

MISSISSIPPI DIVISION OF MEDICAID

Eligibility Policy and Procedures Manual

100.03.06H CHIP AGENCY ERRORS

The Division of Medicaid is responsible for ensuring payment for eligible beneficiaries. Providing timely CHIP benefits is a special concern because, unlike Medicaid, the CHIP effective dates are determined relative to monthly processing deadlines which do not allow the regional office to take retroactive or corrective action when an error is discovered for a prior month.

Each regional office must have a plan for timely and accurate case processing to prevent CHIP errors. This may include upfront identification of potential CHIP applications, flagging CHIP cases submitted for supervisory review, routing and handling of information within the office and monitoring reports. These types of procedures must be in place and functioning in the regional office to limit the number of CHIP agency errors.

When CHIP agency errors occur, resolution must come through a local or state hearing request. When a state or local hearing is requested due to loss of CHIP benefits and the review by the regional office determines an agency error did occur, the final hearing decision for local and state hearings will be made in the Bureau of Enrollment. The regional office must not issue a verbal or written hearing decision on these cases.

The regional office will be responsible for preparing a hearing folder to include an explanation of how the error occurred, the months of agency error, the children involved, along with copies of pertinent documents from the case record and MEDSX. The hearing folder will be sent to the Enrollment Bureau.

NOTE: If a fair hearing is requested on a CHIP termination or denial and agency error was not involved, the procedures described previously in this section will be followed based on the type of hearing requested, i.e., local or state.