OFFICE: OFFICE OF POLICY, RESEARCH AND SYSTEMS

BACKGROUND: Since the implementation of *HealthChoice* in June 1997, the *HealthChoice* enrollment broker and the Managed Care Organizations (MCOs) have reported a significantly higher number of incorrect addresses than is recorded on the MMIS II. In many cases this is due to Temporary Cash Assistance (TCA) and Medical Assistance (MA) customers not promptly and consistently updating their address with the Local Department of Social Services (LDSS). Since the address has little impact on MA eligibility unless the recipient moves out of state, and TCA payments are paid through electronic banking, there is little incentive for the customer to make reporting a change in address a priority unless they also receive Food Stamps. This means the LDSS does not always have the customer's most current address. As a result, the Department of Health and Mental Hygiene (DHMH), the *HealthChoice* enrollment broker, and the MCOs are unnecessarily expending additional resources because of returned mail. More importantly, customers with incorrect addresses are being auto-assigned to MCOs without the opportunity to voluntarily enroll. This creates access and service delivery problems for the customers as well as the MCOs. In addition to the many problems created by auto-assignment, incorrect addresses prevent customers from receiving their redetermination packets, which can result in case closure. DHMH has developed a system to provide updated information they receive from various sources to the LDSS to be confirmed and entered into CARES and thereby into IIS II.

ACTION REQUIRED

When MA cards are returned in the mail to DHMH, a flag (R) is posted on MMIS II, and no new MA cards are sent until the code is removed. When this happens, or when DHMH receives conflicting customer information from other sources such as the *HealthChoice* enrollment broker or the MCOs, DHMH will prepare a **Conflicting Data Report, DHMH #4541** (see Attachment) to alert the LDSS that the customer has moved or reported different information to another source. The LDSS must verify the information and make the appropriate change. The correct information must be entered into CARES. The LDSS must complete the **DHMH #4541** and return it to DHMH in accordance with the following procedure.

When DHMH receives any demographic information from any source other than the LDSS, the Recipient On-Line Eligibility Section (ROLES) at DHMH and the LDSS shall do the following:

- ◆ The DHMH On-Line processor will determine if the information is compatible with that on MMIS-II and CARES.
- ◆ If CARES differs from MMIS-II, the On-Line Processor will update the MMIS-II to match CARES.
- ◆ If CARES and MMIS-II are consistent, the On-Line processor shall complete a **DHMH #4541** for each individual for whom discrepant information has been reported in order to provide this information to the LDSS.
- ◆ The On-Line processor shall send two copies of the form to the appropriate LDSS along with the documentation that contains the reported data to be confirmed and entered into CARES.
- ◆ The On-Line processor will file the remaining two copies of the **DHMH #4541** along with a copy of the documentation in a tickler file.
- ◆ Upon receipt of a **DHMH #4541**, the LDSS case manager or appointed designee shall compare the new information with that reported in the case record to determine if a discrepancy exists.
- ◆ If the reported information is different from that in the record, contact the customer for verification. Make all necessary corrections or updates through CARES, which will update MMIS-II through the interface.
- ◆ Once the information is entered into CARES, complete the **DHMH #4541** and return the second copy (green) of the form to DHMH by the due date.
- ◆ The LDSS shall complete the **DHMH #4541** and return it to DHMH by the due date even if an update or change is not necessary. *"Reported data remains unverified" should not be routinely used in cases where the information reported by DHMH is obviously more recent than that in the LDSS case record.* Instead, if the customer fails to respond to LDSS attempts to get the

correct information, initiate an unscheduled redetermination of the case to resolve the discrepancies.

- ◆ The LDSS case manager or appointed designee shall return the completed forms to:

**Department of Health and Mental Hygiene
Medical Care Operations Administration
Recipient On-Line Eligibility Section
201 W. Preston Street, Room #SS-7
Baltimore, MD 21201**

- ◆ When DHMH receives the return copy of the **DHMH #4541**, the On-Line processor shall review the copy, verify MMIS-II to see if the updates were made through the CARES/MMIS-II interface, or make any necessary updates to MMIS-II as noted by the LDSS.
- ◆ Once the updates to MMIS-II have been made and verified, the On-Line processor shall remove the corresponding copies of the **DHMH #4541** from the "Outstanding" tickler file, and file all copies in a "Work Completed" file.
- ◆ The On-Line processor shall review the tickler file daily to see if earlier mailed **DHMH #4541** responses are due.
- ◆ If the On-Line processor has not received the return copy of the **DHMH #4541** by the due date, he will send a second notice and accompanying documentation to designated Management staff at the LDSS.

INQUIRIES: May be directed to Phyliss J. Arrington, FIA Program Analyst on (410) 767-7079 or Paul Scholz at DHMH on (410) 767-5378. Please call Paul Scholz with the name of the Management staff designated to receive the second notice **DHMH #4541s** for your local department.

cc: DHR Executive Staff FIA Management Staff
 DHMH Executive Staff FIA Trainers
 DHMH Management Staff Constituent Services