

PROCESSING MCA RETURNED MAIL DURING UNWIND (PHASE II)

OBJECTIVE: TO ASSIST IN PROCESSING RETURNED MAIL DURING THE MEDICAID UNWIND PERIOD. THIS JOB AID IS SPECIFIC TO REGULAR RETURNED MAIL OR SOME RENEWAL RELATED MAIL IF THE TWO MODALITY TOUCHES HAVE BEEN SATISFIED.

Introduction

- In some situations, customers with returned mail must either confirm their new address via outreach or receive a notice before any action can be taken on their case.
 - **Exception:** For in-state forwarding addresses received from USPS that do not affect eligibility, we do not need to send a notice to verify the new address. We can update the address, but Review and Recon is still necessary to ensure the returned in-state forwarding address is the most recent before closing the SR.
- MCA coverage can be terminated due to non-response during the Unwind.
- If a customer confirms an out-of-state address, we can terminate MCA coverage during the Unwind.

For Mixed Households and MCA Households: Address verification is required. Notices will be sent *ONLY* for cases where eligibility is impacted. Use the chart below to identify Returned Mail SRs and follow the instructions below to assist in determining whether changes may be made when a customer has returned mail.

Processing Returned Mail

Returned mail information received from ADPC will fall into one of three categories:

- Mail with an **in-state** forwarding address
- Mail with an **out-of-state** forwarding address
- Mail with **no** forwarding address

Identifying Returned Mail SRs

SRs will be created with the LOVs listed below. These LOVs may need to be updated. You may be required to add notes and close the SR if the address discrepancy has been resolved.

In-State	Out-of-State
Type: Other-General Area: Return Mail Sub Area: Forwarding Status Detail: <i>[Will be left blank]</i> Resolver Group: HAEU	Type: Other-General Area: Return Mail Sub Area: Forwarding Status Detail: Cannot Process Yet Resolver Group: HAEU

Review and Recon

1. Check Siebel, ACCESS, and OnBase documents for updated address information. Review the “last updated” date in each system as well as SRs/CATNs for reported address changes.
2. Note: If Returned Mail contains a 205IFAR, see Processing VHC Return Renewal Mail job aid for instructions.
 - If Siebel, ACCESS, and OnBase match the forwarding address on the returned mail, no further review is needed. Note and close the SR. **Process Complete**
 - If Siebel has the most current address, ensure ACCESS and Siebel match. Note and close the SR, indicating that the address has already been updated. **Process Complete**
 - If ACCESS or OnBase show the same in-state address as the forwarding address on the returned mail, no further review is needed. Update the address in Siebel, then note and close the SR. **Process Complete**
 - If ACCESS or OnBase show a different, but more recent **in-state** address that was reported to HAEU/Maximus or directly reported to ESD by the customer (e.g., customer phone call noted in a CATN and/or customer submitted a change report/application to ESD), update the address in Siebel to match. If

the returned mail has no forwarding address, email Supervisor Inbox and attach the notice to have it re-sent to the newer address. Note and close the SR. **Process Complete**

- If ACCESS or OnBase show a different, but more recent **out-of-state** address, *ONLY* update Siebel if the customer directly reported the address change to HAEEU/Maximus.
 - If reported directly to HAEEU/Maximus, update the address in Siebel.
 - Terminate the customer’s MCA coverage per adverse action and send a closure notice. Note and close the SR. **Process Complete**
 - If reported to ESD, proceed to Step 2.
 - If the address discrepancy cannot be resolved, proceed to Step 3.
3. Proceed to the appropriate section depending on the type of returned mail.
- [Section A: In-State Forwarding Address](#)
 - [Section B: Out-of-State Forwarding Address](#)
 - [Section C: No Forwarding Address](#)

Section A: In-State Forwarding Address

Determine the eligibility impact on mixed households and MCA households. When an in-state address change involves a move into or out of Chittenden County, the move may impact eligibility, and verification of the new address is required. This can affect MCA cases with a parent/caretaker who is over the age of 65 and/or has Medicare category.

Examples:

Customer moves from Essex to Burlington	Still inside Chittenden County	No impact on eligibility
Customer moves from Barre to Rutland	Still outside Chittenden County	No impact on eligibility
Customer moves from Rutland to Burlington	Moved from outside Chittenden County to inside Chittenden County	CAN impact eligibility

1. Are there enrollees with Parent/Caretaker status in the Medicaid BLI?
 - **Yes** → Does the forwarding address indicate a move into or out of Chittenden County?
 - **Yes** → Proceed to Step 2.
 - **No** → Eligibility is not impacted. Update the mailing/physical address(es) and town code. Note and close the SR. **Process Complete**
 - **No** → Eligibility is not impacted. Update the mailing/physical address(es) and town code. Note and close the SR. **Process Complete**
2. Is the customer’s FPL over the Parent/Caretaker income standard for their county and household size?
 - **Yes** → Proceed to Step 3.
 - **No** → Eligibility is not impacted. Update the mailing/physical address(es) and town code. Note and close the SR. **Process Complete**
3. Attempt outreach to resolve address discrepancy. If unsuccessful, create an EE241 MNT (In-State Return Mail Address) under the General Notices section. Send to the address that is on file and attach to the case.
 - Update the Returned Mail SR to match the 14-day due date.
 - Update the SR Status to Waiting on Customer.
4. Did the customer respond to the address verification notice and confirm/provide a new address?
 - **Yes** → If not already completed, update the mailing/physical address(es) and town code.
 - If eligibility is impacted, manually complete PDSR and use steps for sending a potentially transitioning customer a 205SUPP. **Process Complete**

- If eligibility is not impacted, **Process Complete**
- **No** → Do NOT update the address. Terminate MCA coverage for non-cooperation and send a closure notice. Note and close the SR. **Process Complete**

Section B: Out-of-State Forwarding Address

*Note: If the customer reports a **temporary** out-of-state address, do not process MCA closure. Update the mailing address only and advise the customer to contact us when they return to VT so we can change the mailing address. Note that the customer is only temporarily out of state and close the Returned Mail SR.*

1. Attempt outreach to resolve address discrepancy. If unsuccessful, create an EE241 MNT (In-State Return Mail Address) under the General Notices section. Send to the address that is on file and attach to the case.
 - Update the Returned Mail SR to match the 14-day due date.
 - Update the SR Status to Waiting on Customer.
2. Did the customer respond to the address verification and confirm/provide a new address?
 - **Yes** → If not already completed, update the mailing/physical address(es), but leave the town code as-is. Terminate MCA coverage and send a closure notice to the new address. Note and close the SR. **Process Complete**
 - **No** → Do not update the address. Terminate **adult** MCA coverage for non-cooperation and send a closure notice to the customer's existing address in Siebel. Children under 19 will remain enrolled per Continuous Enrollment for Children (CEC), rules; only terminate coverage for adults in the household. Record that there was no response to the address verification notice (and if a child was left enrolled, note that this was per CEC rules) and close the SR. **Process Complete**

Section C: No Forwarding Address

****Important**** If the non-forwarding mail is labeled "No Receptacle" or "Refused," or anything other than an incorrect/unknown address, this means that the customer's address has not changed, only that they did not receive the mail. Leave a note stating that we cannot close these customers for Whereabouts Unknown and close the SR.

Pregnant/postpartum people, newborns in their first year of coverage, and those in the Former Foster Care category are held harmless from adverse changes and cannot be closed for Whereabouts Unknown.

1. Attempt phone outreach the customer to obtain a new address. Was outreach successful?
 - **Yes** → Update the physical/ mailing address(es) and town code. If an **in-state** address is provided, email Supervisor Inbox and attach the notice to have it re-sent to the new address. If an **out-of-state** address is provided, terminate MCA coverage per adverse action and send a closure notice to the customer's new address. Note and close the SR. **Process Complete**
 - **No** → Leave a note in the SR that outreach was attempted, then proceed to Step 2.
2. Is the customer enrolled in VHC or GMC programs?
 - **Yes** → Process the MCA termination due to Whereabouts Unknown. Leave an SR note stating that outreach was unsuccessful, then close the SR. **Process Complete**
 - **No** → Send and attach an M001 MNT to deny the customer for VHC programs. **Process Complete**

Customer calls after closure to report a current, in-state address

If the customer calls **before** their originally scheduled renewal date, reinstate coverage back to the date of closure until the original renewal date. A full redetermination will be completed upon renewal.

Note: Please keep note of NRD before reinstating.

- Complete enrollment in Portal, correct start date to ensure seamless coverage
Note: If BLI is Not Approved or Pending, please see mentor for assistance.

- After reinstatement, ensure the policy end date, plan slice end date and NRD all align to when they would have gone through a renewal.
- If the customer was pending a verification item prior to closure, send a verification letter for that item after reinstating coverage.
 - Re-open the verification SR
 - Correct the due date to align with new MNT
 - Status: Waiting on Customer

If the customer calls **after** their originally scheduled renewal date, they will need to reapply for coverage.

DATE	SUMMARY OF REVISIONS
01/08/2024	Minor revision to add instructions for Continuous Enrollment of Children
01/23/2024	Minor revision to change: "email Mail Clerk" to "email Supervisor Inbox"