





## Managing Evidence – Absence Evidence

## Job Aid

### Purpose and Scope

The **Absence Evidence** process is used in the following situations:

During the Application Process	Beneficiary Temporarily Moving Out of State	Beneficiary Returning to South Carolina	Multiple Household Members Temporarily Moving Out of State
			
<p>During the Application process where an applicant has indicated they are temporarily living in another state with the intent of returning to South Carolina. Examples are the applicant is seeking medical treatment or attending school.</p>	<p>A current beneficiary with an Insurance Affordability Case is temporarily moving to another state for multiple reasons (i.e. medical treatment) with the intent on moving back to South Carolina. The eligibility caseworker should “create” Absence Evidence.</p>	<p>For a beneficiary which has returned to his home in South Carolina and the eligibility caseworker needs to “end date” their Absence Evidence.</p>	<p>Absence evidence should be created for all members who will temporarily live in another state. If a child is seeking medical treatment and the mother must accompany the child, they should both have an absence evidence.</p>



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## Most Recent Changes

Any changes made to this job aid are listed below to allow you to quickly see what has been modified since you last viewed this document.

Date	Description of Change	Page
8/8/2018	<ul style="list-style-type: none"> <li>Updated all screen shots to reflect the Cúram Upgrade 7.0.1.1 screens.</li> <li>Added images to “Purpose and Scope” section.</li> <li>Changed all steps related to changing an address due to Release 4.0.0 implementing updated Addresses evidence functionality.</li> </ul>	Entire Document
8/08/2017	<ul style="list-style-type: none"> <li>Initial Release of job aid</li> </ul>	N/A



## What to Know Before You Start

### Managing Evidence – Absence Evidence

#### Disclaimer:

The **Absence Evidence** Job Aid focuses solely on the Steps taken to create/change evidence in the Worker Portal. Screenshots displayed in this job aid are for visual purposes only and may not reflect all Steps an eligibility caseworker would encounter in various scenarios. All names and demographic information used in this Job Aid are fictitious.

## Absence Evidence Process Flows

**Situation A – Absence Evidence** is created automatically by the system during the application process where an applicant has indicated he/she is temporarily living in another state with the intent of returning to South Carolina. For this situation, the following flow occurs:

1	2	3	4	5	6
Person temporarily living Out of State	Person attests to having Out of State Address during the application process with the intent of returning to SC.	Absence Evidence created by Cúram when the application submitted and Insurance Affordability case created	Person returns to SC	Caseworker end dates the Absence Evidence	Caseworker creates New Addresses Evidence for the SC Address and ends the existing Out of State Address.

**Situation B – Absence Evidence** is created manually by a caseworker when a current Medicaid recipient is temporarily moving Out of State. For this situation, the following flow occurs:

1	2	3	4	5	6
Person already receiving benefits and living in SC.	Person temporarily moves out of state.	Absence Evidence created by caseworker on the Insurance Affordability case created.  Addresses Evidence created by caseworker for the out of state Address and ends the existing SC Address.	Person returns to SC	Caseworker end dates the Absence Evidence	Caseworker creates New Addresses Evidence for the SC Address and ends the existing Out of State Address

**Policies: 102.03 State Residency**

**Note:** An individual cannot be denied Medicaid due to residency for the following reasons:

- The individual has not resided in the state for a specified period of time.
- The individual is **temporarily absent** from the state and **intends to return** when the purpose of the absence has been accomplished, unless another state has accepted him/her as a resident for Medicaid purposes.

## SECTION 1: Create Absence Evidence (During the Application Process)

If an application is submitted without a South Carolina Address, temporarily absent with intentions to return to South Carolina, the system creates an Absence Evidence on the Integrated Case and the member passes residency rules to be granted eligibility.

**Note:** If the member does not notate intentions to return to South Carolina, no Absence Evidence is created, the member will fail residency rules and will not receive eligibility.

### Step-by-Step Instructions – Create Absence Evidence

#### Create Absence Evidence During the Application Process

Step	Action
1	<p><b>Note:</b> This job aid starts on the <b>Information About You</b> screen for the application <b>AND</b> the person was registered in a different state.</p> <p>Enter the South Carolina county of residence, or anticipated county of residence when returning to South Carolina. The assumption is the person will return to South Carolina; therefore, a <b>County</b> must be selected.</p> <div data-bbox="251 959 1380 1136"> <p>County</p> <p>Enter the current SC county of residence, or anticipated county of SC resident if you are moving to SC.</p> <p>County * <input type="text" value="Lexington"/></p> </div>
2	<p>Select the <b>Yes</b> option to the question “Do you have a fixed address?”</p> <p><b>Note:</b> If the applicant is registered with an out of state address, it display. If the applicant was registered with an in-state address, it can be updated at this point. Notice Charlotte, NC address displays in the screenshot below since the person was newly registered when temporarily living out of the state.</p> <div data-bbox="251 1388 1507 1782"> <p>Home Address</p> <p>Do you have a fixed address? * <input type="text" value="Yes"/> ?</p> <p>Address Line 1 * <input type="text" value="356 Learn Lane"/> Address Line 2 <input type="text"/></p> <p>City * <input type="text" value="Charlotte"/> State * <input type="text" value="North Carolina"/></p> <p>Zip Code * <input type="text" value="28105"/> <input type="text"/></p> </div>



3	<p>Select the Yes option to the question, <b>Are you living outside temporarily and have intentions to return to the state?</b></p> <div data-bbox="256 327 1459 457"> </div> <div data-bbox="306 478 469 653"> </div> <p>If <b>No</b> is selected at this stage in the process, the system will return a fail decision based on residency rule and the beneficiary <b>will not</b> be eligible for South Carolina benefits.</p>
4	Continue with the application using the normal process and submit the application.
5	Navigate to the pending case and select <i>Items to Verify</i> and verify as usual. After verifying, <b>Authorize</b> the case.
6	Navigate to the <b>Person Page</b> and refresh the screen.
7	Click the <b>Reference</b> hyperlink to navigate to the Insurance Affordability case.
8	Click the <b>Evidence</b> tab.
9	<p>Click the <b>Absence</b> hyperlink within the <b>Evidence Dashboard</b>.</p> <div data-bbox="256 1150 1243 1612"> </div> <p><b>Note:</b> The <b>Absence</b> evidence was <u>automatically</u> created based on the information provided during the application process.</p>



## Absence - Insurance Affordability 3000000056

[Evidence](#)

[Issues](#)

[Verifications](#)

### Evidence

	Participant	Description	Period	Updates	Latest
▶	John Cedar	Is absent due to Not Applicable and intends to return home	6/1/2018 -	1	SYSTEM
▶	Jack Cedar	Is absent due to Not Applicable and intends to return home	6/1/2018 -	1	SYSTEM

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AFTER the beneficiary returns to South Carolina, the caseworker needs to do the following:

- End Date the **Absence** evidence (covered in [SECTION 3](#) in this job aid).
- Create a new **Addresses** evidence for the South Carolina address and End Date the Out of State Address (covered in [SECTION 5](#) of this job aid).

END



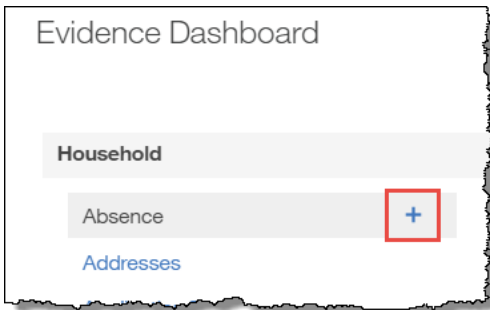


## SECTION 2: Create Absence Evidence (For a Current Beneficiary)

If a **current** Medicaid recipient is temporarily moving Out of State, the caseworker needs to create the Absence Evidence with an Out of State Address and Apply Changes. Member will remain eligible.

### Step-by-Step Instructions – Creating Absence Evidence

#### Creating Absence Evidence

Step	Action
1	Navigate to the <b>Insurance Affordability Case</b> for the <b>person(s)</b> you want to change.
2	Click the <b>Evidence</b> tab.
3	<p>Click the <b>plus sign (+)</b> for <b>Absence</b> evidence within the Evidence Dashboard.</p>  <p><b>Note:</b> Notice that <b>Absence</b> evidence does not currently have a hyperlink in this screenshot. This is an indication there is no evidence listed here yet.</p>
4	<p>Complete the following fields in the <i>New Absence Evidence</i> pop-up:</p> <ol style="list-style-type: none"> <li><b>Received Date:</b> Enter the day the information was received or date stamped.</li> <li><b>Household Member:</b> Select the member who is temporarily moving out of state.</li> <li><b>Absence Reason:</b> Select the reason from the drop-down menu.</li> <li><b>Start Date:</b> Enter a date</li> <li><b>Intention To Return Home:</b> Place a checkmark in the checkbox.</li> <li><b>Out of State:</b> Place a checkmark in the checkbox.</li> <li><b>Street 1, Street 2, City, State, Zip Code:</b> Enter the out of state address.</li> </ol>
5	Click the <b>Save</b> button.



**New Absence Evidence**
? ×

Received Date \*

Absence Details

Household Member \*

Absence Reason \*

Start Date \*

Treatment Facility

End Date

Intention To Return Home ☒

Out of State ☒

Address

Street 1

City

State

Street 2

County

Zip

Comments

Out of State Address

Save

Cancel

**Note:** Even though an out of state Address was indicated in the **New Absence Evidence** pop-up, the caseworker needs to create the Addresses evidence for the out of state Address.

6	Repeat steps 3-6 for any additional household members that are temporarily moving to the same out of state address.
7	<a href="#">Apply Changes</a> to the <b>Absence</b> evidence as noted in <a href="#">SECTION 6</a> .
8	Create the <b>Addresses</b> evidence for the out of state address and End Date the South Carolina as noted in <a href="#">SECTION 4</a> .
9	<p>AFTER the beneficiary returns to South Carolina, the caseworker needs to do the following:</p> <ul style="list-style-type: none"> <li>End Date the <b>Absence</b> evidence (covered in <a href="#">SECTION 3</a> of this job aid).</li> <li>Create a new <b>Addresses</b> evidence for the South Carolina address and End Date the Out of State Address (covered in <a href="#">SECTION 5</a> of this job aid).</li> </ul>


## SECTION 3: End Date Absence Evidence

If the member was temporarily living out of state and has now moved back to South Carolina, the Absence evidence needs to be end dated.

If the member decides to remain out of state (will not return back to South Carolina), then edit the Addresses Evidence by adding an End Date and Apply Changes. The member will be ineligible after the End Date.

### Step-by-Step Instructions – End Date Absence Evidence

#### End Date the Absence Evidence

Step	Action
1	Navigate to the <b>Evidence Dashboard</b> within the <b>Insurance Affordability Case</b> .
2	Click the <b>Absence</b> hyperlink. 
3	Click the <b>Toggle</b> button for the individual needing his/her Absence evidence ended.
4	Click the <b>Actions</b> button, then select the <i>Edit...</i> option.
5	Complete the following fields in the <i>Edit Absence Evidence</i> pop-up: <ol style="list-style-type: none"> <li><b>Received Date:</b> Enter the day the information was received or date stamped.</li> <li><b>Change Reason:</b> Select the reason from the drop-down menu.</li> <li><b>Absence Reason:</b> Only select the reason from the drop-down menu if the initial reason states “Not Applicable” or the initial reason changed.</li> <li><b>Start Date:</b> Do not change the date.</li> <li><b>End Date:</b> Determine the date the individual reported moving back to South Carolina, then follow this example of what date to enter.               <ul style="list-style-type: none"> <li>If the individual moved back between the 1st through the 15th of the month, then the End Date is the last day of the <u>current</u> month. For example, if the individual moved on 7/14/2018, then enter the End Date as 7/31/2018.</li> <li>If the individual moved back after the 15th of the month, then the End Date is the end of the <u>next</u> month. For example, if the individual moved on 7/16/2018, then enter the End Date as 8/31/2018.</li> </ul> </li> </ol>



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### Edit Absence Evidence

?
×

\* required field

Change Details

Received Date \*

8/8/2018

Change Reason

Reported by Client

Effective Date of Change

leave blank if making a correction

Absence Details

Household Member

John Cedar (4)

Absence Reason \*

Medical Treatment

Start Date \*

6/1/2018

Intention To Return Home

☒

Treatment Facility

Out of State

☐

End Date

8/31/2018

Address

Street 1

Street 2

Save

Cancel

7 Click the **Save** button.8 Repeat Steps 2-7 for other household members that need their **Absence** evidence end dated.9 [Apply Changes](#) to the **Absence** evidence as noted in [SECTION 6](#).10 Since the member(s) have moved back to South Carolina, verify the **Addresses** evidence reflects the South Carolina Address as noted in [SECTION 5](#).

END

## **SECTION 4: Create Out of State Address & End Date Existing South Carolina Address**

If a **current** Medicaid recipient is temporarily moving out of state, the caseworker needs to create the out of state Addresses evidence and end date the existing South Carolina Address. When the individual returns to South Carolina, then the caseworker updates the Addresses evidence again as noted in [SECTION 5](#).

Do NOT use the “Edit” option for this process. The “New Addresses” wizard allows caseworkers to create a New Addresses (Page 1) and End Existing Addresses (Page 2) at the same time, and then apply changes once.

Create Out of State Address & End Date the South Carolina Addresses Evidence	
Step	Action
1	Navigate to the <b>Evidence Dashboard</b> on the <b>Insurance Affordability Case</b> .
2	Hover your mouse to click the <b>plus sign (+)</b> for the <b>Addresses</b> hyperlink.
3	Complete the following fields in the <b>New Addresses</b> evidence pop-up: <b>Page 1 – New Address</b> <ol style="list-style-type: none"> <li><b>Received Date:</b> Enter the day the information was received or date stamped.</li> <li><b>Case Participants:</b> Place a checkmark next to the individual(s) that are temporarily moving to the out of state Address.</li> <li><b>Type:</b> Select the Address type.</li> </ol>

- d. **From:** Enter the date the individual(s) moved to the out of state address.
- e. **Street 1, Street 2, City, State, Zip Code:** Enter the out of state address.
- f. **Preferred:** Place a checkmark for the Preferred Indicator. When this is selected, it displays the out of state Address in the individual's Context Panel, as well as when doing a Person Search.
- g. Click the **Save & Next** button to navigate to Page 2. For more details on the Preferred Indicator and the buttons within this wizard, see the **Managing Evidence – Change of Address** job aid.

**New Addresses**

1 New Addresses 2 End Existing Addresses

**New Addresses**

Received Date \* 8/8/2018

Case Participant(s)

☒ Name

☒ Amy Plum (26)

☒ Edward Plum (4)

**Address Details**

Type \* Private

From \* 8/8/2018 To

Street 1 877 Learn Lane Street 2

City Charlotte County

State North Carolina Zip 28105

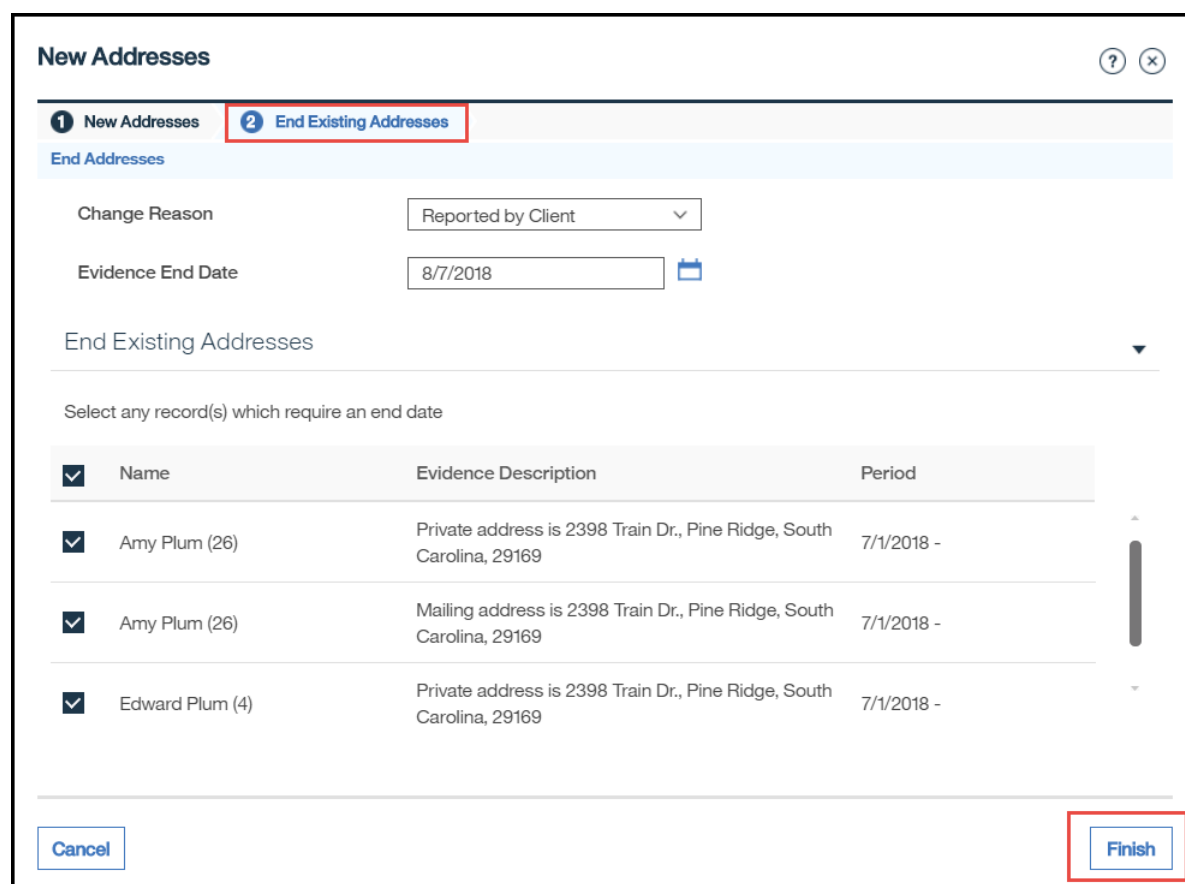
Preferred ☒

Comments

Cancel Save & Exit **Save & Next**

## Page 2 – End Existing Addresses

- h. **Change Reason:** Select the reason from the drop-down menu for ending the South Carolina Addresses evidence.
- i. **Evidence End Date:** The system automatically enters the date. It calculates the date by taking the Start Date of the New Addresses (from Page 1) and subtracts one day. This prevents the Addresses evidences from overlapping. For example, if the new Address starts on 8/8/2018, the system determines the existing Address needs to end on the previous date of 8/7/2018. It is recommended to leave this date as is.
- j. **End Existing Addresses Name(s):** Place a checkmark next to the individual(s) who have moved and need their old existing Address ended (whether it is a private and/or mailing Address).



**New Addresses** ? ×

1 New Addresses 2 End Existing Addresses

End Addresses

Change Reason Reported by Client

Evidence End Date 8/7/2018 📅

End Existing Addresses ▼

Select any record(s) which require an end date

<input checked="" type="checkbox"/>	Name	Evidence Description	Period
<input checked="" type="checkbox"/>	Amy Plum (26)	Private address is 2398 Train Dr., Pine Ridge, South Carolina, 29169	7/1/2018 -
<input checked="" type="checkbox"/>	Amy Plum (26)	Mailing address is 2398 Train Dr., Pine Ridge, South Carolina, 29169	7/1/2018 -
<input checked="" type="checkbox"/>	Edward Plum (4)	Private address is 2398 Train Dr., Pine Ridge, South Carolina, 29169	7/1/2018 -

Cancel Finish

4 Click the **Finish** button.

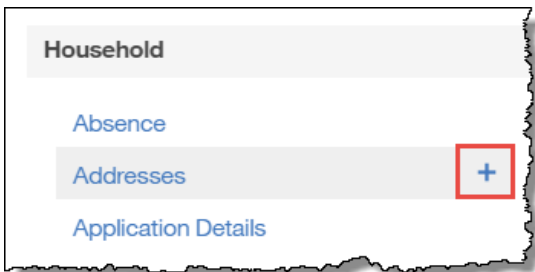
5 [Apply Changes](#) to the **Addresses** evidence as noted in [SECTION 6](#).

END

## **SECTION 5: Create a South Carolina Address & End Date the Out of State Address**

If a **current** Medicaid recipient is returned back to South Carolina after temporarily moving out of state, the caseworker needs to create the South Carolina Addresses evidence and end date the existing out of state Address.

Do NOT use the “Edit” option for this process. The “New Addresses” wizard allows caseworkers to create a New Addresses (Page 1) and End Existing Addresses (Page 2) at the same time, and then apply changes once.

<b>Create a South Carolina Address &amp; End Date the Out of State Addresses Evidence</b>	
<b>Step</b>	<b>Action</b>
1	Navigate to the <b>Evidence Dashboard</b> on the <b>Insurance Affordability Case</b> .
2	<p>Hover your mouse to click the <b>plus sign (+)</b> for the <b>Addresses</b> hyperlink.</p> 
3	<p>Complete the following fields in the <b>New Addresses</b> evidence pop-up:</p> <p><b>Page 1 – New Address</b></p> <ol style="list-style-type: none"> <li><b>Received Date:</b> Enter the day the information was received or date stamped.</li> <li><b>Case Participants:</b> Place a checkmark next to the individuals who are returned back to South Carolina from having a temporarily out of state Address.</li> <li><b>Type:</b> Select the Address type.</li> <li><b>From:</b> Enter the date the individual(s) moved to the South Carolina address.</li> <li><b>Street 1, Street 2, City, State, Zip Code:</b> Enter the South Carolina address.</li> <li><b>Preferred:</b> Place a checkmark for the Preferred Indicator. When this is selected, it displays the out of state Address in the individual's Context Panel, as well as when doing a Person Search.</li> <li>Click the <b>Save &amp; Next</b> button to navigate to Page 2. For more details on the Preferred Indicator and the buttons within this wizard, see the <b>Managing Evidence – Change of Address</b> job aid.</li> </ol>



New Addresses

1 New Addresses

2 End Existing Addresses

New Addresses

Received Date \*

8/8/2018

Case Participant(s)

☒ Name

☒ Jack Cedar (27)

☒ John Cedar (4)

Address Details

Type \*

Private

From \*

8/8/2018

To

Street 1

344 Train Dr.

Street 2

City

Columbia

County

State

South Carolina

Zip

29033

Preferred

☒

Comments

Cancel

Save & Exit

Save & Next

## Page 2 – End Existing Addresses

- h. **Change Reason:** Select the reason from the drop-down menu for ending the temporary out of state Addresses evidence.
- i. **Evidence End Date:** The system automatically enters the date. It calculates the date by taking the Start Date of the New Addresses (from Page 1) and subtracts one day. This prevents the Addresses evidences from overlapping. For example, if the new Address starts on 8/8/2018, the system determines the existing Address needs to end on the previous date of 8/7/2018. It is recommended to leave this date as is.
- j. **End Existing Addresses Name(s):** Place a checkmark next to the individual(s) who have moved to the South Carolina Address and need their old existing Address ended (whether it is a private and/or mailing Address).



	<div> <div> <div>?</div> <div>×</div> </div> <div> <div>1 New Addresses</div> <div>2 End Existing Addresses</div> </div> </div> <div>End Addresses</div> <div> <div>Change Reason</div> <div>Case Audit</div> </div> <div> <div>Evidence End Date</div> <div>8/7/2018</div> </div> <div>End Existing Addresses</div> <div>Select any record(s) which require an end date</div> <table border="1"> <thead> <tr> <th><input checked="" type="checkbox"/></th> <th>Name</th> <th>Evidence Description</th> <th>Period</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>Jack Cedar (27)</td> <td>Private address is 356 Learn Lane, Charlotte, North Carolina, 28105</td> <td>6/1/2018 -</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Jack Cedar (27)</td> <td>Mailing address is 356 Learn Lane, Charlotte, North Carolina, 28105</td> <td>6/1/2018 -</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>John Cedar (4)</td> <td>Private address is 356 Learn Lane, Charlotte, North Carolina, 28105</td> <td>6/1/2018 -</td> </tr> </tbody> </table> <div> <div>Cancel</div> <div>Finish</div> </div>	<input checked="" type="checkbox"/>	Name	Evidence Description	Period	<input checked="" type="checkbox"/>	Jack Cedar (27)	Private address is 356 Learn Lane, Charlotte, North Carolina, 28105	6/1/2018 -	<input checked="" type="checkbox"/>	Jack Cedar (27)	Mailing address is 356 Learn Lane, Charlotte, North Carolina, 28105	6/1/2018 -	<input checked="" type="checkbox"/>	John Cedar (4)	Private address is 356 Learn Lane, Charlotte, North Carolina, 28105	6/1/2018 -
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<input checked="" type="checkbox"/>	John Cedar (4)	Private address is 356 Learn Lane, Charlotte, North Carolina, 28105	6/1/2018 -														
4	Click the <b>Finish</b> button.																
5	<a href="#">Apply Changes</a> to the <b>Addresses</b> evidence as noted in <a href="#">SECTION 6</a> .																
END																	



## SECTION 6: Apply Changes

After the Absence evidence has either been created or end dated, changes need to be applied. In addition, after creating the Addresses evidence and ending the existing Addresses evidence via the *New Addresses* pop-up, changes need to be applied.

Apply Changes	
Step	Action
1	Navigate to the <b>Insurance Affordability Case</b> .
2	Click the <b>Evidence</b> tab.
3	Click the <b>Dashboard</b> side panel hyperlink.
4	Click the <b>Actions</b> button, then select the <i>Apply Changes...</i> option.
5	Click the <b>checkbox</b> at the top of the list (next to the word “Type”) to select ALL evidence OR click the checkbox next to the items you are ready to apply.
6	Click the <b>Save</b> button.

### Related Job Aids

List any related job aids.

- **Manage Evidence – Change of Address:** This job aid provides instructions on creating and editing Addresses evidence for multiple household members at the same time.