

## DCF Instruction for Cases in Transition

| Timeframe: Current                               |   |  |  |
|--|---|--|--|
|  | Scenario  | Process  | Notes  |
| 1.   | Family medical application is received but not processed at DCF before policy memo is received                        | Must be processed at DCF and CARCed to Clearinghouse prior to KAECSES medical down time.   |  |
| 2.   | Family medical application (Including Family SOBRA) is received at DCF after policy memo is received.                 | FAX or mail to Clearinghouse   | Encourage client to apply online and return application direct to Clearinghouse.   |
| 3.   | Processed family apps (including Family SOBRA) worked at DCF.   | CARC and send packet to Clearinghouse.   |  |
| Timeframe: Prior to Medical Processing Suspended |   |  |  |
| 4.   | Family medical application is received at DCF but not processed prior to medical down time.                           | All pending family medical applications will be CARCed to the Clearinghouse caseload by EOB the day prior to medical down time.<br>The application and all required documents will be FAXed or mailed to the Clearinghouse with a coversheet that says "Post go-live Pending/Registered Family Med App". | <ul style="list-style-type: none"> <li>Pended cases must finish processing under MAGI rules.</li> <li>If a hand written notice was used and scanned to One Note, a copy of the notice should be FAXed or mailed with the required documentation.</li> <li>While the case needs to be CARCed prior to KAECSES medical going down, the FAXing or mailing of documents can occur during the down week.</li> </ul> |
| 5.   | Information is received at DCF after DCF denies a family medical application.   | DCF processes and CARCs to Clearinghouse prior to medical down time.   |  |
| 6.   | Family medical changes reported to DCF prior to medical down time (case is still at DCF).                             | DCF processes and CARCs to Clearinghouse by EOB the day prior to medical down time.  |  |
| 7.   | E&D application is received prior to medical down time.   | DCF processes. Do not need to screen for Big 4.  |  |
| 8.   | Single adult medical application denials received prior to medical down time.   | Whoever receives the application denies the case if processed prior to medical down time. If the case has not been processed prior to the medical down time, application will be screened for the big 4 and sent to the Clearinghouse.   |  |
| Timeframe: The Week of Medical Down Time         |   |  |  |
| 9.   | Medical application received during medical down time.  | Screen for the Big 4. Applications that do not meet Big 4 criteria will be bundled and sent to the Clearinghouse daily.<br><br>Applications that meet one of the Big 4 criteria will remain at DCF, should be logged on the tracker, ready to be worked at go-live.                                      | Note: Cases received beginning day 1 of down time will be screened and if appropriate, will be determined using MAGI rules.  |
| 10.  | Combo application is received during medical down time.   | Process non-medical in KAECSES. The non-medical should follow the same process as #9.  |  |
| 11.  | Online medical applications received during medical down time.  | TBD  |  |
| 12.  | Family medical application was denied at DCF but information was received and not processed by the medical down time. | Begin sending to the Clearinghouse the week of medical down time.  |  |

| Timeframe: | After Go-Live  |   |  |
|------------|--|---|--|
| 13.        | E&D application received but processing not completed prior to medical down time.          | No Big 4 screening is required. Process as usual.   |  |
| 14.        | E&D case that receives a change after go live.   | No Big 4 screening is required. Process case.   |  |
| 15.        | Family medical application was denied at DCF and information was received after go-live.   | DCF will Image the documents along with the application using the following process: <ul style="list-style-type: none"> <li>• If case file is not already converted into Image Now (via one note conversion), image the case file with the Field File Transfer Document Type into the <b>non-task</b> folder.</li> <li>• If there is information which is not part of the existing case file (e.g. newly received loose mail), image following normal procedures.</li> <li>• Reassign the denied program block to the Clearinghouse (Worker ID KH0206Q100)</li> <li>• Create a contact for the Clearinghouse (which will create a task for the Clearinghouse to process the IROD):               <ul style="list-style-type: none"> <li>○ Agency = KDHE</li> <li>○ Category = Application/Review Follow-Up</li> <li>○ Contact Reason = Info Rec'd on Denied/Closed Program</li> </ul> </li> </ul> |  |
| 16.        | Family medical change was processed at DCF and errors are identified (pre or post go-live) | Post KEES conversion, Clearinghouse processes correction.   | DCF may need to image requested documents. |
| 17.        | Appeals on family medical processed at DCF.  | Handled where processed regardless of date.   |  |
| 18.        | Ongoing process: DCF receives loose mail for the CH.                                       | Mail will be FAXed to the Clearinghouse.  |  |