



**Department of Human Services**  
 311 West Saratoga Street  
 Baltimore MD 21201

**FIA ACTION TRANSMITTAL**

**Control Number: 24-03**

**Effective Date: Immediately**

**Issuance Date: July 25, 2023**

**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** 

**RE: RETURNED MAIL FOR MEDICAID REDETERMINATIONS**

**PROGRAM AFFECTED: MEDICAID (MA) LONG-TERM CARE MEDICAID (LTC)  
 WAIVER PROGRAMS (WV)**

**ORIGINATING OFFICE: OFFICE OF PROGRAMS**

**SUMMARY**

Per section 6008(f)(2)(C) of the Families First Coronavirus Response Act (FFCRA), the Centers for Medicare and Medicaid Services (CMS) now requires states to contact customers using at least two methods prior to terminating enrollment on the basis of returned mail. Specifically, states cannot allow Medicaid (MA), long-term care (LTC) or waiver (WV) cases to close for failure to complete a redetermination, if the redetermination packet is received by the state as returned mail.

This action transmittal clarifies AT 23-18. In particular, this AT outlines the requirements regarding returned mail regardless of whether the customer has consumer portal access, clarifies the use of reliable data via available interfaces, and provides additional detail on the requirements of the outreach to customers.

## **REQUIRED ACTION:**

### **Scanning and narrating returned mail and correcting mailing addresses**

- When an MA, LTC, or WV redetermination packet is received as returned mail, the Local Department of Social Services (LDSS) and the Office of Long Term Care (OLTC) must scan the returned mail into ECMS.
- The LDSS/OLTC must also narrate receipt of the returned mail, including the date on which the return mail was received, if known.
- The LDSS/OLTC must ensure the address on the envelope is complete and matches the address available to the LDSS/OLTC. This includes:
  - **A forwarding address:** If a forwarding address is received from the U.S. Postal Service, the address should be updated in the Eligibility and Enrollment (E&E) system.
  - **E&E:** If it is determined that the address is not complete or does not match the address in the E&E system, the redetermination should be sent again using the correct address in the E&E system.
  - **Reliable interfaces such as MMIS, SOLQi, and BEACON to obtain an updated address:** If a different address is available via these interfaces, the address in E&E should be updated.
  - **Previous notification by the customer:** If the LDSS/OLTC was previously notified by the customer of a new address, but has not yet acted upon the reported change, LDSS/OLTC should update the E&E system with the new address.
- If the LDSS/OLTC corrects/updates the address and resends the redetermination using the steps below, and the redetermination is not received back as returned mail, no further action is needed.

### **Authorized Representatives**

- If a customer has an authorized representative, returned mail must be received for both the customer and the authorized representative in order for outreach to be required.
- If returned mail is received only for the customer or only for the authorized representative, the only requirement is to scan and narrate the returned mail.

### **Resending the Redetermination**

- Updates have been made to E&E to allow the redetermination to be sent to an updated address.
- The LDSS/OLTC must update the new address before attempting to resend the redetermination packet by updating the contact information on the Contact Information screen.

Case Name

- Member Details
- Contact Information**
- Citizenship Details
- Member Verification
- Authorized Representative
- Program Request
- Individual Details
- Health & Disability
- Medicare
- Waiver & Facility Details
- Assets
- Income

**Additional Info**

**Eligibility Review**

**Client Correspondence**

**Transfer Detail**

PREVIOUS ADDRESSES + Add Previous Address

#	From Date	To Date	Address	Actions
<p>Language: English <input type="checkbox"/> Interpreter Needed</p> <p>Impairment: <input type="checkbox"/> Visually Impaired <input type="checkbox"/> Hearing Impaired <input type="checkbox"/> Physically Impaired</p>				
<p>Residential Address: <input type="checkbox"/> Homeless <input type="checkbox"/> Institution</p> <p>C/O: _____</p> <p>Line 1: 20510 [REDACTED] Apt 2501 _____</p> <p>Line 2: _____</p> <p>City: Hagerstown State: Maryland ZIP Code: 21742</p> <p>ZIP+4 Code: 4071 County: Washington</p>				
<p>Mailing Address: <input checked="" type="checkbox"/> Mailing address is same as residential address</p>				

- Once the address has been updated, the LDSS/OLTC can navigate to the Administrative Information Page.
- On the Administrative Information Page, the LDSS/OLTC should select “Mail Return” in the Special circumstance field.

**Eligibility Determination**

- Member Verification
- Authorized Representative
- Program Request
- Individual Details
- Health & Disability
- Medicare
- Waiver & Facility Details
- Assets
- Income
- Expenses
- Verification Status
- Administrative Information**
- Summary

**Additional Info**

Administrative Information Print

**Medical Assistance** Refresh

Delay Reason: \_\_\_\_\_ Application Date: 6/20/2016

QA Errors:  Quality Control  State Review  Administrative Review

Special Circumstances:  Social Circumstances

- Covid-19 Application
- Redet Mail Returned**

Back Next

- two questions will populate:

- Received Returned Mail?
- Has the Address been Updated on the Contact Information Screen?

- Once the LDSS/OLTC answers “yes” to both questions and hits the “save” button, the redetermination packet will be sent by E&E to the updated address.
- Auto-narration will be added to the case indicating that the redetermination packet has been resent.

Title	Household Member	Created By	Created Date	Updated Date	Narrative	Actions
Received Return Mail	[Redacted]	Gayathri	05/15/2023, 11:58 AM	05/15/2023, 11:58 AM	MA redetermination packet has been sent to the updated mailing address	[Edit] [Delete]
Received Return Mail	[Redacted]	Prinivasan	11:58 AM	11:58 AM	MA Redet has been extended for 30 days due to returned mail	[Edit] [Delete]

The redetermination date will be updated on the case Home page and Redetermination History page.

**Eligibility Determination**

Case Home

Member Details

Contact Information

Citizenship Details

Member Verification

Authorized Representative

Program Request

Individual Details

Health & Disability

Medicare

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**Eligibility Determination**

Additional Info

**Eligibility Review**

Individual Assistance

Eligibility History

Determine Eligibility

**Redetermination History**

Eligibility Details

Benefit Detail History

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**Client Correspondence**

Transfer Detail

Case Home

**Pending Work Items**

Type	Subtype	Assigned To	Action
Informational Alerts	Redetermination Packet mailed	Not Assigned	

1 - 1 of 1

Items per page: 5

**Additional Information**

IRN: 481104771300

MA ID: 481054771300

Facility:

Interpreter: No

Penalty Period:

HoH PIN No.: 123456789

**Redetermination Due Date:** 06/30/2023

Medical Assistance 06/30/2023

**Case Transfer**

District: WASHINGTON LDSS-210

Worker: John G. Gero

**Transfer**

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Redetermination History

Case ID: [redacted]

Program Name: Medicaid

From Date: 2/1/2023

To Date: [calendar icon]

**Clear** **Search**

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**REDETERMINATION HISTORY**

Redet Begin Date	Redet Due Date	Redet Status	Original Due Date	Redet Status Date	Packet Received Date
10/01/2021	05/31/2023	Generated	05/31/2023	03/15/2023	
10/01/2021	06/30/2023	Generated	05/31/2023	03/15/2023	
10/01/2021	05/31/2023	Initiate	05/31/2023	02/28/2023	

### Contacting the customer using two methods


- If the redetermination is sent to an updated forwarding address and is subsequently returned, or if the address could not be updated, the LDSS/OLTC must move forward with contacting the customer.
- Once the returned redetermination packet has been scanned and narrated, the LDSS/OLTC must ensure an attempt is made to contact the customer by phone and email. Acceptable outreach to the customer must include:
  - information explaining that the redetermination was sent by mail;
  - information on how to complete the redetermination packet; and
  - information on how to contact DHS.
- The LDSS/OLTC must ensure all attempts to reach the customer are narrated, including:
  - the method of communication used;


- the date of the attempted contact; and
- the outcome of the contact.
- If the LDSS/OLTC was not able to attempt to reach the customer using two methods of communication because a valid email address and/or phone number is not known to the state, the LDSS/OLTC must ensure this information is narrated.
- The customer must be contacted regardless of whether the customer has access to the consumer portal.
- If the LDSS/OLTC is not able to make contact with the customer during the outreach, the customer has 30 days to respond to the outreach. If the customer responds to the outreach within 30 days, the steps in the next section, “*successful contact with the customer and resending the redetermination*”, should be followed. If the customer does not respond to the outreach within 30 days, no additional action is required by the OLTC/LDSS, but the tardy redetermination policy should be followed.

### Successful contact with the customer and resending the redetermination

- If the LDSS/OLTC is able to make contact with the customer and obtain a new address, the redetermination packet should be resent to the new address following the steps identified above.
- If a new address is obtained, and the redetermination is resent, the customer must be given 30 days to submit the redetermination before the case can be closed.
  - E&E has been updated, to ensure MA, LTC, and WV certification periods are extended by 30 days as needed to prevent case closure.
  - If an extension is necessary, auto-narration will be added to the case.



## CASE NARRATIVE

Case ID: 110000503 

Search 

 Add

### Narrative History

Title	Household Member	Created By	Created Date	Updated Date	Narrative	Actions
Received	Kan M [redacted]	Gayathri	04/28/2023,	04/28/2023,	MA redetermination packet has been sent to the	
Return Mail	Majewski [redacted]	srinivasan	9:04 AM	9:04 AM	updated mailing address	
	Kan M [redacted]	System	12/04/2022, 10:27 PM	12/04/2022, 10:27 PM	Mass mod completed successfully on December 03, 2022 for program(s)MA	

- If the redetermination packet is received by the LDSS/OLTC within the 30 days, the LDSS/OLTC should initiate and process the redetermination as appropriate.
- If the redetermination packet is not received by the LDSS/OLTC within the 30 days, the MA, LTC, or WV case will close.

### **Returned mail received and reinstatement after the case closed**

- If an MA, LTC, or WV case closes for failure to complete a redetermination, and the LDSS/OLTC receives the redetermination packet as returned mail within 30 days of the closure, the customer must be contacted via phone, and email, if possible.
- The LDSS/OLTC must narrate the attempts to contact the customer and note if two contact methods could not be used because a phone number and/or email address were not known to the state.
- If the customer responds to the outreach, and provides an updated address within 30 days, the case must be reinstated.
- Once the redetermination is sent to the updated address, the customer should be given 30 days from the date the redetermination is resent to complete and return the redetermination. The case should remain reinstated for this 30-day period.
- This reinstatement process should be followed if returned mail is received within 30 days of the closure.
- If the customer contacts the LDSS/OLTC more than 30 days after the case closure, there is no requirement to reinstate the case. Instead, the tardy redetermination policy should be followed, requiring the customer to submit a redetermination and associated verifications within 120 days of the case closure. Once the redetermination is processed, the case can be reinstated as appropriate.

### **Reminders**

- Please remind customers that their redetermination is available to complete via the myMDTHINK consumer portal as long as they complete it by the redetermination due date. They should also be reminded that any future changes in their circumstances, including changes in their address, email address, and phone number, can be reported via the myMDTHINK consumer portal.
- If a customer submits a change in their contact information via the consumer portal, the LDSS/OLTC will receive a work item advising staff of the interim change and should process it accordingly. The change of address will pre-populate in the worker portal, but the LDSS/OLTC must run eligibility and confirm the programs to effectuate the change.
- The policy around “tardy redets” will continue to apply. Under this requirement, LDSS/OLTC must reconsider eligibility without requiring a new application for customers whose coverage is terminated for failure to return their redetermination packet or necessary information. If the customer’s redetermination form or information is returned within 120 days after coverage is terminated the MA, LTC, or WV case can be reinstated, and eligibility run. If eligibility continues, the certification period will begin the day after the closure.
- All other returned mail policies remain in effect.

### **INQUIRIES:**

If you have any questions regarding this Action Transmittal or any other program policies, please submit it using the [FIA Policy Information Request Form](#). If you work in Montgomery County, you may submit your policy questions via email at [fia.policy@maryland.gov](mailto:fia.policy@maryland.gov). For systems questions, please email [fia.bsdm@maryland.gov](mailto:fia.bsdm@maryland.gov).

For MHC systems questions and issues, contact the Maryland Health Benefit Exchange's Office of Consumer Assistance, Eligibility Policy & Business Integration at 410-547-6327.

For MA policy questions: Direct Non-MAGI and MAGI policy questions to the Maryland Department of Health, Office of Eligibility Services at [mdh.oesinquiries@maryland.gov](mailto:mdh.oesinquiries@maryland.gov).

cc: DHS Executive Staff  
FIA Management Staff  
MDH Executive Staff  
Constituent Services  
Office of Administrative Hearings