



WA68 CROWD OUT FOR DROPPING HEALTH INSURANCE

Crowd Out was not accounted for in design therefore staff need to research the case prior to authorizing MAGI CHIP benefits to determine whether or not Crowd Out policy applies.

Staff needs to review the application and/or **Other Health Insurance** page in KEES to determine if other health insurance had ended in the recent past and to obtain the reason. Per policy the consumer is not required to reapply for the child receiving the Crowd Out penalty therefore it is the responsibility of staff to add the child to the medical program for assistance when they have served their Crowd Out penalty period.

If Crowd Out policy applies complete the following workaround:

First staff determine if they can add the Crowd Out child(ren) to the Medical program for assistance prior to the come-up month or after the come-up month.

- a. **PRIOR** to come-up month, only complete **Applying Crowd-Out Penalty** section below.
- b. **AFTER** come-up month, complete both **Applying Crowd-Out Penalty** and **Creating Future Task to add Crowd-out Child(ren)** sections below.

Applying Crowd-Out Penalty Period

STEP 1 Determine the Crowd Out penalty period for the child(ren).

STEP 2 Select **Eligibility** from Global Navigation and **Customer Information** Local Navigation. Select **Customer Options** from Task Navigation.

STEP 3 Click the **Add** button.

STEP 4 Complete the following fields on the **Customer Options Detail** page:

NOTE: Crowd Out is applied at a person level so a separate record is needed for each child that Crowd Out applies to.

- **Name:** Select the name of the child the Crowd Out penalty applies to.
- **Type:** Select *Title XXI (SCHIP)* from the drop-down menu.
- **Begin Date:** Enter the start date of the penalty period.
- **End Date:** Enter the end date of the penalty period.

Click the **Save and Return** button; or the **Save and Add Another** button if applicable.

STEP 5 Continue with normal case processing, completing all other necessary data collection pages.

- STEP 6** Can staff add Crowd Out child(ren) to the medical program for assistance prior to the come-up month or after the come-up month?
- Prior to come-up month, proceed to **STEP 7**.
 - After come-up month, proceed to **STEP 12**.
- STEP 7** **Run EDBC** for the first month the 'crowded out' child(ren) would be potentially eligible. If applicable, deny and/or approve benefits for other applicants.
- STEP 8** **Run EDBC** through the come-up month, if the first month of potential eligibility is not the come-up month.
- STEP 9** **Run EDBC** for the application month and each month leading up to the first potentially eligible month to deny eligibility for the Crowd Out child(ren) and if applicable, deny and/or approve benefits for other applicants.
- STEP 10** Send and/or delete system generated NOAs if applicable; also create and send applicable Manual NOA/forms.
- STEP 11** Create a **Journal Entry** to log case actions, Crowd Out period, and to whom it applies.

NOTE: If there are Crowd Out child(ren) that cannot be added to the Medical program for assistance until after the system come-up month a future task needs created to alert a worker when eligibility can be determined for these children. Please see section: **Creating Future Task to add Crowd Out child(ren)** below.

- STEP 12** Use regular processes to approve/deny benefits.
Run EDBC for the application month to deny benefits for the child(ren) due to the Crowd Out penalty and deny and/or approve benefits for other applicants.

NOTE: EDBC may have to be run for each month up to the system come-up month to approve benefits for other applicants.

- STEP 13** Send system generated NOAs and/or if applicable, delete the system generated NOAs and create and send Manual NOA/forms.

- STEP 14** Create a **Journal Entry** to log case actions, Crowd Out period, and to whom it applies.

NOTE: If there are Crowd Out child(ren) that cannot be added to the Medical program for assistance until after the system come-up month a future task needs created to alert a worker when eligibility can be determined for these children. Please see section: **Creating Future Task to Add Crowd Out child(ren)** below.

Creating Future Task to Add Crowd Out Child(ren)

If the child(ren) receiving the Crowd Out penalty are not eligible for benefits until after the current system come-up month, staff should set a future task so the child(ren) can be added to the Medical program at the appropriate time. A Customer Options record should have been created as detailed in the **Applying Crowd-Out Penalty Period** section to prevent authorizing coverage in error for the child(ren) prior to the end of their Crowd Out penalty period.

To set future tasks follow the steps below:

- STEP 1** Click **Tasks** from Utility Navigation when in the context of the case. The **Task Management** window opens.
- STEP 2** Click the **Add Task** button. A window opens for **Manual Task - In Case** information to be entered.
- STEP 3** Enter a **Due Date** using the <mm/dd/yyyy> format or the calendar icon. Set the Due Date to be 45 days from the last day of the month that the penalty period ends. (i.e. The penalty period ends 03/31/15. The due date for the task is set to 02/15/15.)
- STEP 4** Enter a **Review Due Date** using the <mm/dd/yyyy> format or the calendar icon, if appropriate.

NOTE: A **Review Due Date** is only entered when creating tasks for a review. Enter the last day of the review month as the **Review Due** date.

- STEP 5** Enter a **Received Date** using the <mm/dd/yyyy> format or the calendar icon. This is the date that the task is being created.
- STEP 6** Select the **Region** of *KDHE Clearinghouse* using the drop-down menu.
- STEP 7** Select the **Location** of *KanCare Clearinghouse* using the drop-down menu.
- STEP 8** Select *Eligibility* as the appropriate **Queue** using the drop-down menu.
- STEP 9** Select *Add Child* as the appropriate **Task** using the drop-down menu.
- STEP 10** Leave the **Contact Type** blank.
- STEP 11** Enter **Task Details** such as the child's name and the reason the future task has been created, in this case because the child is serving a Crowd Out penalty. Make sure to include the penalty period.
- STEP 12** Click the **Save and Continue** button.

Document Change Log

Date	Version	Author	Change Description
02/24/2014	1.0	Jonathan A. Garcia	Initial Draft completed
03/11/2014	1.0	J. King	Workaround approved
12/04/2014	2.6	Jonathan A. Garcia	Ready for 2.6 Go-Live
03/20/2015	2.6	J. Estes	Update to process: Step 4
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04/22/2016	2.8	J. King	Updates made per CR-219