



Department of Human Services
311 West Saratoga Street
Baltimore MD 21201

Family Investment
Administration
ACTION TRANSMITTAL

Control Number: # 18-24 Replaces FIA
Policy Clarification 5/31/18

Effective Date: June 1, 2018
Issuance Date: June 25, 2018

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISORS AND CASE MANAGERS
ELIGIBILITY DETERMINATION DIVISION, OFFICE OF ELIGIBILITY
SERVICES, MARYLAND DEPARTMENT OF HEALTH SUPERVISORS
AND ELIGIBILITY STAFF**

**FROM: NETSANET KIBRET, ACTING EXECUTIVE DIRECTOR, FIA, *NK*
DEPARTMENT OF HUMAN SERVICES
DEBBIE RUPPERT, EXECUTIVE DIRECTOR, OES, *Debbie Ruppert*
MARYLAND DEPARTMENT OF HEALTH**

RE: 30-DAY LONG-TERM CARE APPLICATION PROCESSING

PROGRAM AFFECTED: LONG-TERM CARE MEDICAID

ORIGINATING OFFICE: OFFICE OF PROGRAMS

SUMMARY

A FIA Policy Clarification was issued on May 31, 2018 for processing Long-Term Care (LTC) Medical Assistance applications pending 30 days or more. This FIA Action Transmittal obsoletes the Policy Clarification.

The principal changes include: the COMAR citation for processing applications has been corrected, and the manual LTC Denial Notice has been updated with two versions. One LTC Denial Notice is to be used for all LTC applications being denied with a date of application prior to June 1, 2018. The second LTC Denial Notice is for all LTC applications being denied with a date of application of June 1, 2018 and after. Effective immediately, please use the version of the attached denial notice as appropriate.

ACTION REQUIRED

To follow the application processing requirements in COMAR 10.09.24.04-1, effective June 1, 2018, all Local Departments will make an eligibility decision for all applications that have been pending for 30 days. This timeline for processing applications is set forth in COMAR 10.09.24.04-1.

Case Managers must determine eligibility for applications within 30 days if all eligibility requirements have been satisfied. Approve the case if the applicant is eligible, or deny for specific eligibility reasons (for example, resources overscale). Whenever possible, case managers should use the Good Faith and Reasonable Certainty policy (FIA AT #17-15) to approve applications when appropriate.

When an applicant has not returned all required verifications by the 30th day, the Case Manager must deny the application by following these steps:

- enter a 552 denial code into CARES to trigger the denial;
- override the 4210 CARES notice;
- send one of the revised attached denial notices completed with the applicable information filled in the blank sections within the notice; and,
- upload the manual notice into OnBase.

For all applications that are denied on the 30th day with the 552 code, the case manager must:

- preserve and monitor the LTC application for receipt of the requested and required information until the last day of the month for the 6-month consideration period;
- use appropriate CARES notices for any subsequent eligibility determinations (for example, resources overscale); and,
- ensure that all case information and manual notices are uploaded to OnBase.

The Case Manager must respond to any questions received from applicants and assist applicants with obtaining verification when they request assistance because they are having difficulty obtaining the verification (FIA AT #18-06 Revised).

IMPORTANT NOTE: The 30-day Continuation Notice is OBSOLETE and must not be sent.

ATTACHMENTS

FIA LTC Denial Notice for LTC applications filed prior to 6/1/18

FIA LTC Denial Notice for LTC applications filed 6/1/18 or after

Summary of Procedures for Fair Hearings

INQUIRIES

Please direct system and procedural inquiries to fia.policy@maryland.gov. Please direct policy questions to the Maryland Department of Health, Office of Eligibility Services, Division of Eligibility Policy, at 410-767-1463 or 1-800-492-5231 (select option 2 and

request extension 1463).

cc: DHS Executive Staff
MDH Executive Staff
FIA Management Staff
DHS Help Desk
FIA Policy and Training
FIA Workforce Development Staff