

Enrollment Center Q&As from Local Districts

Questions from May 4th MTAG Call

Overview

1. Will the Enrollment Center be able to process add-ons at renewal?

Yes.

2. Will the renewal authorization generate at the district?

Yes - ENR will appear in the transaction office field.

3. How often will districts receive the WINR 4133?

Once per month.

4. Will there be eligibility workers at MAXIMUS to sign-off on cases?

The Department of Health will be responsible for the final eligibility determination.

5. Will local districts have access to HEART screens while the renewal is pending?

The Department is considering providing read-only access to local districts.

6. Will telephone renewal interviews be recorded at the Enrollment Center?

Yes.

7. How will counties who do not currently use I/EDR gain access to it?

Each county's LAN administrator has the ability to create the necessary viewing access to I/EDR. If there are any questions, please contact Brian Matrose in the DOH Division of Systems at bem06@health.state.ny.us.

8. Is there a cost associated with I/EDR read-only access?

No, it is a web-based system.

Managed Care

1. When someone fails to get on the first managed care roster because of the timing of their renewal, how will districts know whether the individual has renewed eligibility and will appear on the second roster?

If a case is extended or renewed in HEART after pulldown and before the first of the next month, the person will continue with the managed care plan and will appear on the second roster. The extended or renewed coverage and PCP enrollment will be reflected in WMS and eMedNY.

Luberto

1. What if a scanned birth certificate does not have the “original seen” annotation? Does the SSA match take care of this?

If BVI = 1 and if SSA match is successful, you do not need a birth certificate in the case record. If BVI=5, then you need the documentation in the case record and you would follow the same process you do now.

2. Can we push active cases through the SSA match?

The Department is considering this option.

Premium Assistance

1. How will districts know if the premium changes for those cases with an ongoing pay line for premium reimbursement?

When premium amounts change, the Enrollment Center will follow the established process for cases requiring LDSS follow-up. A notification package will be transferred to the local district office using MOVEit that will contain a cover sheet identifying why the district is being notified, and appropriate documentation regarding the premium change will be viewable in I/EDR.

EC-LDSS Communication

1. Who should districts designate as staff to communicate with the Enrollment Center?

This is a district decision. Some districts suggested designating supervisory-level staff; others suggested designating the Medicaid director.

2. What should districts do when individuals come in to renew and it’s an emergency, i.e. it’s the last day of recertification and the individual is a diabetic in need of insulin?

If an Enrollment Center renewal is returned to the district and the case is in lockdown, the district should call their designated New York Health Options County Representative requesting that the lockdown be stopped. The district should then fax the renewal to the Enrollment Center using the designated cover sheet. If it is too late to stop lockdown, the district will need to reactivate the case and process the renewal.

3. What if we want to designate more than 2-3 people (for MOVEit access)?

Districts may designate more than 2-3 people upon request.

4. Can we create a group mailbox?

Yes, but you will need separate user names and passwords for individuals to be able to access files on MOVEit.

5. For those renewing at the last minute at the DSS, can the district extend the case for two months and refer it to the Enrollment Center (similar to EC referrals to districts)?

No. If an Enrollment Center renewal is returned to the district and the case is in lockdown, the district must call their designated New York Health Options County Representative requesting that the lockdown be stopped. The district should then fax the renewal to the Enrollment Center using the designated cover sheet. The lockdown must be stopped at the Enrollment Center in order for HEART to be able to process the renewal.

MOVEit

1. Will the case name be listed in the notification sent from MOVEit to districts? Will districts be able to sort by case name when they receive multiple notifications?

No. The email and link will not include case name for Medicaid data privacy reasons.

Referrals & Notifications

1. If someone receives a “failure to recertify” notice and now wants to renew, what happens?

If the individual has contacted the Enrollment Center to renew and the case has not closed, the Enrollment Center will stop lockdown and process the renewal. If an Enrollment Center renewal is returned to the district and the case is in lockdown, the district should call their designated New York Health Options County Representative requesting that the lockdown be stopped. The district should then fax the renewal to the Enrollment Center using the designated cover sheet.

2. If someone attempts to renew after their case is closed, will the case be handled at the LDSS?

Yes, reactivations initially will be conducted at the districts.

3. Is the Enrollment Center going to close cases for failure to recertify?

Yes. However, MAXIMUS will be conducting outreach to encourage people to renew, including outbound calls and postcards.

4. Will the Enrollment Center check with the DSS to see if renewals were returned to the district?

No. If an Enrollment Center renewal is returned to the district, the district should fax the renewal form to the Enrollment Center using the designated cover sheet.

5. When HEART closes a case, will districts get a 3209?

Yes, the district will receive a 3209 for all Enrollment Center transactions.

6. Will districts receive paper 3209s?

Yes.

7. What's the purpose of printing the 3209s at the districts if we don't need to sign them?

Production of 3209s is done through the batch process each night and all 3209s for a county are sent as a single file to their BICS queue. All 3209s are included regardless of the origin of the transaction. 3209s from ENR transactions cannot be easily excluded.

8. Where will the 3209s be produced at the districts?

The 3209s will print wherever the district currently prints 3209s.

9. How will printing of 3209s work? Will we need to work with district IT staff to designate which printer we would like them to print at? Will they print while we are trying to print other things?

Districts can control the printing of all 3209s through the BICS queue in the same manner that it has always been handled.

10. Do we need to sign off on the Enrollment Center transactions on the 3209s?

No.

11. Do we need to scan them into I/EDR?

If you currently scan certain transactions into I/EDR, yes.

12. We have our own scanning system and can import 3209s into that system. Will be able to do this with EC 3209s?

Yes, the scanning system should be able to handle EC 3209s in the same manner.

13. Who will do disenrollment for closures?

The PCP line remains in place at the time of the discontinuance transaction. PCP will get ended through the regular automated disenrollment process in WMS at next pulldown.

14. Will there be a worker name on Enrollment Center letters/notices?

No.

15. Will case notes/comments appear in the electronic comments in I/EDR?

Not initially, however the Department is working with OTDA to allow HEART to send case notes to the I/EDR case comments area.

16. How can we view HEART comments?

You will receive the comments whenever the Enrollment Center sends a referral or follow-up notification to districts.

17. How do we see what happened on an Enrollment Center case?

WMS remains the database of record; therefore districts will be able to see any action taken on a case by the Enrollment Center.

18. RFI – how will the Enrollment Center know what information we have and how will the district know if the Enrollment Center has RFI-relevant information?

The Department is working on a process for this.

19. Sometimes districts don't scan documents into I/EDR right away. How soon will the Enrollment Center scan documents?

The Enrollment Center will move scanned documents into I/EDR once the eligibility transaction has been sent to WMS.

20. What should districts do if clients come to the district to request a fair hearing on an enrollment center action?

Districts may assist clients with requesting a fair hearing. The Office of Administrative Hearings will know that it's an Enrollment Center case and process the request accordingly.

21. If ADC-related, excess income and not FHP-eligible, will the Enrollment Center put them in spenddown?

If the client was previously spenddown eligible, the Enrollment Center will put them in spenddown at renewal. If the client previously had full coverage, the Enrollment Center will select FPBP or ineligible.

22. Is DOH doing a mass mailing or press release regarding the Enrollment Center? How about a CD video we can show in our office waiting rooms?

Budget constraints prevent the Department from conducting a full campaign. The Department will put information on the DOH website and issue a press release. We are also putting together a one-page document that districts can share with community-based organizations. We will also be meeting with facilitated enrollers.

23. Facilitated enrollers help with renewals and some turn in a new application for add-ons to existing cases. Do we forward this to the Enrollment Center if the case is an Enrollment Center case?

New household members may be added to existing Medicaid and Family Health Plus cases at renewal without submitting a new application. If a facilitated enroller does turn in a new application with the renewal form to add someone to the case, the Enrollment Center can process it as long as the renewal has not been completed.

If a facilitated enroller submits a new application for an A/R that has an FPBP-only renewal pending at the Enrollment Center, and the A/R wishes to apply for full Medicaid coverage, the application can be forwarded to the Enrollment Center for processing.

24. If the renewal form is returned to the Enrollment Center with a yellow sticker containing a forwarding address, will the Enrollment Center share this new address with the districts?

WMS will be updated.

Fair Hearings

1. Will the Enrollment center process Aid to Continue?

Yes. The Enrollment Center will handle processing Aid to Continue in WMS for cases that request a fair hearing based on an Enrollment Center renewal transaction. PCP transactions will also be updated as appropriate. The Enrollment Center will also create the summary and evidence packet and forward to the Office of Administrative Hearings.

2. Will the LDSS receive a monthly hearing report containing ENR numbers? DSS would like a separate report if possible.

The Department is reviewing the reports with OAH and will discuss options on ways to separate fair hearings associated with Enrollment Center actions.

3. If the Enrollment Center is recording phone renewals, will those recordings be used in fair hearings?

No. OAH clarified that they do not need call recordings included in the evidence packet.

4. Will the Enrollment Center provide copies of the evidence packet for the A/R to reference at the actual hearing?

The Enrollment Center will prepare two copies of the evidence packet and forward the copies to OAH. OAH will provide one of those copies to the A/R at the hearing. If an A/R requests a copy of the packet beforehand, the Enrollment Center is responsible for providing that copy, for actions taken at the Enrollment Center.

5. Does the MABL budget also indicate ENR?

The MABL budget will show “ENR” in the Office field.

6. Does Screen 8 show a second worker (transaction worker) instead of the responsible case worker?

When HEART sends a transaction to WMS, the transaction office field will read "ENR." No updates will be made to the transaction unit or worker fields. No changes will be made to the responsible office, unit, or worker fields, either. These fields are located on Screen 1.

Additional Questions Received from Counties

1. Will entering the AFA code for the ENR recertifications generate a WMS transaction and produce 3209s?

A WMS transaction will be generated, but a 3209 will not.

2. When will the State Cognos reports identifying LD recertifications and ENR recertifications be ready? What will the data source be – SOS, WRTS or something else?

We expect the Cognos reports to be available in July 2011. The source will be WRTS.

3. Will there be special Authorization numbers for those cases transacted by the ENR?

No.

4. What will an ENR pending transaction look like in WMS? For these transactions, is maintenance on a pending transaction prevented? Locally we call this “piggybacking” and don’t allow it, i.e. one worker starts a transaction and before it batch updates, a different worker does direct data entry to change or add to the transaction. The LDSS trains workers that this is not allowed (even though WMS permits in most instances). They are to wait for the pending transaction to go through and make any additional changes the next day.

A district worker will not be able to modify ENR pending transactions in WMS, but will be able to cancel them. Workers should wait for the pending transaction to go through and make any additional changes the next day.

5. The Draft ENR overview instructs that the LDSS should fax the renewal and any supporting documentation that was received by the LDSS but is an ENR renewal. Could we image and send an e-mail alert – much like through MOVEit?

Not initially, but the Department will consider this suggestion for the future.

6. Do districts already have or can they get a copy of the cover sheet sent with the ENR renewal? Is it possible to mark the renewal form pages with ENR, so that we will easily know that the form needs to go to renewal center?

The renewal form pages will not be marked with ENR. Cover letters were sent by email as Attachment 2 with the May 4 MTAG meeting agenda.

7. If a client comes to the agency to drop off a renewal form that is supposed to go the Enrollment Center, are we able to instruct the client to send to the enrollment center themselves or should we accept and forward as per instructions?

Forward the renewal form as per instructions.

8. Regarding managing e-mails that are sent to us through MOVEit. Will these be archived? Will you expect us to archive any e-mails you send to us to have an audit trail?

Documents posted to MOVEit will be available for 6 months. E-mails sent through MOVEit will not be archived.

9. Will you be developing reports for cases that are sent to the LDSS to process? As far as lists, they would have been on Enrollment Center renewal list – not local district. We don't want to lose sight of them and that coverage will be ending if we don't take action.

Not initially, but the Department will consider this suggestion for the future.

10. Will counties still need to send mandatory enrollment packets for Medicaid cases that renew at the Enrollment Center?

The Enrollment Center will coordinate with the managed care enrollment broker, New York Medicaid CHOICE (NYMC), to provide health plan counseling and enrollment for unenrolled MA cases in any mandatory county regardless of whether it is an enrollment broker county. Counties that do not use NYMC for the mandatory program must be aware that the Daily County Potential Auto-assignment report (pMMDDa.txt) on the Health Commerce System will contain cases recently renewed by the Enrollment Center. DOH is working to modify that report to include the transaction type and transaction office ("ENR") so that districts can easily identify Enrollment Center renewal cases and anticipate that a managed care enrollment may be coming as a result of NYMC outreach and counseling. Counties may avoid the cost and effort of producing mandatory mailings if they are able to check for new PCP enrollment prior to creating mandatory packets for cases renewed at the Enrollment Center.

11. Will the Enrollment Center request wage verification for renewals that have a person to be added to the case?

Yes, the Enrollment Center will request wage verification for new applicants in accordance with existing policy.

12. Will there be a deadline or cutoff for renewals that are received by the EC late in the month?

No. A deadline or cutoff will not be imposed.

13. Will there be specific protocol to follow when a client recertifies late and needs a temporary medical card?

These cases will be handled at the district, not the Enrollment Center.

14. Will the Enrollment Center date stamp renewal applications?

Yes.

15. Will renewals received by New York Health Options be scanned into I/EDR?

Yes.

16. Will all the HEART Case Files be scanned into I/EDR?

No.

17. Will all HEART Case File comments be scanned into I/EDR?

No, not initially. Eventually, the Department expects to routinely move the HEART case comments to the I/EDR case comments area.

18. What is the NYSDOH recommendation for local downloading of the HEART Case Files?

Districts should take care to avoid duplication of work if multiple people are responsible for monitoring and working case referrals and notifications from the Enrollment Center.

19. We're developing a MAEC Unit Team w/ processing and call center components – to do this we need info to project MAEC caseload growth – could the criteria (even in test format) used to create the 2 reports be made available for us to run Cognos reports to assist us in preparation?

The Department is looking into this.

20. Regarding the AFA codes that are getting system generated for renewal center cases -After these cases are recertified by the Enrollment Center, will those codes remain on the case?

No. The Z05, Z07, Z49, and Z59 will be removed when the renewal transaction is processed. If a renewal transaction (06) is not done (e.g. managed care guarantee or CSD requires 05 transaction), the Z code will remain until either the case does get a renewal transaction, the case is closed, or the case is pulled back into the EC population (Z code is updated for the next renewal cycle).