

SEC Restore Instructions

When HIP cases are closed after redeterminations and a corrective action is needed in order to restore the HIP benefit. The SEC must complete a 2 day process.

Important Reminders:

- HIP Benefits can only be Restored when prior to the closure action, the HIP AG was in an OPEN status.
- Do **not** restore benefits on Conditional cases.
- Do **not** restore benefits on a denial of an application, unless there was an error.
- Conditional denials result in requiring a new application.
- Prior to initiating a Restore Action, confirm verifications submitted satisfy the required correction. It is **not** possible to use code 98 (AG Closed in Error – Closure Rescinded) when doing a Restore of HIP benefits.
- On Day 2 RC 681 should be used when doing a Restore of HIP benefits.
- If code 681 is not added to AEWAA or the 2nd day process is not completed, the MCE will not show that the member has coverage.
- SEC will also send a manual notice of action informing the client that a review of the closure was completed and if the closure action was appropriate or if a restoration of benefits has occurred.
- If the documentation supplied and the mailer does not have the necessary signature a manual notice will be required notifying the AG that the case will remain closed.
- Document all actions in CLRC
- We DO NOT reselect or complete the restore action until all pending docs are received.
- If necessary information or Redetermination mailer comes in after the budget effective closure date, the case will be processed to determine if restoration of benefits is applicable. Pending should not occur for a redetermination that needs to come into compliance and reselections should not occur until member provides what is necessary. Case will be treated like a new application and conditionally authorized once determined eligible.

In order to restore the case it may be necessary to have the penalty removed after benefits are reselected.

For additional detail refer to the information in OPS listed below:

3.11.7.0 Rescind Overview and Menu

- [3.11.7.1](#) Guidelines for Researching a Case for Potential Rescind Action
- [3.11.7.2](#) Processing a Rescind
- [3.11.7.3](#) Processing a Restore
- [3.11.7.3.1](#) Processing a Restore Flow Chart

After researching the case follow the steps below to restore the benefits, this is a two day process:

Day 1

Step 1 - Create and complete a Restore action on AEORH which will reopen the HIP AG without any loss of benefits.

- Enter AEORH in the Next TRAN field
- Enter the case number in the PARMS field
- Press Enter

Step 2 - Reselect the MA choice of program on AEICP for the HIP AG.

- Enter AEICP in the Next Tran field
- Enter the case number in PARMS field
- Press Enter

Step 3 - Park task to yourself

Step 4 - Add comments to task (Day 2 restore)

Day 2

Step 1 - Check end date of Benefit Period on Healthy Indiana Plan Annual Contribution (IQHIP)

- Enter IQHIP in the Next TRAN field.
- Enter RID number or SSN in the PARMS field
- Press Enter

Step 2 - If end date = **current or past month**, run AEORE

- Enter AEORE in the Next TRAN field.
- Enter the case number in the PARMS field
- Press Enter

Step 3 - If end date = **future month**, Run AEABC

- Enter AEABC in the Next TRAN field.
- Enter the case number in the PARMS field
- Press Enter

Step 4 - Enter reason code 681 on AEWAA

Step 5 - Authorize