



North Carolina
Department of Health and Human Services
Division of Medical Assistance
Recipient Services EIS

801 Ruggles Drive – 2501 Mail Service Center - Raleigh, N.C. 27699-2501
Courier Number 56-20-06

Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Mark T. Benton, Interim Director
(919) 855-4000

May 24, 2005

Dear County Director of Social Services:

Re: Private Companies Assisting with
Medicaid Applications

In response to inquiries from county staff regarding private companies that assist recipients with the Medicaid application process, representatives from the Division of Medical Assistance met with representatives of one of the companies. Also in attendance were staff from the Attorney General's Office and representatives from a local department of social services. The meeting appeared to be beneficial with agreement on several issues reached among the parties involved. Based upon our discussion the following was agreed upon:

- Medicaid applications will be forwarded to the appropriate county department of social services within two business days from the date the application is completed.
- Information will no longer be requested from the applicant. The role of the private entity is to assist with helping obtain information from the applicant once it has been requested by county staff.
- We clarified that it is the job of the Income Maintenance Caseworker (IMC) to explain retroactive versus ongoing coverage to the applicant and to request information needed to process the application in a timely manner.
- Private companies should not be filling out forms for the county. This is also the duty of the IMC.

A private company acting as an authorized representative may forward an application, then later call and request to withdraw the application and apply for retroactive coverage. Before denying the application, please contact the applicant and explain retroactive versus ongoing coverage. It is important that the applicant understand his or her options for coverage.

We ask that you closely monitor requests for withdrawals of these applications to assure that the client makes the choice when an application is withdrawn and is aware of the consequences. If you continue to encounter problems with any of the aforementioned issues, please document and provide information to your Medicaid Program Representative.

We hope this information is helpful. Please contact the Medicaid Eligibility Unit at (919) 855-4000 if you have questions.

Sincerely,

Mark T. Benton