

## CST REMINDERS

- Please continue to follow the CST desk guide and New Common HIP Problems for routing of issues on the Hub.
- Please remember that our authorization is not instant and it takes time to for the member's current status to get through to the MCE's system. It takes at least one day to get to AIM system and another day to get through to MCE system.
- Three way calls to the MCE should NEVER occur!!! Especially to tell the MCE their system is wrong because we have a different case status. MCE cannot do anything about this.
- Hearing decisions need resolved using OPS 5.14. ALJ decisions and members that have filed an appeal should not be placed on CST.
- Referrals should not be made to the MCE regarding PAC amounts nor placed on CST. MCE does not calculate PAC. DFR does. PAC amounts can change from month to month and we must be sure we are looking at the entire benefit period and the effective date of PAC change before giving information to the member.
  - PAC changes are always effective in the future and MCE will not see or invoice until the effective date. MCE's invoice in the middle of the month so timing could be an issue.
  - PAC issues called into us come in two different flavors.
    1. Member thinks their PAC is too high based on their income.
      - a. We need to look at the income and AG.
      - b. Explain that we had calculation correct based on budgeting criteria or based on timing due to the member not reporting or verifying change timely.
      - c. If error found in our calculation, please correct and have any retro changes needed done through an AEADJ adjustment (see OPS for current instructions-webinar is TBD)
    2. Member is being invoiced differently than what our notice in ICES says.
      - a. Date on invoice and our effective date of PAC change should be checked. Member will receive ICES notice in month we authorize change and not read that the effective date of PAC change is the next month.
      - b. If member is not satisfied with the PAC calculation we have, please copy the AEADJ screen if available and send it to DFR HIP 2.0 Questions mailbox with small description and subject of email should be PAC Discrepancy.
- Remember to follow the second day process for restores and add 681 reason code. This should always be checked for members that call and say that they are not seen in the MCE system. If not completed, the file will not get sent from ICES. Do not put on CST if second day process has not been completed and instead just complete the second day process.
- Payment issues where member is still conditional and paid should be placed on CST unless a DFR error. Please make sure case is not a rescind error that should have been restored to open. Double check they did not move to a new case from open to conditional in new case. These should not be submitted to CST and instead corrected within DFR by sending the first pay date in an email to the CAU as this is a rescind error and those instructions should be followed. Note: This email to the CAU should only be sent by the ACA SEM .