



HUMAN SERVICES  
DEPARTMENT

Susana Martinez, Governor  
Brent Earnest, Secretary  
Nancy Smith-Leslie, Director

DEPARTMENTAL MEMORANDUM

MAD-IPP: 17-02

DATE: OCTOBER 25, 2017

**TO:** ISD INSTITUTIONAL CARE/WAIVER UNIT

**FROM:** *NS* NANCY SMITH-LESLIE, DIRECTOR, MEDICAL ASSISTANCE DIVISION  
*MB* MARY BROGDON, DIRECTOR, INCOME SUPPORT DIVISION

**BY:** *RB* ROY BURT, MAD ELIGIBILITY BUREAU CHIEF

**SUBJECT:** TEMPORARY POLICY TO ADDRESS SUSPENDED INSTITUTIONAL CARE AND WAIVER MEDICAID CASES WITH OVERDUE RECERTIFICATIONS OR VERIFICATIONS

There are a number of overdue Medicaid Institutional Care (IC) and Waiver cases that remain open due to no recertification packet received or overdue verifications in which a HUMAD was issued several months ago, but no response was received from the recipient. Due to the very intensive and serious daily medical needs of IC/Waiver recipients, the Medical Assistance Division (MAD) initiated outbound calls to IC/Waiver recipients whose cases are overdue for these reasons to alert them to the overdue recertification, to remind them of the need to return their recertification paperwork, and to provide them with an opportunity to submit any overdue documents or verifications prior to initiating a case closure.

When making these calls, MAD staff issued reprinted recertification packets or HUMADs, if requested by the recipient, and checked to see if requested verifications are still missing. In addition, MAD staff added case comments into ASPEN to document the outcome of these calls. Outbound calls to IC/Waiver recipients with an overdue recertification date and missing packet or outstanding verifications were completed on October 11, 2017. Recipients were provided at least 10 working days to submit all overdue packets and/or verifications to the ISD IC/Waiver Unit. The IC/Waiver Unit is directed to begin processing these cases no sooner than October 26, 2017.

To address these overdue cases, MAD is directing the ISD IC/Waiver Unit to apply the following **temporary** policy from **September 1, 2017**, through **November 30, 2017**.

**Overdue Verifications**

The IC/Waiver Unit is directed to accept overdue verifications that are received from these recipients as valid during the temporary period, if such verifications meet the standard of what was requested in the original HUMAD. For example, if a HUMAD was issued for a bank statement in November 2016, and the correct bank statement is provided by the recipient, then the case may be recertified for one

year effective November 2016. The individual would have a new recertification date in November 2017.

The IC/Waiver Unit may also evaluate and accept any recent verifications as valid if received during the temporary period and if staff determines that such verifications meet the need of what was requested in the original HUMAD. For example, if a HUMAD was issued for a bank statement in November 2016 and a current bank statement is provided that IC/Waiver Unit staff determines as meeting the need for verifying financial eligibility, then the verification is acceptable and the case may be recertified for a new 12-month period. For example, if a HUMAD was issued for a bank statement in November 2016, and the individual brings in a new bank statement for the month of October 2017, then the case may be recertified for one year effective October 2017. The individual would have a new recertification date in October 2018.

If no verification is received on an overdue case by October 26, 2017, then the case may be closed upon completion of the Individualized Eligibility Review (IER) checklist when results show that recertification delays have been caused by the client and not the Department. The case should be closed prospectively only, and in accordance with adverse action rules.

#### **No Recertification Packet Received**

The IC/Waiver Unit is also directed to accept and process overdue recertification packets during the temporary period. Since the recertification forms for IC/Waiver cases provide the same information as what is captured on an application form, the IC/Waiver Unit may treat an overdue recertification packet as a new application under the temporary policy. If the recipient remains eligible, then the IC/Waiver Unit should approve the case for 12 months. Since ASPEN will not close suspended Medicaid cases retroactively, there should not be a lapse in coverage for the individual. If there is a lapse in coverage, please email Roberta Busich at [robertaj.busich@state.nm.us](mailto:robertaj.busich@state.nm.us) with a copy to Renee Martinez at [renee.martinez12@state.nm.us](mailto:renee.martinez12@state.nm.us) with the case number so that the coverage can be entered manually in Omnicaid.

If no packet is received on an overdue case by October 26, 2017, then the case may be closed upon completion of the IER checklist when results show that the recertification delay was caused by the client and not the Department. The case should be closed prospectively only, and in accordance with adverse action rules.

#### **Resumption of Normal Processing After the Temporary Period**

Beginning on December 1, 2017, normal processing of cases should resume. Overdue recertification packets and verifications are not to be accepted, except if appropriate under the 90-day reconsideration period.

Because this is temporary policy, IC/Waiver staff can document action taken on these suspended cases in case comments in ASPEN and cite MAD IPP 17-02.

Please address questions regarding this IPP to Renee Martinez at (505) 476-6867 or [renee.martinez12@state.nm.us](mailto:renee.martinez12@state.nm.us).