Process for Addressing Unanswered/Incomplete Questions on a Medicaid Application or Renewal Form

At times valid applications (name/address/signature) or renewal forms are provided without answers to several or all questions. When this happens do not send a VR with everything on it checked. Follow the process below:

1. Determine if the missing information is needed in order to complete an eligibility determination. Follow up is required on:
    a. Questions relevant to the Medicaid eligibility determination.
    b. Responses that conflict with information currently known to the agency.

2. Attempt a telephone call to the client to obtain the needed information.
    a. If the call is successful:
        i. Explain the reason for the call and review the missing information.
        ii. Document the information in detail in the case narrative.
        iii. If the information obtained from the client requires additional verification, inform the client a Verification Request (VR) will be sent requesting the needed information.
    b. If the call is unsuccessful:
        i. Document the attempted phone call in the case narrative.
        ii. Send a VR for the missing information.
            1. Include a note on the VR informing the client they may call the agency to discuss the missing information, or they may provide a written statement with their answers.
            2. Choose ‘Other’ and note what information is missing in the comments. Unless you are requesting clarification on known income or resources, do not select specific items in the verification selection.
            3. Sample VR Wording: *We received your application for Medicaid. However, some questions on the application were left unanswered (see below). Answers to these questions are needed to determine eligibility. This information can be provided by calling XXX-XXX-XXXX or by providing a written statement.*

3. Once the relevant questions have been answered continue with the Medicaid eligibility determination.
    a. A subsequent VR may be needed for additional verification, depending on the information received from the client.

4. When all information needed to determine eligibility has been received, process the application or renewal as normal. If the household fails to respond to the VR by the due date, deny or close the associated participant(s) for ‘Failure to Provide’.

Tips/Examples for Unanswered/Incomplete Application or Renewal Questions

1. Ask yourself if the information is needed in order to complete a Medicaid determination. If the information would affect Medicaid eligibility, then an answer is needed. For example:
    a. If a client submits an MILTC-53 and MILTC-63 for a Non-MAGI Medicaid determination and does not answer any of the tax household questions, no follow-up would be needed for this client as tax household information is not needed to make a Non-MAGI determination.
    b. If a client submits an MILTC-53 for themselves and their children and fails to answer the question regarding other income (question 29), follow-up will be needed to obtain the answer to this question. The client may have income that would need to be counted in their budgets.
2. Remember that failure to answer a question does not indicate a 'no' response. For example:
    a. If a client submits an application and leaves the citizenship/alien status questions blank, do not interpret this to mean the client is declaring that s\he is undocumented.
        i. Follow-up is needed to obtain the attested status and information. The same would apply if the TPL section was left blank without a yes or no.
    b. If a client submits an MILTC-53 and MILTC-63 for a Non-MAGI determination and leaves the table regarding vehicles (question 9) blank, follow-up should be completed to determine whether or not the client has any vehicles.
    c. Be aware of sections of the online application that were skipped by the client. The online application indicates sections not completed by the client, these sections may need follow-up.
3. Look for partial information. The client may have answered part of a question but not provided all the information that is needed. For example:
    a. If a client indicated that they will file taxes and claim dependents without indicating who they will claim, follow-up is needed to obtain the names of the dependents.
    b. If a client only answered for some resource types and not others, follow-up on any resources left blank is needed. An interview is NOT a requirement for eligibility. However, if you believe there may be a large amount of resources which will require clarification a meeting can be scheduled to discuss, either by phone or in person. An individual cannot be denied for failing to call or appear at the meeting.
4. Use your best judgment when making a determination on whether or not further information is needed, document why you have requested more information. Always make sure you have sufficient information before processing.