 <p><b>DHS</b>  MARYLAND DEPARTMENT OF  <b>HUMAN SERVICES</b>  Department of Human Services  311 West Saratoga Street  Baltimore MD 21201</p>	<b>FIA INFORMATION MEMO</b>
<b>Control Number: #22-42</b>	<b>Effective Date: October 25, 2022</b> <b>Issuance Date: October 21, 2022</b>

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

**FROM: LA SHERRA AYALA, FIA EXECUTIVE DIRECTOR**  
**DEBBIE RUPPERT, MDH EXECUTIVE DIRECTOR**

  
*Debbie Ruppert*

**RE: NON-MAGI MA EX PARTE REDETERMINATIONS**

**PROGRAM AFFECTED: MEDICAL ASSISTANCE (MA)**

**ORIGINATING OFFICE: OFFICE OF PROGRAMS**

**SUMMARY**

Per federal requirements, Ex Parte redeterminations must be attempted on Medical Assistance (MA) cases. The Ex Parte process involves completing a MA redetermination based on reliable information available to Department of Human Services (DHS) without requiring information from the customer.

In the State of Maryland, MAGI Ex Parte redeterminations are being handled in the Maryland Health Connection (MHC), while NON-MAGI Ex Parte redeterminations are being handled in the Eligibility and Enrollment (E&E) system.

The Ex Parte process involves MA cases without an associated program. Phase II of the Ex-Parte process will begin on October 25, 2022, for redeterminations due on January 31, 2023. As a part of phase II, the Non-MAGI coverage groups included in the Ex Parte process are:

- Qualified Medicare Beneficiaries (S03)
- Pickle Amendment (S04)

- Specified Low-Income Medicare Beneficiaries (S07)
- Qualifying Individuals or SLMB II (S14)
- Aged Blind and Disabled-Medically Needy (S98)

**REQUIRED ACTION:**

Ninety-Five (95) days before an MA case is due for redetermination, an “Initiate Ex Parte Renewal Process” work item is created in E&E. This work item will be disposed of by the bot (robot or digital worker) and does not require any action from the case manager.

The bot will take the following actions:

- Run all clearances, including BEACON.
- Add screenshots to Case Documents for each clearance run.
- Add narration to reflect each clearance run and any income found.
  - Because clearances are run over the course of two days, two different narrations will be added, and the case manager should review both narrations.



- Add or update Social Security income (Title II)

**UNEARNED INCOME**

**Debbie Larue Wright (66)**

Unearned Income Type: Social Security

Subtype: Social Security Benefits (OASDI ...)

Payment Start Date: 1/1/2022

Payment End Date: [Calendar Icon]

Amount Start Date	Amount End Date	Amount	Type	Last Update Date
09/21/2022		\$1,119.00	Social Security	09-21-2022
01/01/2022	09/20/2022	\$1,185.00	Social Security	09-21-2022

- Add or update Social Security income (Title XVI)

**UNEARNED INCOME**

**Dhananjay Doshi (73)**

Unearned Income Type: Social Security

Subtype: Supplemental Security Income

Payment Start Date: 9/29/2022

Payment End Date: [Calendar Icon]

Amount Start Date	Amount End Date	Amount	Type	Last Update Date
09/29/2022		\$244.00	Social Security	09-29-2022

[Discard](#) Please add a new amount or end date an existing income record. If you do not want to make any updates, please discard to go back to the previous screen.

- Determine if any exceptions are identified. There are several reasons why the bot may not complete the redetermination process. These are referred to as “exceptions”. The exceptions include:

Clearance	Exception
SOLQ-I	<ul style="list-style-type: none"> <li>Income (Title II and Title XVI) does not match</li> <li>New income</li> </ul>
SVES	<ul style="list-style-type: none"> <li>Prison match identified</li> </ul>
AVS	<ul style="list-style-type: none"> <li>No response received</li> <li>Duplicate response received</li> <li>Assets identified that are older than 3 months</li> </ul>
SDNH	<ul style="list-style-type: none"> <li>An active match is identified</li> </ul>
NDNH	<ul style="list-style-type: none"> <li>An active match is identified</li> </ul>
BEACON	<ul style="list-style-type: none"> <li>Wages identified in the last quarter</li> <li>Unemployment income identified in the last three (3) months</li> </ul>
The Work Number	<ul style="list-style-type: none"> <li>Earnings found from the last three (3) months</li> </ul>

### Ex Parte Redetermination completed by bot

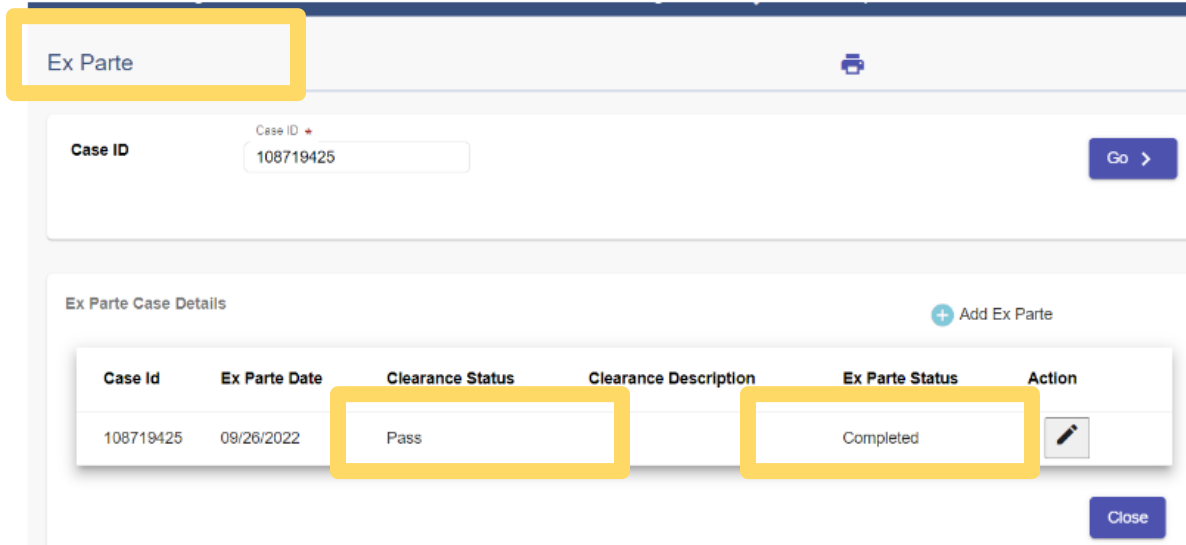
- If the bot does not identify any exceptions, the bot will complete the redetermination.
  - This will generate the appropriate notice to the customer.
  - The MA redetermination packet will not be sent.
- If the bot completes the redetermination, a work item will be generated for the case manager. The work item will display as “Worker Created Alert” on the Case Home page. Within the work item, the description will be “Please check the case narrative”.

The screenshot shows a 'Case Home' interface with three main panels. The left panel, titled 'Pending Work Items', contains a table with the following data:

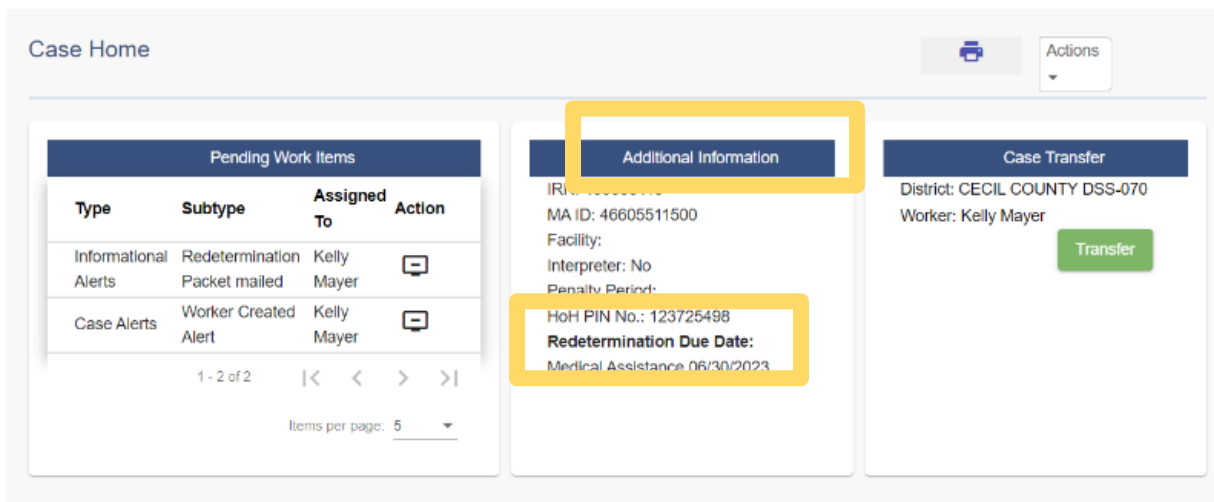
Type	Subtype	Assigned To	Action
Informational Alerts	Redetermination Packet mailed	Kelly Mayer	[Icon]
Case Alerts	Worker Created Alert	Kelly Mayer	[Icon]

The 'Worker Created Alert' row is highlighted with a yellow box. The middle panel, 'Additional Information', displays case details: IRN: 466055115, MA ID: 46605511500, Facility: (blank), Interpreter: No, Penalty Period: (blank), HoH PIN No.: 123725498, and Redetermination Due Date: Medical Assistance 06/30/2023. The right panel, 'Case Transfer', shows District: CECIL COUNTY DSS-070, Worker: Kelly Mayer, and a green 'Transfer' button.

- Additionally, the Ex Parte screen (found under the Case Management menu) will reflect that the redetermination was completed. The clearance status will show as Pass.



- At this time the case manager should review the case documents and narration added by the bot to ensure they are accurate.
- The case manager should review the Additional Information box on the Case Home screen to confirm the new certification period.



- The case manager should review the Client Correspondence to ensure the notice went out to the customer notifying him or her of the redetermination completion and new certification period.
- The case manager can then disposition the work item.

## Ex Parte Redetermination not completed by bot

- If the bot is unable to complete the redetermination due to an exception, a work item will be generated for the case manager. The work item will display as “Worker Created Alert” on the Case Home page.

The screenshot shows the 'Case Home' interface. A yellow box highlights the 'Case Home' tab. Below it, a table titled 'Pending Work Items' contains the following data:

Type	Subtype	Assigned To	Action
Informational Alerts	Redetermination Packet mailed	Kelly Mayer	[Icon]
Case Alerts	Worker Created Alert	Kelly Mayer	[Icon]

Additional information on the right includes: IRN: 466055115, MA ID: 46605511500, Facility: , Interpreter: No, Penalty Period: , HoH PIN No.: 123725498, Redetermination Due Date: , and Medical Assistance: 06/30/2023. A 'Case Transfer' section shows District: CECIL COUNTY DSS-070 and Worker: Kelly Mayer, with a 'Transfer' button.

- Additionally, the Ex Parte screen (found under the Case Management menu) will reflect that the redetermination was not completed by listing Fail under Clearance Status.

The screenshot shows the 'Ex Parte' screen in the DHS system. The top navigation bar includes 'E&E Eligibility & Enrollment' and 'DHS'. The main content area shows the 'Ex Parte' details for Case ID 104094377. A table lists the 'Ex Parte Case Details' with the following data:

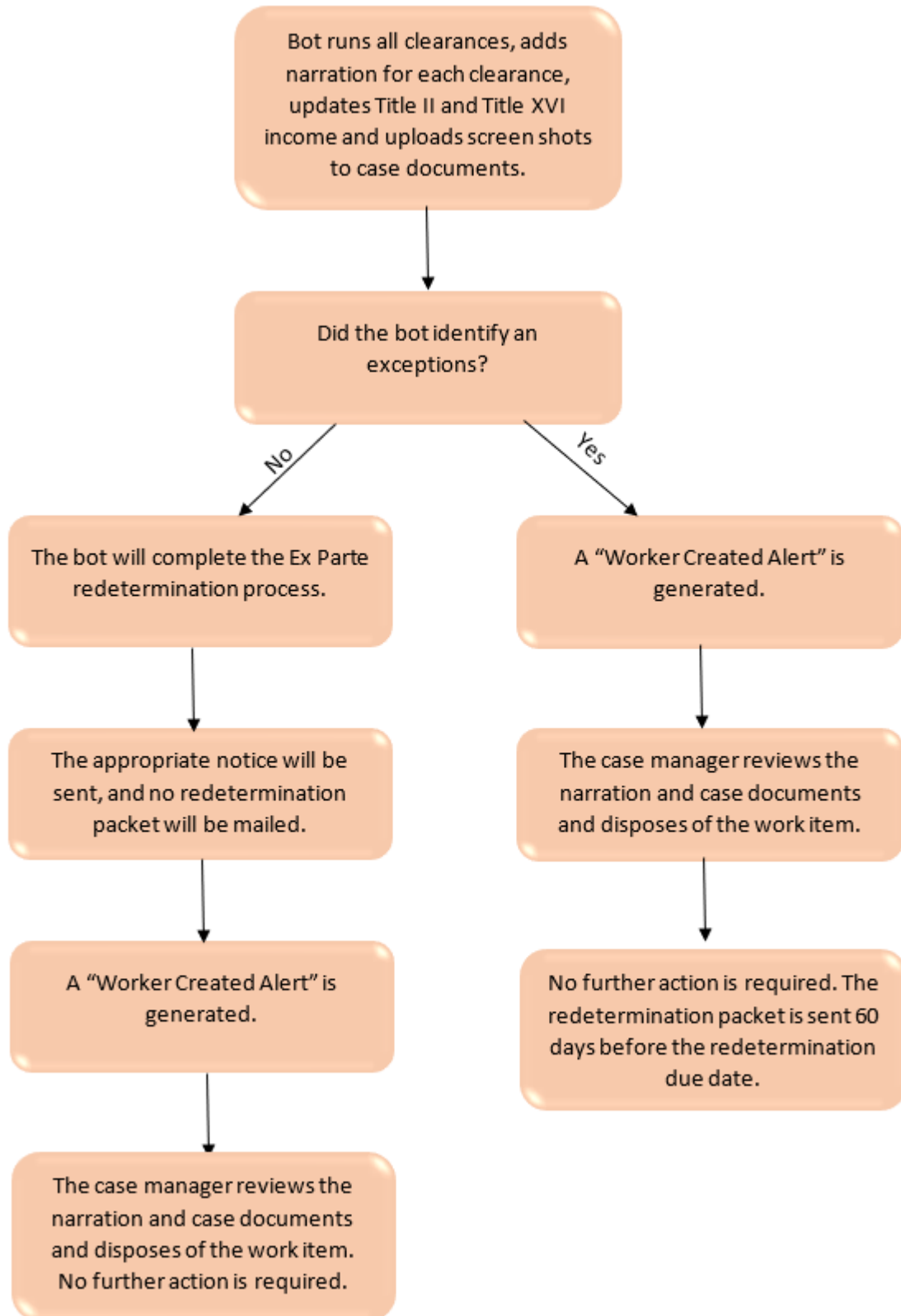
Case Id	Pa	Clearance Status	Clearance Description
10409437709/2		Fail	...

The 'Clearance Status' 'Fail' is highlighted with a yellow box. The bottom of the page contains the footer: 'DHS Privacy Terms & Conditions Copyright © Fri Sep 30 2022'.

- At this time, the case manager should review the case documents and narration added to the case by the bot.
- The case manager can disposition the work item. No further action is required.

- 60 days before the redetermination due date, a redetermination packet will be sent to the customer.

### **MA EX PARTE REDETERMINATION WORKFLOW SNAPSHOT**



**NOTE:** System enhancements are forthcoming that will allow the case manager to complete the Ex Parte process after the bot identifies an exception. Additional information will be made available.

**ATTACHMENTS:**

- How-to-Guide: E&E Ex Parte Medicaid Renewals

**INQUIRIES:**

Please direct policy questions to FIA Policy by completing the [FIA Policy Information Request Form](#) on Knowledge Base or via email at [fia.policy@maryland.gov](mailto:fia.policy@maryland.gov) for Montgomery County only.

For systems questions, please email [fia.bsdm@maryland.gov](mailto:fia.bsdm@maryland.gov).

c: DHS Executive Staff  
Constituent Services  
DHS Help Desk  
FIA Management Staff  
Office of Administrative Hearings