

Attachment V
Cases Requiring LDSS Communication with the Enrollment Center

Description	LDSS Actions	New York Health Options Actions
<i>LDSS identifies two cases in a household with renewals pending in the next 3 months - one that is SSI-R (assigned to the district for renewal/appears on the WINR 4133) and one that is non-SSI-R (identified for renewal at New York Health Options/appears on the WINR 4290)</i>	Complete and fax the LDSS Request for Enrollment Activity fax coversheet to New York Health Options (select "Withdraw Case from HEART (HH has 2 renewals: 1 at EC & 1 at LDSS)" as the reason for your request). Be sure to include the case number, names and CINs of individuals on New York Health Options case and select "Withdraw Case from HEART (HH has 2 renewals: 1 at EC & 1 at LDSS)" as the reason for your withdrawal request. Process the renewals for both cases.	New York Health Options will withdraw the case from HEART. If the recipient returns the renewal form to New York Health Options, the district notification policy of receiving documents for non-New York Health Options cases will be followed.
<i>LDSS receives the renewal application and/or documentation for a recipient assigned to New York Health Options</i>	Forward the renewal application and/or documentation to New York Health Options by fax or mail. If sending by fax, use the designated LDSS Request for Enrollment Activity fax coversheet and select "Renewal Form, Documentation and/or Info for NY Health Options Processing" as the reason for your request. If the case is in lockdown and the lockdown can be stopped: Call your New York Health Options County Liaison and ask him/her to stop lockdown in HEART. After lockdown has been stopped, forward the renewal application to New York Health Options for processing. If lockdown cannot be stopped: reactivate the case and process the renewal.	New York Health Options will process the renewal when received. If the case is in lockdown and it can be stopped, New York Health Options will stop lockdown, extend the authorization and coverage dates to the end of the following month, and process the renewal.
<i>LDSS adds/removes individuals to a case and/or changes the ACI* for an individual on a case assigned to New York Health Options</i>	Use the designated LDSS Request for Enrollment Activity fax coversheet to provide New York Health Options with information about LDSS changes to the case, selecting "Renewal Form, Documentation and/or Info for NY Health Options Processing" as the reason for your request. Examples of additions/deletions requiring communication from the district include pregnancy reported at district, newborn added, SSI individual removed, etc. * ACI Changes - Districts only need to communicate ACI changes to New York Health Options if supporting documentation <i>does not</i> appear in I/EDR	
<i>Recipient comes to the LDSS for an agency conference about a renewal processed at New York Health Options</i>	Call your New York Health Options County Liaison to schedule a phone conference between New York Health Options and the the recipient.	New York Health Options will schedule a phone conference with the recipient.
<i>LDSS receives an express lane renewal and a parent has an active renewal with New York Health Options</i>	Use the designated LDSS Request for Enrollment Activity fax coversheet to provide New York Health Options with all of the express lane eligibility documentation received from the health plan	New York Health Options will add the child(ren) to the parent's case using the process outlined in 12 OHIP/ADM-2.
<i>LDSS processes a renewal as a result of an undercare change on a case pending at New York Health Options</i>	Use the designated LDSS Request for Enrollment Activity fax coversheet to request a withdrawal of the case from HEART.	New York Health Options will withdraw the case from HEART.