
APPLICATION AND REDETERMINATION PROCESSING

APPLICATION PROCESS

**H. DENIAL OF
ELIGIBILITY DUE
TO FAILURE TO
PROVIDE
INFORMATION**

Medicaid eligibility cannot be determined solely on the basis of declarations of information by applicants or clients or representatives. It is necessary to verify information through independent or collateral sources and obtain additional information necessary to be sure that only eligible individuals are enrolled in the Medicaid Program. The authority for obtaining this verification is found in 42 CFR 435.721 which specifies that Medicaid must use SSI eligibility requirements and Section 1631(e) of the Social Security Act.

Applicants and their representatives must provide information about each factor of eligibility. Medicaid will verify the information provided through documents, records and statements from third party sources, such as governmental or nongovernmental agencies, businesses and individuals. When documents are available from the applicant, they are asked to provide such proof.

If circumstances warrant it, information is obtained direct from third parties. The general rule for verification is to verify information which is material to an individual's eligibility. Refer to the section explaining each eligibility factor for specific verification and development requirements.

**1. Competence
of Applicant**

When the worker observes that the applicant is mentally and physically competent to understand his role in establishing eligibility, or has a family member or close friend who can and will assist in this process, the worker will:

- a. Be clear during the application interview about the steps which the applicant is to take.
- b. Confirm these steps in writing via DOM-307, Request for Information.

2. Make one follow-up at the end of 10 days via DOM-309 when the applicant does not supply the necessary information or take the necessary action to determine eligibility.

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When the worker determines that the applicant is mentally or physically incompetent or is unable to read and write when these activities are required, a designated representative must be found. The worker will determine whether there is some family member or close friend who can understand the steps normally required of the applicant and who will become his designated representative. The person who signs DOM-300 or DOM-300A must be competent and knowledgeable enough to attest to the accuracy of the information supplied on the form.

If the applicant fails to respond to the Second Request for Information, reject the pending application at the end of the standard of promptness because of the refusal of the applicant, or his failure after due notice to take any of the necessary steps to establish his eligibility or ineligibility. When this occurs, the application is rejected because the agency is unable to establish eligibility or ineligibility.

2. Reasonable Effort to Assist Applicant

It is required that the worker make a reasonable effort to assist the applicant in order to have the applicant's eligibility determined. This includes:

- help with completion of DOM-300,
- help with securing a representative, if needed,
- assisting the applicant in obtaining necessary information/evidence from third parties,
- provide information that will assist the applicant in making informed decisions about Medicaid eligibility. Medicaid program policies are public information and the applicant has a right to know the policies that will impact his/her eligibility.