2/22/2017

Problem- Rescind of Open HIP to Conditional status. HIP closed in error or client returns documents after closure. Open HIP should not be rescinded as conditional. 420 Fiat transfers that are not completed correctly will also cause the same problems. 130 Message Errors when trying to utilize AEORH will also be included.

> **Common client Complaint could be-** "MCE says I am termed and I want to know why, but they are showing open conditional in ICES" or "I've made payment and not showing open"

> **Possible Cause-** First payments may get rejected by the HP or DFR system when there is an interruption to a member's benefits. This goes for conditional - deny - re-conditional scenarios too. This information should be noted if case is put on CST spreadsheet**.**

> **Before putting on CST please rule out that a closure of open HIP did not occur and rescinded as conditional or that member was not open in another case.**

> **What to do-** If found that case was a rescind authorized conditional in error or two cases were involved where 420 fiat transfer was not used. Please verify the first pay date on AEHIP and send to your ACA SEM so they can email the Central Authorization Unit at Dianah.Burress@fssa.in.gov and Monique.Parker@fssa.in.gov .

Problem- Not seen in other systems

> **-**This should be added to CST which is a change from previous directives to call the help desk.

> **Common Client Complaint**- Member calls in saying that they call to find out who their MCE is or wants to change, but Enrollment Broker (1-877-Get HIP-9) or MCE sees them closed, denied or pending denied.

> **What to do-** First make sure case did not have a recent restore or fiat on case. 420 transfer fiats and restores require second day actions. Fiats that were created by putting a zero on AEWFT will cause the member file to never leave ICES. Second day action or a fix to the zero pac needs made and this will fix the issue. If none of these issues are found, escalate through to your manager for CST or Netfor submission.

> **Common Client Complaint-** Member tells us that the MCE needs a file.

> **What to do:** Put on CST. MCE usually checks Core system to see that their system is not matching. HP will need to send them a file to get our systems to match theirs.

Problem- Application is denied because clients did not return any documents at all. No rescind occurred because they returned documents after budget effective closure date. Remember that we do not rescind application denials when due to client's failure to comply.

> **Common Client Complaint**- " I made payment, but pharmacy states that I'm not covered or MCE shows me termed."

> **What to do**- Explain to the member that the failure to return documents caused the denial. They did not turn in docs timely to be opened and they need to reapply. The MCE will refund the payment.

Problem – Member is in basic or closed because MCE sent no pay and member states they paid.

> **Possible Cause**- MCE's receive payments in many ways that do not reference any identifying information to apply payment to member.
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> Payments could also have been made too late and will be refunded or applied to the missing months that were due. This can be explained to the member by the MCE. We should never take member's word that they paid and request a reopen or tell member we will reopen.
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> **What to do**: We should advise the member to contact the MCE with any information they can give about the payment that was made. I was informed that date and form of payment is very good information. Of course any confirmation numbers are really good to provide as well. The MCE's have a form to submit called RRT for these issues so that ICES or DFR can fix. You can also advise the member that if they paid late and meet one of the lockout exemptions that they can reapply.
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> If of course they already gave this information to the MCE and it was still not confirmed found, please submit the information collected to CST.

Problem: ICES PAC does not match in all systems.

> -DO NOT ADD TO CST SPREADSHEET or SUBMIT TO NETFOR
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> **Common Client Complaint-** My MCE is telling them I owe more money or are still charging me an old PAC.
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> **What to Do:** Please take a screenshot of AEADJ or copy and paste to email to show the correct PAC and dates effective in ICES. Send the email to DFR HIP 2.0 Questions Mailbox at Dfr.hip2.0questions@fssa.in.gov with any information on what the MCE is billing. This information will be passed on to HP to correct PAC to the lower ICES amount if not matching.
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> Member may think that we have calculated PAC amount wrong and we should make sure that this is not the issue before sending AEADJ screen on. If an error in income calculation was made causing a higher PAC for past months, please have AEADJ adjusted and authorized. Then only after authorization should the AEADJ screen be sent to the DFR HIP 2.0 Mailbox to implement the ICES change for retro PAC months.