
APPLICATION AND REDETERMINATION PROCESSING

AUTHORIZING CHANGES

**F. CORRECTIVE
ACTION**

At the time the Regional Office becomes aware of an error present in the case record which affects eligibility or level of benefits, action must be initiated to correct the error. Immediate corrective action is handled as a change, outlined in the preceding policy discussion, and prevents further error. However, in some instances, it is also necessary to correct the error retroactively into prior months.

When corrective action into prior months adversely affects the client, meaning that the client was ineligible or eligible for fewer benefits, DOM-354 is prepared. Refer to Section K, "Improper Medicaid Benefits."

When corrective action into prior months favorably affects the client, meaning that the client was eligible or eligible for more benefits, the corrective action is handled as a reinstatement as outlined below.