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## Policy Memo

**KHPA POLICY NO: 2009-06-02**

**From: Jeanine Schieferecke, Senior Manager  
Medicaid/HealthWave Policy**

**Date: June 23, 2009**

**KFMAM Reference: 1400 and subsections  
KEESM Reference: 1400 and subsections**

**RE: Removal of Medical Assistance from the  
Online Application Process**

**Program(s): All Medical Programs**

The purpose of this memo is to provide guidance concerning the removal of Medical Assistance from the SRS online application process effective May 1, 2009. These provisions are effective upon receipt of this memo.

**Background** – The SRS Online Application for Services was modified effective May 1, 2009 to incorporate an online signature, thereby eliminating the need for a paper signature from the applicant. However, the newly developed online signature process does not meet the signature and attestation requirements for the Medical Assistance programs. Those programs will continue to require a paper signature. The request for Medical Assistance was therefore, removed from the online application.

**Application** – As indicated above, an application for Medical Assistance cannot be submitted through the SRS Online Application as of May 1, 2009. The new online application process provides links to both the Family Medical and Elderly & Disabled applications, which may be printed and completed manually.

The following apply when a request for medical assistance is made following submission of an application for other programs:

**Online Application Filed** – When an online application for other programs has been submitted and the individual wishes to also apply for Medical Assistance, a separate paper application is required. Medical Assistance cannot be determined without the paper application. Current 'add-a-program' rules are no longer applicable for applications received through the SRS

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State Employee Health

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State Self Insurance Fund:

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## Online Application.

When an online application has been received, contact with the applicant is required to determine the potential need for Medical Assistance. If the applicant is interested in applying for these programs (and has not already completed/submitted a separate paper application), a paper application should be provided to the applicant with instructions to return the completed form to the local office upon completion.

Paper Application Filed – When a paper application for other programs has been submitted and the individual subsequently wishes to also apply for Medical Assistance, the program may be added without filing a separate paper application.

**Application Date** – Since Medical Assistance is no longer part of the online application process, submission of an online application neither creates nor protects a filing date for those programs. The application date for Medical Assistance shall be the date a signed paper application is received in the local SRS office or at the HealthWave Clearinghouse as outlined in KEESM 1411.2 and KFMAM 1403.

**Transition** – The following policies continue to apply to all Medical Assistance applications submitted online prior to May 1, 2009

1. The date the application is submitted online shall be considered the application date for establishing initial eligibility if the signed signature page is received in the local SRS office or at the HealthWave Clearinghouse within 10 calendar days from the date of submission. The signature page may be returned by fax as well as by mail. The application shall be denied if the signature page is not received within the 10 day time frame.
2. The online application shall be registered in KAECSES pending the receipt of the signature page.
3. For online applications received at the HealthWave Clearinghouse, all applicants shall be automatically mailed the signature page for completion – a request from the applicant for the page is not necessary.
  - a. The signature page shall be mailed on the same day the online application is submitted, if submitted on a workday during normal business hours. The applicant must then sign, date, and return the signature page within 10 calendar days or the application shall be denied as noted above.
  - b. When the online application is submitted on a weekend, holiday, or after hours, the signature page shall be mailed on the first workday following the date submitted. The applicant must then sign, date, and return the signature page within 10 calendar days from the date the page is mailed or the application shall be denied as noted above.

**Family Medical Programs** – The removal of Medical Assistance from the online application process has necessitated a change in TAF medical policy. Previously, a request for TAF assistance was

considered a request for Medical Assistance in all instances. However, this policy is applicable only to TAF requests received on a paper application. Effective May 1, 2009, a request for TAF assistance submitted via the online application process SHALL NOT be considered a request for Medical Assistance. A separate paper application is required.

All policies outlined in prior memos still apply to TAF requests submitted on a paper application. This includes the policies regarding completion of the TAF Change Form for notification to the HealthWave Clearinghouse of TAF applications, reviews, and case changes. These policy memos may be accessed below:

- SRS Memo titled 'Implementation Instructions for TAF Earned Income Disregard', dated May 9, 2008.
- SRS Memo titled 'Implementation Instructions for TAF Work Incentive Payment', dated November 17, 2008.

Open Medical Program at the Clearinghouse - If medical assistance is verbally requested by an applicant with a pending TAF application submitted online, and there is an open medical case at the Clearinghouse, coverage under a different program (MA CM or MP) and coverage for additional assistance plan members may be considered. SRS eligibility staff shall notify the HealthWave Clearinghouse of the request through an email to [HW-Info@khpa.ks.gov](mailto:HW-Info@khpa.ks.gov). The e-mail must specifically state that the applicant has verbally requested Medical Assistance (including prior medical if applicable) in order for action to be taken without a paper application. The email shall also include the date medical coverage was requested.

*Note: Clearinghouse staff shall still request a paper application if one has not been filed within the last 24 months per KFMAM 1402.*

No Open Medical Program at the Clearinghouse – A paper application requesting medical assistance is necessary. Since an online request for TAF assistance is no longer deemed to be a request for Medical Assistance, an online TAF application is never forwarded to the HealthWave Clearinghouse.

MA CM Processing – MACM is never determined on a TAF application received via the online application process. Because there is no medical eligibility, a TAF Change Form is not required on these cases. A TAF Change Form is required for paper applications. Therefore, it is assumed that the TAF application was received online where a TAF case exists and a TAF Change Form has not been submitted to the HealthWave Clearinghouse.

There is no basis for automatic request or determination of medical coverage for the MACM program when the TAF application is submitted online. A TAF financial determination on cases with no earned income will continue to satisfy the financial requirements for MACM. However, coverage can only be established when a valid request for medical benefits is received. The guidelines for establishing the appropriate eligibility periods as outlined in KFMAM 6311 still apply.

**Medical for Elderly and Persons with Disabilities, including General Assistance (GA)/MediKan**  
Removal of Medical Assistance from the online application process does not change the existing application policies for the elderly & disabled medical programs (MS, SI, CI), including GA/MediKan. The application policies contained in KEESM 1400 and subsections continue to apply.

**Examples**

See Attachment A for examples of MACM case processing.

**Closing**

If you have any questions about the material included in this memo, please contact:

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Questions regarding any KAECSES issues are directed to the SRS Business Help Desk at [helpdeskbusiness@srs.ks.gov](mailto:helpdeskbusiness@srs.ks.gov) .