

# Application Process

## Application: Duplicate Applications

**Initial Application:** When a Medicaid application is denied for failure to provide information, an individual has 90 days from the application date to provide the necessary information without requiring a new application. During this 90 day period, if a household submits an application, this application should be reviewed for changes and contact should be made with the household regarding the status of their original application.

If verifications are still needed in order to process the original application, the household should be informed of what items are still needed and when their 90 days will end. If verifications are received within the 90 day timeframe, the case will be processed utilizing the original application. If verifications are received after the 90 day timeframe, the household will need to submit a new application.

**NOTE:** If an application is denied for not meeting an eligibility requirement, a new application is needed.

**Closed Case:** When a case is closed and an application is received within 90 days of the closure date, the application should be reviewed for changes and contact should be made with the household regarding the status of their case. If information is needed, the household should be informed of what items are needed and when their 90 day timeframe will end. If the necessary items are provided during the 90 day timeframe, the case will be reopened. If the necessary items are provided after 90 days of closure, the household will need to submit a new application.

**Active Case:** When an application is received on an active case, this application should be reviewed for changes or requests to add a person to the Medicaid case. Any reported changes or added person requests should be acted upon per the process guides. Notify the household regarding the status of their case.