

## Cases Requiring LDSS Follow Up

Description	Enrollment Center Actions	LDSS Actions	Additional Notes
<p><b>Personal Injury Report: A/R answers yes to one of the following 2 questions on the renewal form: "Does anyone who is renewing or applying have a pending lawsuit due to an injury" or "Does anyone who is renewing or applying have a Workers' Compensation case or an injury, illness, or disability that was cause by someone else, (that could be covered by insurance)?"</b></p>	<p>The Enrollment Center will notify the district using MOVE IT. The notification package will include a cover sheet indicating the case number and reason for referral and a HEART screen shot of case notes with any information collected during the telephone renewal about the accident or injury. Mail-in renewals will be scanned into IEDR for reference by the district.</p>	<p>District will follow up with A/R to obtain additional information, if needed and pursue recovery as appropriate.</p>	<p>If the Enrollment Center refers the case to the district to complete renewal processing, a separate notification about the personal injury report will not be made.</p>
<p><b>IV-D Referral: A new child is added to the case with a deprivation of Abandonment or Divorce, a new deprivation of Abandonment or Divorce is reported at renewal, or updated information for an absent parent is provided at renewal.</b></p>	<p>The Enrollment Center will notify the district using MOVE IT. The notification package will include a cover sheet indicating the case number and reason for referral and a HEART screen shot of the IV-D referral data.</p>	<p>District will provide IV-D referral data to the Child Support Unit, as appropriate</p>	<p>If the Enrollment Center refers the case to the district to complete renewal processing, a separate notification about IV-D will not be made.</p>
<p><b>A/R alleges a new disability, but case members can be renewed by the Enrollment Center with the same or better coverage, regardless of the disability determination.</b></p>	<p>The Enrollment Center will scan any documentation related to the disability into I/EDR and notify the district using MOVE IT. The notification package will include a cover sheet indicating the case number and reason for referral and HEART screen shots.</p>	<p>District will follow-up with A/R to complete a disability review.</p>	<p>The Enrollment Center will complete a renewal for an individual who alleges a new disability as long as case members can be renewed with the same or better coverage. Otherwise, the current authorization period will be extended and the entire case will be referred to the district for the disability determination and to complete renewal processing.</p>

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<b>A/R recently released from jail discloses that he/she did not return to his/her family (continues as a S/CC)</b>	The Enrollment Center will notify the district using MOVE IT. The notification package will include a cover sheet indicating the case number and reason for referral and a HEART screen shot of case notes indicating that A/R reported he or she was recently released from jail and will not be returning to his/her family's residence.	District will perform an undercare transaction to ensure the household count of the family's case correctly reflects the exclusion of the recently incarcerated individual who did not return to the household.	This information will only be reported to the district if the A/R volunteers it during the renewal process.
<b>The Enrollment Center processes a Luberto renewal</b>	The Enrollment Center will check to see if citizenship was verified through the SSA match (BVI =1). If citizenship was verified through documentation (BVI = 3 or 5), the Enrollment Center will check for permanent documents in I/EDR if the originating county (County A) currently scans into I/EDR. If documents are missing from I/EDR, the Enrollment Center will notify County A to scan the documents into I/EDR. If County A does not currently scan into I/EDR, the Enrollment Center will notify County A to send documents to County B. In all instances, the Enrollment Center will complete and send a Relocation Referral Form to both County A & B. Notification to County A will include the case number if documents must be sent to County B or the CIN and any missing documentation that must be scanned into I/EDR.	WMS will open a case in County B based on C65 transaction. County B will process case documents related to Luberto transactions, as appropriate. County A will send required documents to County B or scan documents into I/EDR, if necessary. If County A currently scans into I/EDR, it should scan the 3209 from the Luberto transaction into I/EDR.	

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<b>At renewal, A/R reported access to, enrollment in, or termination of third party health insurance. Case is renewed by the Enrollment Center.</b>	The Enrollment Center will collect third party health insurance documentation from A/R, scan it into I/EDR and notify the district using MOVE It. The notification package will include a cover sheet indicating the case number and reason for referral and applicable HEART screen shots. The Enrollment Center will renew the case. If proof of termination or proof of enrollment in TPHI is provided, the Enrollment Center will update coverage in eMedNY.	District will retrieve documents from I/EDR, perform cost effectiveness determination and make updates in eMedNY as necessary. If A/R has access to TPHI that the district determines to be cost effective/qualified, they will instruct the A/R to enroll and collect proof of enrollment/premium paid and initiate/resume premium payments as appropriate.	All cases will be renewed by the Enrollment Center and then notification will be sent to district for follow up.
<b>The Enrollment Center receives documentation for a case that has already been renewed (i.e., case was successfully renewed without that documentation, but documentation may affect continuing eligibility)</b>	The Enrollment Center will scan the documentation into I/EDR and notify the district using MOVE It. The notification package will include a cover sheet indicating the case number and reason for referral and HEART screen shots.	District will retrieve documentation from I/EDR, redetermine case eligibility and update WMS and generate client notice, as appropriate.	
<b>A renewal <u>decision</u> notice is returned to the Enrollment Center by the US postal service as undeliverable (i.e., with a yellow "forwarding address unknown" or "forwarding address" label)</b>	The Enrollment Center will mail the decision notice and envelope to the district.	District will evaluate A/R's continuing eligibility at the new address. Update WMS with new address, as appropriate. If no new address is known, case may be closed "Unable to Locate"	

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<b>The Enrollment Center receives a renewal form for a case assigned to the LDSS.</b>	The Enrollment Center will mail the renewal and any documentation to the appropriate LDSS. If the appropriate LDSS cannot be determined without additional research, the Enrollment Center will scan the documentation into I/EDR and notify the district using MOVE It. The notification package will include a cover sheet indicating the case number and reason for referral and a screen shot from MAXe.	District will retrieve documents from IEDR, if necessary, and process renewal	
<b>The Enrollment Center receives documentation for a case assigned to the LDSS</b>	The Enrollment Center will scan the documentation into I/EDR and notify the district using MOVE It. The notification package will include a cover sheet indicating the case number and reason for referral, and a MAXe screen shot with the case information. If documents cannot be linked to an active case in I/EDR, documentation will be included in the notification package.	District will retrieve documents from IEDR, if necessary, and process appropriately.	
<b>The Enrollment Center receives an Initial Application</b>	The Enrollment Center will mail the application & supporting documents to New York State of Health.		New York State of Health will process the application.
<b>The Enrollment Center receives a request for a copy of a case record or reimbursement for transportation or child care to participate in a fair hearing.</b>	The Enrollment Center will notify the district using MOVEit. The notification package will include a cover sheet indicating the case number and reason for referral.	District will contact the A/R to make arrangements for reimbursement or to provide a copy of the case record as per local procedures.	
<b>The Enrollment Center prepares an evidence packet and summary for a fair hearing on an EC action.</b>	The Enrollment Center will provide an electronic version of the summary and evidence packet to the district using MOVEit.	The District will maintain the files in the event there is some future related action or inquiry by the A/R.	

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<p><b>The Enrollment Center receives request to change managed care plans or disenroll to fee-for-service Medicaid in counties that do not use the managed care Enrollment Broker.</b></p>	<p>The Enrollment Center will notify the district using MOVEit, and (for telephone renewals) inform the A/R that the renewal will be processed but the managed care request must be handled at the LDSS.</p>	<p>District will process appropriately, taking into consideration the mandatory or voluntary status of the county, the A/R's lock-in status, and/or the potential for requesting an exemption.</p>	