

8. Redeterminations Submitted by inROADS

Recipients of some Medicaid coverage groups, WV CHIP and other Programs receive an instruction letter and redetermination form. The client may choose to return the completed form and information by mail or complete the redetermination online by use of inROADS. The recipient receives certain information in the letter which must be entered online to use the inROADS redetermination process.

inROADS brings some information from RAPIDS into the online redetermination for some programs and coverage groups. The RAPIDS information shows in the following:

- QC, PL and WV CHIP – when the redetermination is passive
- SNAP Benefits – 12-month reviews for AG's certified for 24 months
- QMB, SLIMB, QI-1 and PAC

All other inROADS redeterminations only show current basic demographic information from RAPIDS.

No signature page is required and the redetermination is considered electronically signed when the recipient uses this process and enters information from the letter and other identifying information requested.

The online process is available for use through the end of the month the redetermination is due. Redeterminations submitted in inROADS are processed by use of RAPIDS Inbox screen INRV.

The client may also submit an application for another benefit(s) at the time of the inROADS redetermination.

L. CLIENT NOTIFICATION, WRITTEN AND VERBAL

The client must be notified in writing of the final decision on his application and the reason for it. Notification must be provided for each Program for which the client applied, but notification for more than one Program may be included on one form letter.

NOTE: There is specific, court-ordered client notification policy which must be followed. There are also specific forms which must be used and detailed procedures to follow. Chapter 6 is devoted exclusively to client notification.