

Medi-Cal Program Guide (MPG) Letter #781

April 30, 2013

Subject **ARTICLE A – CLAIRFICATION TO THE LIHP RECERTIFICATION PROCESS, CERTIFICATION PERIOD AND THE TIMELY DISCONTINUANCE NOTICE**

Effective Date Upon receipt

Reference DHCS Policy; Medicaid 42 CFR § 435.930

Purpose To provide staff the following:

- Clarification to the LIHP recertification process when a “Do Not Recert” (DNR) alert is present on the enrollee’s case,
- Information regarding the removal of certification periods for LIHP
- Updates regarding discontinuance timely notice

Background The DNR alert is used when an enrollee is determined ineligible to LIHP or when the enrollee must comply with a program requirement. Workers must not recertify an enrollee without first contacting Program/Recovery for instructions on what actions the enrollee must take before issuance of benefits. Workers must ensure that all issues are resolved and documented in the case before certifying/recertifying.

The California Department of Health Care Services (DHCS) clarified that a LIHP enrollee’s benefits must continue until it has been determined they are no longer eligible for LIHP.

The LIHP timely discontinuance notice must be mailed a minimum of 10 days prior to the end of the month in which the LIHP certification is to end.

Highlighted Changes DNR alerts

A DNR alert will not interrupt the continuation of LIHP benefits during the recertification process.

Certification periods

LIHP will no longer have a certification period. LIHP will follow the

Medi-Cal rules by:

- not discontinuing until the enrollee is determined ineligible, and
- referring to certifications periods as periods of eligibility.

Timely notice

Timely notice section has been updated to follow MPG [04.17](#).

Required Actions

When completing a LIHP recertification staff must:

Step	Action
1	Start the recertification process as described in A.03.02 .
2	Address the DNR alert by listing the DDSD as a pending verification.
3	Allow 10 days and an additional 10 days for applicant to comply with following procedures to provide verifications.

Scanning Impact

No Impact

Automation Impact

No Impact

Forms Impact

No Impact

ACCESS Impact

No Impact

Quality Control (QC) Impact

Effective with the May 2013 review month, QC will cite the appropriate error on any case that does not comply with the requirements outlined in this letter.

Summary of Changes

The table below shows the changes made to the MPG.

Article	Changes
A.03.01	Changed certification period to period of eligibility
A.03.02	Updated to include Do Not Recert information
A.06.02	Added MPG citation for Timely and Adequate Notification Requirement

[A.07.02](#)

Update DNR requirement for LIHP recertification

Approval for
Release

RA White, Dep. Dir. 4-30-13

SB

Article A Section 03.01 Period of Eligibility

Table of Contents

TITLE	PG CITE
General	A.03.01A
Period of Eligibility	A.03.01B
Date of Eligibility	A.03.01C

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A.03.01 Period of Eligibility

A.03.01A General

Applicants who apply for LIHP are required to meet several conditions of eligibility before their application can be approved and a LIHP card issued.

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A.03.01B Period of Eligibility

Once LIHP eligibility begins it continues through the period of eligibility of 12 months as long as the LIHP enrollee continues to meet all eligibility criteria and requirements.

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A.03.01C Date of Eligibility

LIHP eligibility is established the first day of the month in which the application is signed when all eligibility criteria have been met.

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Article A Section 03.02 Recertification

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General	A.03.02A
Period of Eligibility	A.03.02B
Annual Recertification Packet	A.03.02C
Evaluation Process	A.03.02D
LIHP Recertification's with Pending Verifications –AuthMed Screens and Follow Up	Appendix 03A
LIHP Approval/Discontinuance – AuthMed Screens	Appendix 03B
CMS IT System Member Comment Screen	Appendix 03C

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A.03.02B Period of Eligibility

Once LIHP eligibility begins it continues through the period of eligibility of 12 months as long as the LIHP enrollee continues to meet all eligibility criteria and requirements.

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Article A Section 06.02 Discontinuance Process

Table of Contents

TITLE	PG CITE
General	A.06.02A
Timely and Adequate Notification Requirement	A.06.02B
Discontinuance Effective Date	A.06.02C

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A.06.02 Discontinuance Process

A.06.02A General

LIHP discontinuances will be processed as outlined in [MPG 04.13](#).

CMSPG LTR# 18 (06/12)

A.06.02B Timely and Adequate Notification Requirement

LIHP timely and adequate notification requirements are the same as Medi-Cal requirements which are outlined in [MPG 04.17](#).

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A.06.02C Discontinuance Effective Date

The LIHP Discontinuance NOA is effective at the end of the month in which the timely NOA is issued. The effective date for notices sent after the NOA deadline is the last date of the following month. The worker will:

Step	Action
1	Designate the discontinuance date, reason(s) for the discontinuance on the NOA.
2	Enter case comments.
3	Ensure that the verifications/documentations related to the discontinuance are documented in the case file. Refer to MPG 04.07 .
4	Take discontinuance actions in both CalWIN and AuthMed.
5	Suppress all LIHP CalWIN correspondence.

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Article A Section 07.02 IDX System

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General	A.07.02A
Recording of Case Activity	A.07.02B
IDX Entries	A.07.02C
Threatening or Abusive Alerts	A.07.02D
Program Alert Types	A.07.02E
Resolving Alerts at Re-certification	A.07.02F
Resolving Alerts at Initial or Re-application	A.07.02G
Medi-Cal Status Codes	A.07.02H
Medi-Cal Pending (A-P)	A.07.02I
Medi-Cal Approved (N-A)	A.07.02J
IDX Comment Screen	APPENDIX 7A

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A.07.02E Program Alert Types

These alerts/entries identify applicants/enrollees who are no longer eligible for LIHP or if there are issues that must be resolved before the LIHP benefits are approved.

Do Not Recert

The “**Do Not Recert**” alert is used when an applicant/enrollee is determined not eligible for LIHP or the applicant/enrollee must comply with a program requirement.

(For example: “Do Not Recert” - Pt failed to attend DDSD consultative exam.”)

The “Do Not Recert” alerts include the reason for the alert. The date and IDX user ID at the end of the entry identifies the person who placed the alert.

Call Before Recert

The “Call before Recert” alert is used when there is a need to speak to the applicant/enrollee to resolve certain issues and Program/Recovery staff has not been able to contact the applicant/enrollee. The alert includes the reason, the date and the Program/Recovery staff member who is to be contacted.

Below are some examples when these alerts are used:

1. Fraud

When the enrollee does not cooperate with the investigation into allegations of fraud, LIHP Program staff will place an alert to prevent recertification until the enrollee cooperates or the investigation is complete.

2. Overpayment Collections

When the enrollee does not cooperate in reimbursing LIHP for overpayment of benefits, Program staff will place the alert to prevent recertification until the enrollee contacts LIHP Program to discuss payment arrangements.

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**A.07.02F
Resolving
Alerts at Re-
certification**

Workers must take the following steps when the enrollee has submitted a recertification application and the case has a “Do Not Recert” alert:

Step	Action
1	Start the recertification process (refer to A.03.02).
2	Contact Health Care Policy Administration (HCPA) Recovery Program Specialist by email for instructions on what actions the enrollee must take to clear the alert.
3	Ensure that all issues are resolved and documented before changing the status of the LIHP recertification to LIHP approved. (Refer to Appendix 03A).
4	After the issues have been resolved, the Recovery Program Specialist will be contacted to update the DNR Medi-Cal requirement alert to satisfied.

Note: The previous DNR alert will remain in the historical alert section in AuthMed.

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**A.07.02G
Resolving
Alerts at
Initial or Re-
application**

Workers must not certify an applicant when a DNR alert is present without first contacting Recovery Program Specialist for instructions on what actions the applicant must take before issuance of benefits. Workers must ensure that all issues are resolved and documented before certifying. After the issues have been resolved, contact HCPA Recovery Program Specialist to update the DNR alert status to satisfied. The previous DNR alert will remain in the historical alert section in AuthMed.

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