
APPLICATION AND REDETERMINATION PROCESSING

APPLICATION PROCESS

**E. DETERMINING
INITIAL
ELIGIBILITY**

To determine eligibility each eligibility factor must be established and the case record documented with verification of each factor. The technical and financial factors of eligibility are set out in Sections D-H. The steps in determining initial eligibility are as follows:

1. Interview

There is no requirement for an in-person interview. If a client specifically request an in-person interview, an interview will be granted. If anyone wants to come into the office to apply and requests assistance with completing the form, an in-person interview would be appropriate. Mail-in applications are accepted with telephone contact if the application is not complete. Telephone interviews are conducted on any application if information given is questionable or unclear.

**2. Explanations
Required At
The Interview**

The following items must be explained if an interview is conducted:

- the applicant may be assisted by the person of his/her choice.
- the eligibility factors pertinent to the coverage group under which the applicant is applying.
- the use and purpose of the DOM-300 including the fact that the applicant is agreeing to all of the rights and responsibilities specified on the application by signing the form.
- the Quality Control review process as stated on the DOM-300.

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- that coverage is limited to only one source of eligibility, i.e., AFDC, SSI or MAO. If the individual is eligible under another source, that source must terminate prior to MAO eligibility beginning.
- the standard or promptness applicable to the case (outlined in the following discussion).
- the assignment of rights requirement as stated on the DOM-300.
- the use of SSN's in computer matching programs as stated on the DOM-300.
- that verification of eligibility factors is required and that the applicant must provide all information requested.
- the right to a local or state hearing (with a hearing pamphlet provided).
- the Medicaid services available to all eligibles (with a Services pamphlet provided).

3. Conclusion of Interview

The applicant or representative must have an understanding of:

- what the applicant must provide for eligibility to be determined,
- what the agency must do to determine eligibility, and
- what the end result will be, i.e., written approval or denial and the issuance of Medicaid cards and/or the right to appeal any decision.

The worker will also explain that, if approved, a redetermination of eligibility is conducted annually or more frequently if necessary.