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EXECUTIVE COMMISSIONER

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**Texas Works Bulletin: #16-04**

**To:** Centralized Benefit Services (CBS) Supervisors  
CBS Regional Director  
CBS Program Managers

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**Subject: Returned Mail Task Process for Medicaid for Transitioning Foster Care Youth (MTFCY) and Former Foster Care Children (FFCC) - REVISED**

Bulletins are sent to supervisors and other regional managers. Supervisors must share this information with all eligibility staff. Please ensure that copies are provided to staff that do not have access to e-mail. If you have any questions regarding the policy information in this bulletin, follow regional procedures. Active bulletins are posted on the Texas Works Handbook (TWH) website at <http://www.dads.state.tx.us/handbooks/TexasWorks/>.

Texas Works Bulletin (TWB) #16-04 is revised. Please discard the previous version of TWB #16-04 and replace it with this version.

**Returned Mail Task Process for Medicaid for Transitioning Foster Care Youth (MTFCY) and Former Foster Care Children (FFCC) - REVISED**

### Background

Former foster care Medicaid recipients are required to report address changes to HHSC. However, the unique issues facing former foster care individuals may make it difficult for individuals who are receiving MTFCY and FFCC benefits to report changes. MTFCY and FFCC recipients are enrolled in and receive services through a managed care organization (MCO)/health plan. In addition, some recipients receive services through the Preparation for Adult Living (PAL) program with the Department of Family and Protective Services (DFPS). Since these individuals could have more contact with the MCO/health plan or the PAL staff, if they have one, the MCO/health plan or PAL staff may have a more updated address on file.

The following new process was developed to ensure these recipients do not have an issue with their continuity of care due to the state's receipt of returned mail.

### **Current Process**

The vendor creates and assigns a Returned Mail (RTML) task for the MTFY or FFCC eligibility determination group (EDG) to Centralized Benefit Services (CBS) staff for processing. CBS staff then follows the procedures outlined in Texas Works Bulletin 14-04, Returned Mail Policy and Procedure Changes - REVISED, released on August 13, 2014 for cases that do not include an active Supplemental Nutrition Assistance Program (SNAP) EDG.

When returned mail is received, staff must follow the steps listed below:

#### If the case includes an active SNAP EDG:

1. Review the address indicated on the returned mail, the case record, and the State Portal to determine whether the household has reported a new address. If a new address was reported, staff must process the address change and any related changes in shelter expenses. Otherwise, go to Step 2.
2. If the new address was not reported and a forwarding address was not provided, make one attempt to contact the household via telephone to confirm the address and document the attempt. If able to contact the household and the household provides a new address, process the change and any related changes in shelter expenses. Otherwise, go to Step 3.
3. If the returned mail is a SNAP redetermination packet and there are no other active EDGs, document these facts in Texas Integrated Eligibility Redesign System (TIERS) Case Comments and take no further action. Otherwise, go to Step 4.
4. For households with no individuals receiving Retirement, Survivors, and Disability Insurance (RSDI) or Supplemental Security Insurance (SSI), go to Step 5. For households with individuals receiving RSDI or SSI, use the State Online Query (SOLQ) to verify the household's address. If the address in SOLQ is different from the address in the TIERS case record, use the information in SOLQ to update the address and explore shelter expenses as necessary. If the address in SOLQ matches the address in the TIERS record, document in TIERS Case Comments that the SOLQ inquiry address matches the TIERS address and take no further action. Otherwise, go to Step 5.
5. If unable to contact the household via telephone to obtain an update on their address and no household member receives RSDI or SSI, send Form H1020, Request for Information or Action, to request verification of address and any change in shelter expenses. To pend for address information:
  - In Change Action mode, go to "Individual Demographics";
  - Edit the head of household's record;
  - Change the effective begin date appropriately;
  - On the "Residency" page, select "not verified" from the residency verification drop down menu;
  - Complete the Logical Unit of Work (LUW);
  - Document all attempts to contact the household by telephone; and

- Run Eligibility.
6. If the household fails to provide information as requested on Form H1020, deny the household for failure to provide information. Send Form TF0001, Notice of Case Action, to deny the case using the denial reason "Failed to Provide Information."
  7. If the household is denied for failure to provide information and provides a correct address within the advance notice of adverse action period, reopen the EDG using the original certification period and process any related changes in shelter expenses. Please refer to the TIERS Advance Notice of Adverse Action Reference Guide in the ASK iT Knowledge Base for instructions.

If the case does not include an active SNAP EDG:

1. Review the address on the returned mail, the case record, and the State Portal to determine whether the household has reported a new address. If a new address has been reported, process the address change. Otherwise, go to Step 2.
2. If a new address has not been reported and a forwarding address was not provided, make one attempt to contact the household via telephone to obtain an update on their address and document the attempt. If the household provides a new address, process the change. Otherwise, go to Step 3.
3. For households with individuals receiving RSDI or SSI, use SOLQ to verify the household's address. If the information in SOLQ is different from the address on file, use the information in SOLQ to update the address. If the address in SOLQ matches the address in the TIERS record, document in TIERS Case Comments that the SOLQ inquiry address matches the TIERS address and take no further action. Otherwise, go to Step 4.
4. If unable to contact the household by telephone to obtain an updated address and no household member receives RSDI or SSI, use the following steps to deny the EDG using the denial reason "**Unable to Locate**" as stated in TWH A-2344.1, Form TF0001 Required (Adequate Notice):
  - In Change Action Mode, go to "Household Information" and select "Yes" for the question "Is the worker unable to locate the household?";
  - Document all attempts to contact the household by telephone; and
  - Run Eligibility.

**New Process**

When returned mail is received for MTFY or FFCC individuals, the vendor creates and assigns an RTML task for the MTFY or FFCC EDG to CBS staff for processing.

Upon receipt of the RTML task, CBS staff must take the following actions:

1. Review the address on the returned mail, the case record, and the State Portal to determine whether the household has reported a new address. If a new address has been reported, process the address change and, if there is a SNAP EDG, any related changes in shelter expenses.

2. If a new address has not been reported and a forwarding address was not provided, attempt to contact the household via telephone to obtain an updated address and document the attempt. If the household provides a new address, process the address change and, if there is a SNAP EDG, any related changes in shelter expenses.
3. If there is an individual(s) in the household who receives RSDI or SSI, use SOLQ to verify the household's address. Use the information in SOLQ to update the address if the information in SOLQ differs from the address on file and, if there is a SNAP EDG, explore shelter expenses.

If the address in SOLQ matches the address in the TIERS record, document in TIERS Case Comments that the SOLQ inquiry address matches the TIERS address and take no further action.

If unable to contact the individual by phone and there is not an individual(s) in the household who receives RSDI or SSI, for:

- MTFCY/FFCC EDGs, go to Step 4.
  - SNAP EDGs, follow Step 5 of the Current Process.
4. If unable to update the address for the MTFCY/FFCC EDGs, simultaneously send emails using the following CBS email boxes to:
    - Health Plan Operations (HPO) using the following email box:
      - [cbs\\_ffche-mtfcy@hsc.state.tx.us](mailto:cbs_ffche-mtfcy@hsc.state.tx.us), and
    - Preparation for Adult Living (PAL) using the following email box:
      - [OES\\_FFCC@hsc.state.tx.us](mailto:OES_FFCC@hsc.state.tx.us).

#### HPO Process

- Send an email to the Medicaid/CHIP Division (MCD) Health Plan Operations (HPO) at [HPO\\_Star\\_Plus@hsc.state.tx.us](mailto:HPO_Star_Plus@hsc.state.tx.us).
- Include in the subject line **Returned Mail – [last four digits of the client's case number]**.
- Include the following information in the email:
  - Case name,
  - Case number,
  - Individual's Date of Birth (DOB), Social Security Number (SSN), and Medicaid Individual Identification Number, and
  - Date the response is needed.
- Leave the RTML task pending.

#### PAL Process

- Use the link below to identify the Lead Regional PAL staff covering the region of the client's last known address.
  - [http://www.dfps.state.tx.us/Child\\_Protection/Youth\\_and\\_Young\\_Adults/Preparati\\_on\\_For\\_Adult\\_Living/PAL\\_coordinators.asp](http://www.dfps.state.tx.us/Child_Protection/Youth_and_Young_Adults/Preparati_on_For_Adult_Living/PAL_coordinators.asp)
- Send an email to the identified Lead Regional PAL staff.

- Include in the subject line **Returned Mail – [last four digits of the client's case number]**.
  - Include the following information in the email:
    - Case name,
    - Case number,
    - Individual's DOB, SSN, and Medicaid Individual Identification Number, and
    - Date the response is needed.
  - Leave the RTML task pending.
5. The MCD HPO and DFPS PAL staff has ten calendar days to respond. It is important that staff make the request as soon as possible. The response will include either:
- The known address on file for the individual, or
  - No known address on file for the individual.

**MCD HPO** responds to the CBS email mailbox ([cbs\\_ffche-mtfcy@hpsc.state.tx.us](mailto:cbs_ffche-mtfcy@hpsc.state.tx.us)) and copies the original requestor with information from the plan by the tenth calendar day from when the email is sent, either confirming or denying that they have an address on file for the client. If they confirm, the response will include the address on file.

The **DFPS PAL** program responds to the email box ([OES\\_FFCC@hpsc.state.tx.us](mailto:OES_FFCC@hpsc.state.tx.us)) and copies the original requestor with information from the Lead Regional PAL staff by the tenth calendar day from when the email is sent, either confirming or denying that they have an address on file for the client. If they confirm, the response will include the address on file.

**Note:** If the MCD HPO and DFPS PAL both respond and provide different addresses, use the address received from the MCD HPO (unless the individual has already provided an address).

6. For cases with a SNAP EDG, if by the Form H1020 due date, the household:
- Provides the requested information, process the address change for all active EDGs, including the MTFCY and FFCC EDGs, and address any related changes in shelter expenses for the SNAP EDG; or
  - Fails to provide the requested information, deny the SNAP EDG for failure to provide information. Send Form TF0001, Notice of Case Action, using the denial reason, "Failed to Provide Information."

For MTFCY and FFCC EDGs, if by the 10<sup>th</sup> calendar day due date the HPO/PAL information:

- Is provided, use the information to update the address in the TIERS record.
- Is not provided, use the following steps to deny the EDG(s) using the denial reason "Unable to Locate" as stated in TWH A-2344.1, Form TF0001 Required (Adequate Notice).
  - In Change Action Mode, go to "Household Information" and select "Yes" for the question "Is the worker unable to locate the household?"
  - Run Eligibility.

**Note:** The HPO/PAL information cannot be used to verify residence for SNAP EDGs.

7. For MTFCY and FFCC EDGs, if MCD HPO or PAL provides an updated address within 30 days of the MTFCY or FFCC EDG denial due to "Unable to Locate," reopen the EDG.

For the SNAP EDG, if the household is denied for failure to provide information and provides a correct address within the advance notice of adverse action period, reopen the EDG using the original certification period and process any related changes in shelter expenses. Please refer to the TIERS Advance Notice of Adverse Action Reference Guide in the ASK IT Knowledge Base for instructions.

**Notes:**

- If an address provided by MCD HPO or the DFPS PAL program differs from an address provided by the household, contact the household to resolve the discrepancy.
- For SNAP EDGs, if the household provides verification of residence, but does not provide information regarding shelter expenses, re-budget eligibility without the shelter expense and notify the household, according to policy in TWH A-631, Actions on Changes.

**Automation**

No automation updates are required.

**Effective Date**

Staff will begin using this process as of the receipt of this bulletin.

**Handbook**

The Texas Works handbook will be updated with the October 2016 revisions.

**Training**

There are no training requirements.