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**Sent:** Monday, March 30, 2020 12:19 PM

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**Subject:** RE: Eligibility Determination Processes

Zach, responses below.

We started to hear of reports from attorneys of our residents concerning Medicaid processing issue due to closure of local DFR offices and reports with faxing issues. Medicaid members are getting termination notices as well during the emergency, which we assume are pre-programmed. We worked with the NEALA chapter to develop these requests during and due to the emergency:

- Treat Stimulus Deposit like Federal Income Tax Refund. Not income and exempt for 12-months. *IHCPPM Section 2845.303.00*  
Yes, the individual rebate payments and the additional unemployment benefits outlined in the CARES Act are not countable as income. System changes are underway to exempt these from all CHIP, SNAP, TANF, and Health Coverage benefit determinations.
- Suspend SNF and AL Waiver Benefits Terminations for 90 days.  
This past weekend, the Medicaid Management Information System (MMIS) extended Medicaid eligibility for all Medicaid categories which had closed or were set to close. This process will continue every month. End dates are being adjusted for any of the benefit packages (level of care, waiver, etc.) which give additional coverage to our members during this time. Our eligibility systems (ICES & IEDSS) have suspended closing any individual's health coverage for the foreseeable future. New notices are being developed and current notices are being modified. Closures will continue for moving out of state, voluntary withdrawal from Medicaid, or when a member death occurs.
- Auto-renew all yearly eligibility reviews that come up during the next 90 days.  
Redeterminations for March, April, and May 2020 for all programs (SNAP, TANF, and Medicaid) will be pushed out twelve months. Updates to our eligibility systems (ICES & IEDSS) are being made and will be completed April 1.
- Allow Authorized Reps to Email Medicaid Docs to Regional Mailboxes or a special document email address.
  - Mandate Format (Ex. Email Subject: Case Number and Last Name, attachment must be PDF with first page being the client's document fax coversheet.)  
We use a centralized document processing center to receive all incoming mail and faxed documents. Our eligibility systems and operations rely on this to ensure documents are quickly processed and assigned to the correct case. Changes to using regional mailboxes instead of our centralized document processing center would delay case processing because significant time would be required of our eligibility workers to print and then fax these to the document center.

With application volume expected to increase, we need our eligibility staff to continue doing casework.

Utilizing a special document email address would still require documents to be printed and then scanned into the system to be assigned to the appropriate case. Large volumes of documents sent to any email address would incur the same delays in processing and potentially inaccurate denials since it would be outside our normal processes.

- Temporarily allow caseworkers permission to directly receive document via email. As described above, our eligibility operations and systems utilize a centralized document processing center to ensure documents received from members by mail or fax are quickly entered into our eligibility systems. Allowing documents to be emailed directly to caseworkers would not provide the most efficient method to process an individual's case; rather because we would still need to print and then send to the document center, this would delay case processing. Also, if a worker is out unexpectedly, there could be delays in getting the documents into the eligibility system, which could result an individual being incorrectly denied coverage. Likewise, should local office staff need to begin working remotely, they would not have the capability to print or scan documents to the document center.
- Allow document submissions to County DFR fax machines. DFR currently has two (2) fax numbers for individuals to use to fax documents to the DFR document center, 800-403-0864 and 317-972-8970. Documents sent to the county fax machines would have to then be sent to the document center by the eligibility staff.