

Centers for Medicare and Medicaid Services (CMS) Required Outcomes

Reference #	Outcome	Sources
EE1	The eligibility system receives, ingests, and processes the single-streamlined applications, change of circumstances, renewal forms, and any supporting documentation requested by the state (including telephonic signatures) from individuals, for all Medicaid eligibility groups and CHIP through online via multiple browsers, mail (paper), phone, and in person (e.g., via kiosk) applications to support eligibility determination for all Insurance Affordability Programs (Federal Health Insurance Exchange), state Medicaid or CHIP, State-Based Marketplace (SBM), Basic Health Program (BHP).	42 C.F.R. §435.907 42 C.F.R. §435.916 42 C.F.R. §436.901 (for Guam, Puerto Rico, and the Virgin Island
EE2	Individuals experience a user-friendly, dynamic, online application, such that subsequent questions are based on prior answers.	42 C.F.R. §435.907 42 C.F.R. §436.901 (for Guam, Puerto Rico, and the Virgin Islands)
EE3	Individuals eligible for automatic Medicaid eligibility are promptly enrolled (e.g., SSI recipients in 1634 states, individuals receiving a mandatory state supplement under a federally- or state-administered program, individuals receiving an optional State supplement per 42 C.F.R. 435.230 and deemed newborns). (Automatic enrollment in Guam, Puerto Rico, and the U.S. Virgin Islands is required only for individuals receiving cash assistance under a state plan for OAA, AFDC, AB, APTD, or AABD, and deemed newborns.)	42 C.F.R. §435.117 42 C.F.R. §435.909 42 C.F.R. §436.909 and 42 C.F.R. §436.124 (for Guam, Puerto Rico, and the Virgin Island
EE4	The state correctly calculates income and household composition based on Modified Adjusted Gross Income (MAGI) and non-MAGI methodologies at application and renewal. Example business rules include subtracting 5 percentage points off FPL for applicable family size.	42 C.F.R. §435.603 42 C.F.R. §436.601 and 42 C.F.R. §436.811-814 (for Guam, Puerto Rico, and the Virgin Islands)

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EE5	The eligibility system uses automated interfaces with electronic data sources to enable real-time or near real-time, no manual touch eligibility determinations. The data sources include (but are not limited to) SSA and the Department of Homeland Security (DHS) (directly or via the Federal Data Services Hub (FDSH) state quarterly wage data, data from financial institutions for asset verification, Renewal and Redetermination Verification service through the FDSH, Public Assistance Reporting Information System (PARIS) to verify Medicaid coverage in other states.	42 C.F.R. §435.940-965 42 C.F.R. §435.945(d) 42 C.F.R. §436.901 (for Guam, Puerto Rico, and the Virgin Islands)
EE6	Individuals who apply for Medicaid based on disability receive an eligibility determination within 90 days and all other applicants receive an eligibility determination within 45 days.	42 C.F.R. §435.911-912 42 C.F.R. §436.901 (for Guam, Puerto Rico, and the Virgin Islands)
EE7	Individuals are enrolled for up to 90 days if pending verification of citizenship or immigration status.	42 C.F.R. §435.407 42 C.F.R. §435.956 42 C.F.R. §436.407 and §436.901 (for Guam, Puerto Rico, and the Virgin Islands)
EE8	Individuals are enrolled pending verification of SSN.	42 C.F.R. §435.910 42 C.F.R. §435.956(d) 42 C.F.R. §436.901 (for Guam, Puerto Rico, and the Virgin Islands)
EE10	Individuals receive electronic notices and alerts as applicable via their preferred mode of communication e.g., email, text that notice is available in online account).	42 C.F.R. §431.210-214 42 C.F.R. §435.917-918 42 C.F.R. §436.901 (for Guam, Puerto Rico, and the Virgin Islands)

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EE11	Following an eligibility determination, the system promptly sends the beneficiary information to MMIS to complete enrollment into the appropriate delivery system (e.g., FFS, managed care).	42 C.F.R. §435.914 42 C.F.R. §436.901 (for Guam, Puerto Rico, and the Virgin Islands)
EE12	The system receives Presumptive Eligibility (PE) applications from all approved entities in an automated manner and facilitates eligibility termination if no full Medicaid application is received by the end of the month following the month of PE determination.	42 C.F.R. §435.1110
EE13	The system uses electronic data sources to confirm eligibility, wherever possible, to facilitate ex-parte renewals.	42 C.F.R. §435.916 42 C.F.R. §436.901 (for Guam, Puerto Rico, and the Virgin Islands)
EE14	If ex-parte renewal cannot be completed, the system can automatically generate pre-populated renewal forms and distribute those forms via individuals' preferred communication mode.	42 C.F.R. §435.916 42 C.F.R. §436.901 (for Guam, Puerto Rico, and the Virgin Islands)
EE15	The system applies an automated eligibility hierarchy that places an individual in the most advantageous group for which they are eligible at initial application and renewal.	42 C.F.R. §435.404 42 C.F.R. §436.404 (for Guam, Puerto Rico, and the Virgin Islands)
EE16	<p>The system uses automated business rules to assign accurate eligibility categories for all the mandatory and relevant optional eligibility groups at initial application and renewal. Example business rules include:</p> <ul style="list-style-type: none"> ▪ Correct identification of individuals age 19-64 at or below 133 percent FPL (VIII group) ▪ Correct alignment of eligibility categories to FMAP rate 	42 C.F.R. §435.404 42 C.F.R. §436.404 (for Guam, Puerto Rico, and the Virgin Islands)
EE17	Incarcerated individuals receive timely access to inpatient services and receive a timely and accurate eligibility determination upon release.	42 C.F.R. §435.1009 42 C.F.R. §436.1005 (for Guam, Puerto Rico, and the Virgin Islands)

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EE18	Individuals whose coverage is limited to emergency services due to immigration status receive timely and accurate eligibility determination.	42 C.F.R. §435.139 42 C.F.R. §440.255(c) 42 C.F.R. §436.128 (for Guam, Puerto Rico, and the Virgin Islands)
EE19	Individuals receive timely and accurate determinations of eligibility for the three months prior to the date of application if the individual would have been eligible and received Medicaid covered services.	42 C.F.R. §435.915 42 C.F.R. §436.901 (for Guam, Puerto Rico, and the Virgin Islands)
EE20	Individuals are promptly enrolled with the accurate effective date of eligibility in accordance with the approved State Plan.	42 C.F.R. §435.915 42 C.F.R. §436.901 (for Guam, Puerto Rico, and the Virgin Islands)
EE21	In states that have an integrated eligibility system with human services programs, the system is able to pend application for one program without having to do so for Medicaid or CHIP programs, if needed.	June 18, 2013, CMS Guidance on State Alternative Applications for Health Coverage
EE22	The state maintains a coordinated eligibility and enrollment process with all insurance affordability programs by supporting bi-directional data-sharing for application-related data and adjudication status with all relevant insurance affordability programs (FFE, CHIP, SBE if applicable, BHP if applicable).	42 C.F.R. §435.1200
EE23	Account Transfer information for individuals applying to the FFE from a determination state is automatically ingested and the state promptly enrolls individuals determined eligible by the FFE.	42 C.F.R. §435.1200
EE24	Account Transfer information for individuals applying at the FFE from an assessment state is automatically ingested and the state conducts only the remaining verifications necessary to complete the determination process for individuals assessed as potential eligible by the FFE.	42 C.F.R. §435.1200

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EE25	The system receives and responds to requests from the FFE in real-time to confirm whether an individual applying for coverage through the FFE currently has Minimum Essential Coverage through Medicaid or CHIP.	42 C.F.R. §435.1200
EE26	Persons with disabilities or with Limited English Proficiency (LEP) can submit a single, streamlined application with any necessary assistance (e.g., TTY for the hearing impaired for phone applications, and language assistance for persons with LEP).	42 C.F.R. §435.905 42 C.F.R. §435.908 42 C.F.R. §436.901 (for Guam, Puerto Rico, and the Virgin Islands)
EE27	Beneficiaries and applicants can submit an appeal against an adverse action via multiple channels (e.g., online, phone, mail, in person) and the appeal status and adjudication of an appeal can easily be accessed by necessary state staff and appellants.	42 C.F.R. §431.221