



Eric Holcomb, Governor
State of Indiana

Indiana Family and Social Services Administration

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May 19, 2020

Changes to Indiana health coverage application processing during public health emergency

Effective May 22, 2020, and for the duration of the public health emergency, the Office of Medicaid Policy and Planning will relax certain rules to support Hoosiers who qualify for health coverage benefits. Eligibility will be determined based on the answers given on the application (or at interview) and will not require supporting documentation. This change will allow us to approve coverage more quickly for people who are eligible. After the public health emergency declaration is lifted, we may reach out for documentation.

Please encourage applicants to answer every question on the application. For example: if they have no income, they should mark “No” and not leave it blank. Where the application asks for the amount of income, the applicant should enter “\$0.” If the person has a job but is not currently working, they should include the employer’s name and indicate \$0 income for all household members.

FSSA will continue to use electronic data sources to help verify income, citizenship status and other eligibility factors whenever possible. If this information conflicts with the information on the application, FSSA may ask for paper documentation.

If the applicant leaves any questions blank and, therefore, FSSA cannot determine eligibility, we will need to ask for additional documents and it will take longer to process the application.

If someone is applying on the basis of blindness or disability or due to being age 65 or older, an interview will be scheduled and the time and date communicated to the applicant via the mail. Except for certain legal agreements and trusts, FSSA will accept information given during these interviews and will and will not require supporting documentation until after the public health emergency ends.

Applicants should be advised that they are still required to provide complete and correct information to the best of their knowledge. A person who receives benefits by intentionally giving false information or by failing to report information may be criminally prosecuted under state and federal law.

