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Application/Redetermination Process

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the available Programs, wants to apply for SNAP benefits, the contact county screens for Expedited Service eligibility, explains this to the client and notifies the correct county office that this was done. Expedited benefits are issued by the county of residence.

- within prescribed time limits, based on the date of application established by the contact office.

2. Applications Submitted By Use Of inROADS

When an applicant submits his application by inROADS to a county in which he does not reside **the Worker must transfer the RFA to the proper dashboard.**

3. Applications Made In Person Or By Mail Initiated From The SSA's Low Income Subsidy (LIS)/Medicare Premium Assistance (MPA) Data Exchange

The SSA exchanges LIS data files with the Department to process the LIS applicant's request for MPA. The client files are considered applications for MPA. eRAPIDS issues the DFA-QSQ-1 to these potential recipients of MPA. If the MPA applicant has had no case in eRAPIDS in the last 30 days, eRAPIDS designates a sending county based on the applicant's address in the LIS file. When the designated county is not the county of the client's residence, but the DFA-QSQ-1 is returned to the sending/incorrect county, that county is responsible for processing the DFA-QSQ-1 and responding to all applicant inquiries related to the application until an eligibility decision is determined. When application processing is complete, the case is transferred to the correct county, the DFA-QSQ-1 is forwarded, and the receiving county is notified electronically of the transfer.

**NOTE:** Differences in the processing of the DFA-QSQ-1 applications initiated from the SSA's LIS/MPA data exchange are found in Section 1.15.

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- If the individual still prefers to make an application by mail, an application form is mailed to him on the date of his telephone call. If the client requested the application by letter, an application form is mailed to him on the day the letter is received in the county office.

If the individual expresses an interest in Medicare Premium Assistance (MPA) when he applies for the Low Income Subsidy at the SSA, an application is mailed to him when the LIS/MPA data exchange containing his file is received by eRAPIDS.

When the application form is returned which contains at least the applicant's name, address and signature, an application is considered filed. The policy and procedures concerning the formal disposition of the application are applicable.

- The date of application is the date the application form which contains the applicant's name, address and signature is returned to the county office. The forms must be date-stamped when received.

**NOTE:** The date of application for a DFA-QSQ-1 submitted in person or by mail, that was initiated from the SSA's LIS/MPA data exchange is the LIS application date.

- The application is logged on the DFA-15, Application Register, or other method developed by the local office, and assigned to a Worker for processing and completion.

## 2. Applications Submitted By inROADS

Applications for benefits which include, but are not limited to, Medicaid for Children and Pregnant Women, WV CHIP and SNAP benefits, may be submitted online by using West Virginia inROADS. The following outlines some special procedures associated with the process.

Individuals submitting applications using inROADS must electronically sign the application. The Request for Assistance (RFA) date and application date are the same.

See eRAPIDS User and Desk Guides for additional information about the inROADS Administration System.

## 3. Applications Submitted By inROADS From A Community Partner

Some inROADS applications are submitted with the assistance of a Community Partner. This is an agency or organization that assists

individuals and families in applying for benefits which include, but are not limited to Medicaid, WV CHIP, SNAP benefits, QMB, SLIMB, QI-1, SCA and LIEAP. An example of a Community Partner is the Primary Care Association.

Community Partners who enter into an agreement with DHHR are permitted to verify the identity and citizenship of the applicant and submit the application with an electronic signature. The Community Partner may choose to submit any verification to the local office on behalf of the applicant.

See eRAPIDS User and Desk Guides for additional information about the inROADS Administration System.

4. Applications Submitted from the SSA's Low Income Subsidy (LIS)/Medicare Premium Assistance (MPA) Data Exchange

Applications for benefits include MPA only. The following, outlines special procedures associated with the Medicaid Improvements for Patient and Providers Act (MIPPA) process.

a. LIS/MPA Data Exchange with RAPIDS

When an individual applies for LIS prescription drug assistance at the SSA and expresses an interest in MPA, he is considered to have made an application for QMB/SLIMB/QI-1 on that date. LIS files are sent daily, Monday through Friday with the exception of federal holidays, to RAPIDS through data exchange. The Worker receives a DXRL alert when a client's file is received and can access the LIS application information on the DX screens.

b. eRAPIDS' Response to the LIS Data Exchange

When a LIS file is received, eRAPIDS determines if the applicant is a MPA recipient, a recipient of other DFA program benefits, or is unknown to the data system and responds accordingly.

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- When the LIS/MPA applicant is a current MPA recipient, no action is taken by RAPIDS nor required by the Worker.

**EXCEPTION:** When the LIS application date is prior to the beginning date of coverage in the active MPA AG, backdated eligibility must be considered and provided if applicable. See Section 1.15.

**EXAMPLE:** Mr. Jacobs applies for the LIS at the SSA on October 29, 2010 and expresses an interest in MPA. This is his LIS/MPA application date. He visits his local office on November 1, completes a DFA-QSQ-1 and is approved for QI-1 with backdated coverage to August 2010. The LIS/MPA data exchange is transmitted November 2, 2010. The Worker checks her DXRL data exchange alerts and finds Mr. Jacob's LIS application date is October 2010. She takes corrective action and backdates Mr. Jacobs' beginning date of coverage to July 2010, if otherwise eligible.

- When the LIS/MPA applicant is a recipient of other programs, or known to the data system, eRAPIDS issues a DFA-QSQ-1. No action is required by the Worker.
- When the LIS/MPA applicant is unknown to the data system, RAPIDS issues a DFA-QSQ-1. No action is required by the Worker.

The DFA-QSQ-1 is issued to the address in eRAPIDS if there has been an active AG in the last 30 days. Otherwise, the DFA-QSQ-1 is issued to the LIS file address.

If there are differences in the addresses, DX displays a discrepancy indicator.

**NOTE:** The next business day after eRAPIDS receives SSA's LIS data, the data system issues a DFA-QSQ-1. If the DFA-QSQ-1 is not returned within 31 days from the date RAPIDS received the LIS file, eRAPIDS sends a denial notice. No action is required by the Worker.

If the DFA-QSQ-1 is returned, it is processed in accordance with Section 1.15.

**NOTE:** See Section 1.2 regarding when the DFA-QSQ-1 is returned to a county other than where the client resides.

See eRAPIDS User and Desk Guides for additional information about the MIPPA application process.

**5.** Applications for Insurance Affordability Programs Coordinated with Marketplace

**a.** Applications Received From the Marketplace

Beginning October 1, 2013 individuals interested in applying for Insurance Affordability Programs due to the Affordable Healthcare Act may apply at the Department or the Marketplace. The Marketplace determines eligibility for MAGI Medicaid groups and WV CHIP only, in real time without delay when possible. Non-financial and financial information about the applicant is matched with the federal data hub.

If the individual is over income for MAGI Medicaid or WV CHIP, the Marketplace evaluates him for the insurance affordability programs.

If the individual is eligible for MAGI Medicaid or WV CHIP, the Marketplace shares the decision with the Department. Medicaid or WV CHIP is issued by eRAPIDS. A system evaluation for other Department programs does not occur at the Marketplace. See Section 1.24,G.

**b.** Applications Received by the Department

Individuals interested in applying for MAGI Medicaid or WV CHIP with coverage beginning October 1, 2013 due to the Affordable Healthcare Act may apply at the Marketplace or at the Department. The Worker determines eligibility for MAGI Medicaid and WV CHIP groups. Non-financial and financial information about the applicant is matched by the federal data hub in real time.

If the individual is over income for MAGI Medicaid coverage groups or WV CHIP, eRAPIDS shares the individual's file with the Marketplace. The Marketplace evaluates the individual for insurance affordability programs. The Department does not determine eligibility for the Marketplace's benefits but may refer individuals to an in-person assistor or Navigator for assistance.

When an individual is ineligible for MAGI Medicaid or WV CHIP due to income, and he attests to disability, he may be eligible for an SSI-Related, M-WIN or other Medicaid Group. During this time he may receive Marketplace benefits. If approved for other non-MAGI Medicaid coverage, the Marketplace is electronically notified. See Section 1.24,G.

**6. Redeterminations Submitted by Mail**

Recipients of some Medicaid coverage groups, WV CHIP and other Programs receive an instruction letter and redetermination form which is submitted by mail, along with appropriate verifications. The client must complete, sign and mail or bring the form and other required information to his local DHHR office or the Customer Service Reporting Center as directed by the letter. See below for redeterminations submitted by inROADS. The client may always request a face-to-face interview. See Program Sections for specific information about the redetermination process.

**7. 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. See program sections for specific information about the redetermination process.

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 eRAPIDS Inbox screen **or the Worker's dashboard**.

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.