

# Policy and Procedures Manual for Family and Children Medical Programs

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## **1005 B. Types of Applications**

### **State Medicaid/CHIP Online Application**

Individuals may apply through the Department of Social Services Website. Individuals will have an option to apply for Medical only or for SNAP and Medical.

### **Federally Facilitated Marketplace Online Application**

Individuals may apply through the Federally Facilitated Marketplace Website ([www.healthcare.gov](http://www.healthcare.gov)). The FFM will assess the applicant for Medicaid/CHIP eligibility. If an individual is assessed as potentially eligible for Medicaid/CHIP, an Electronic Account with the application information and Federal Service Data Hub information will be transferred to the State Medicaid/CHIP agency. This is referred to as an Account Transfer.

### **Account Transfer Steps:**

- The application filer applies to the FFM with a request for financial assistance.
- The FFM uses HUB services to perform verifications.
- The FFM assesses Medicaid/CHIP eligibility for each applicant on the application based on MAGI.
- The FFM notifies the household contact of the outcome of the Medicaid/CHIP eligibility assessment and the transfer status for each applicant.
- The FFM sends a Medicaid/CHIP referral to the Hub.
- The Hub transmits the Medicaid/CHIP referral to the State.
- The State Medicaid/CHIP agency determines if the applicant already has a record and creates/updates the applicant's information.
- The State Medicaid/CHIP agency applies additional eligibility rules and verification procedures as applicable and makes a final eligibility determination.
- The State Medicaid/CHIP agency notifies the household contact of the eligibility decision.
- If the applicant is eligible for Medicaid/CHIP, the State agency proceeds with the Medicaid/CHIP enrollment process.
- The State Medicaid/CHIP agency sends the eligibility decision to the HUB/FFM.
- The FFM updates the application/account status with the agency's eligibility decision.
- If the State agency determines the applicant is ineligible due to a procedural denial, processing concludes.
- If the State agency determines the applicant is ineligible (other than based on procedural reasons), the FFM performs the following steps:
  - The FFM asks the household contact to review the version of the application received from the State; if the household contact

edits the application and submits change, the FFM determines eligibility for enrollment in a QHP and for APTC/SCR.

- If the applicant is eligible for enrollment in a QHP through the Marketplace, the FFM determines the applicant's eligibility for an enrollment period.
- The FFM notifies the household contact of the eligibility determination.

**Important:** The National Voter Registration Act (NVRA) requires that states provide customers the opportunity to register to vote when an application is completed. All recipients for whom an Account Transfer application is received must be mailed the voter registration instructions/declination form and South Dakota Voter Registration Form.

Refer to [1005 G. National Voter Registration Act Requirements](#) for Voter Registration procedures.

#### **Federally Facilitated Marketplace Paper Applications Received in DSS offices**

- Health Insurance Marketplace – Application for Health Coverage & Help Paying Costs. This application is for families and children for Qualified Health Plans, cost- sharing reductions and/or Medicaid/CHIP.
- Health Insurance Marketplace – Application for Health Coverage & Help Paying Costs (Short Form). This application is for single adults for a Qualified Health Plan and cost- sharing reductions.

**Note: South Dakota does not have a Medicaid program for single adults.**

- Health Insurance Marketplace – Application for Health Coverage. This application is used to apply for a Qualified Health Plan without financial assistance. The Benefits Specialist should mail this application directly to the Federally Facilitated Marketplace at the following address:

**Health Insurance Marketplace  
Dept. of Health and  
Human Services 465  
Industrial Blvd.  
London, KY 40750-0001**

**Important:** The National Voter Registration Act (NVRA) requires that states provide customers the opportunity to register to vote when an application is completed. All recipients for whom a Federally Facilitated Marketplace Paper Applications is received must be mailed the voter registration instructions/declination form and South Dakota Voter Registration Form.

Refer to [1005 G. National Voter Registration Act Requirements](#) for Voter Registration procedures.

#### **1005 G. National Voter Registration Act Requirements**

The National Voter Registration Act (NVRA) requires that states provide customers the opportunity to register to vote when an application for assistance, recertification form, or a change of address is submitted for a public assistance

program such as SNAP, TANF and Medicaid, LIEAP and Child Care Assistance.

The Voter Preference Question “**If you are not registered to vote where you live now, would you like to apply to register to vote here today?**” is included on all DSS application, recertification, and the DSS-EA214 Six Month Report forms. If the customer marks “Yes” to this question or if they leave the question blank, EABS must send a Voter Registration Application to the customer to complete.

For all in-person transactions, DSS will provide the Voter Registration Application during the transaction itself, rather than mailing it to the client following the transaction.

When the customer reports a change of address, a Voter Registration Application is automatically sent to the customer when the address is updated on ACCESS. If a customer reports a change in address, it is important that the address be updated on ACCESS so that this form is automatically sent to the customer.

For changes of address conducted remotely:

- For address changes reported by **telephone**, the employee who speaks with the customer shall inform the customer that they will receive a Voter Registration Application by mail and may seek assistance in completing the Voter Registration Application at any local DSS office.
- For address changes reported by **email**, DSS will promptly email a confirmation notice to the customer notifying them that DSS will mail a Voter Registration Application and that they may seek assistance in completing the Voter Registration Application at any local DSS office.
- For address changes submitted **online**, DSS will promptly notify the customer by email, text message, or other electronic means that DSS will mail a Voter Registration Application and that they may seek assistance in completing the Voter Registration Application at any local DSS office.

To register to vote in South Dakota an individual must:

- a) Be a United States citizen
- b) Reside in South Dakota
- c) Be at least 18 years old on or before the next election
- d) Not currently serving a sentence for a felony conviction which included imprisonment served or suspended, in an adult penitentiary.
- e) Not be judged mentally incompetent by a court of law.

Benefits Specialists may assist an individual complete the voter registration application, however, DSS is prohibited from doing the following:

- a) seeking to influence an applicant’s political preference or party registration; or
- b) displaying any political preference or party allegiance; or
- c) taking any action or making any statement to an applicant to discourage the applicant from registering to vote; or
- d) taking any action or making any statement that may lead the applicant to believe that a decision to register or not to register has any bearing on the availability of services or benefits.

DSS will help an individual complete the Voter Registration Application. You must “provide to each applicant who does not decline to register to vote the same degree of assistance with regard to the completion of the registration application form as is provided by the office with regard to the completion of its own forms, unless the applicant refuses such assistance.”

### 52 U.S.C. § 20506(a)(6)(C)

Completed Voter Registration Applications must be stamp dated with the date it was received in the office.

Completed Voter Registration Applications must be mailed to the county auditor no later than one business day after the office receives it. The original application must be mailed, not emailed, faxed, or scanned; as the county auditor must have the original signature. DSS will record the date each Voter Registration Application was transmitted to the county auditor and the method of delivery (first-class mail, hand delivery, etc.).

### **1006-7 E. Returned Mail/Notices**

If an individual’s mail is returned, take the following steps:

1. If the mail is returned with a new forwarding address, forward the piece of mail, and update the individual’s address on ACCESS.
2. If the mail is returned with an out of state address, update the individual’s address on ACCESS and close the case with 10-day notice.
3. If the mail is returned with an unknown address:
  - Contact the individual using the most recent email and phone contacts to request the updated address.
  - Look at other available data sources (e.g., SDX, BN XV, other DSS programs) to see if there is an updated address.
  - If a new address is located through this search, forward the piece of mail, and update the individual’s address on ACCESS.
  - If **no** address is located, scan the returned mail, and close the case with 10-day notice.
    - If we are contacted within 90 days after closing the case with a new address, then we will Re-APPL/Reinstate the case using existing application data that was available when the case was closed.
      - If we are contacted within the first 30 days, **reinstate** the case.
      - If contacted within 30-90 days, **Re-APPL** the case. Manually change the medical review date to the date prior to closing the case.
      - Narrate that the case was reinstated.
    - If we are contacted within 90 days after closing the case and the customer reports a change (e.g., change in income) that could potentially impact medical eligibility:
      - Assess the case for eligibility during the 90-day period based on the reported change in circumstances.
      - If eligible, Re-APPL/Reinstate case per guidelines (above).

- If not eligible due to the reported change, do not Re-APPL/Reinstate the case.
- **EXCEPTION:** If the case had a review that was due during the 90-day period after the case closed, the individual will need to complete an application.

Refer to [1005 G. National Voter Registration Act Requirements](#) for address changes and Voter Registration procedures.

### **1006-11 C. Beneficiary Moves to another Location within the State**

The need to transfer a case could occur when:

- The beneficiary contacts the office where the case is currently located; or
- The beneficiary contacts the new county of residence to report a move; or
- Mail is received back in an office that indicates a new forwarding address; or
- Another valid source (e.g., another division/agency) reports the move.

Regardless of how staff find out about a move, the Benefits Specialist should facilitate the case transfer for the beneficiary.

If the Benefits Specialist is contacted by a beneficiary indicating they have recently moved to their location, the Benefits Specialist should verify the beneficiary has an ongoing case. If their case has been closed, the Benefits Specialist should have the beneficiary complete an application, if applicable. A new application is not required for an ongoing case unless an annual review is due. If a case has been closed within the last 30 days, it may be possible to reinstate the case.

Transfers are completed for the new residence county unless the beneficiary requests that a case transfer not occur. The beneficiary must have a valid reason for requesting the case not be handled by the new residence county office and the reason must be conducted in the file. This may occur at any time in the transfer process (prior to transfer, after transfer, etc.). Examples of valid reasons: Beneficiary works or attends school in a different county than s/he resides; beneficiary has relatives who work in the residence county Department of Social Services office, etc.

Refer to [1005 G. National Voter Registration Act Requirements](#) if an address has changed.

### **1006-12 C. MAGI Annual Review Process**

#### Step 1

In the third week of each month a list of reviews should be generated in ACCESS. This can be achieved through the following steps

1. Go to function code REPT, processing mode D, command REVS
2. Select the option FUTR
3. Enter the month and year of

reviews needed This will produce a list of

reviews assigned to the worker.

## Step 2

From the list generated in Step 1, identify any medical only reviews. Exclude any reviews with TMB eligibility, BUSI income or other income sources which are known to be unverifiable through electronic sources such as DLR or HUBV. The remaining cases should be reviewed using the [administrative review](#) process.

## Step 3

Use the electronic interfaces available to the agency to verify the income for any of the MAGI medical only cases you've identified in Step 1 and 2. The updated income information should be entered into the MAGI Calculator and an eligibility determination made.

Children under age 14 do not require a DLR wage inquiry. Individuals aged 14 or older should have their wages reviewed/verified.

**Note:** If the income verification source is DLR, do not use any conversion factor. The quarterly income should simply be divided by 3 to get the monthly income amount.

If the recipient is still eligible after using the data sources:

1. Update the completed date field on the MREV screen to the date the determination was made
2. Schedule the next review for 12 months after the last completion date
3. Approve the case in ACCESS
4. Narrate that the case was reviewed using existing data sources/administrative review
5. Cancel the ACCESS generated notice
6. Send a notice using DSS-EA-266 Admin Notice located at P:\Division of Economic Assistance\2) ACA - Children and Family Medicaid and CHIP\ACA - C&F - Forms and Checklist with a HIPAA notice, recipient handbook, Well Child Care Brochure, DSS-EA-310 Change Report Form, and the voter registration instructions/declination form and South Dakota Voter Registration Form included.

**Important:** The National Voter Registration Act (NVRA) requires that states provide customers the opportunity to register to vote when an administrative review is completed. All recipients for whom an administrative review is conducted must be mailed the voter registration instructions/declination form and South Dakota Voter Registration Form.

Refer to [1005 G. National Voter Registration Act Requirements](#) for Voter Registration procedures.