Health Care Renewal Processing Tips and Reminders

When you need to update the filing date:

- Application
- Person add
- Person delete
- Program add

Update the filing date for relevant programs only

9 Month Live Edits

(Occurs while running a timely renewal)

- Try updating filing dates for non-requested program (MSP, CTS, CC, W2)

This desk aid does not address every situation when you need to update the filing date. Please see your lead for any questions.

Health Care Renewal

- Do not update HC request dates
- If HC does not correctly open do not confirm
- Complete an override
- Confirm overrides and ongoing month

NOTE: **Do not** update the HC Request Page when processing a **timely** renewal if there is a yellow banner message AE254: "Please update the 'Begin Month' and the 'Program Filing Date' in order to run eligibility successfully."

Late Health Care Renewal

(Received after renewal was due, but within 3 months of closure)

- Update HC request date with the
  - date the renewal was received,
    OR
  - date the late verification was turned in if renewal was completed timely

EBD MA Renewal Tip

- If EBD renewal is failing for 077, attempt to retrieve archived data, do not confirm
- Return to the case the next day and run eligibility again
- If this does not work, complete override process

FPOS Renewal Processing Tip

FPOS certification are for 1 year, changes in income do not effect eligibility

- If changes at renewal make member ineligible, FPOS will continue to open with reason code: 535
- At Adverse Action FPOS will close
- If member reports a change that makes the member potentially eligible and FPOS is failing 077, update the filing date