

COLA: Family Medical Suspect Cases

Overview

Some cases have been identified as having changes in their Share of Cost amount and Aid Code status due to the case being updated for COLA. All cases will need to be reviewed to ensure the correct assistance is being given.

Process

These instructions will highlight the most important screens for the worker to review. However, the worker will need to review and evaluate all applicable Data Collection Pages for accuracy.

1. Navigate to the case in KEES.
2. Review the Journal and Tasks:
 - a. If there are any tasks on the case not currently being processed, these will need to be worked as well.
 - b. If the case is currently being worked, no further action is needed. Skip to the next case on the report.
 - c. In reviewing the journals, if an error was made with the last eligibility action, the error will need to be correct.
3. Review the Case Summary page for current coverage by clicking the black caret next to the beneficiary's name in the program block.
 - a. Make note of the type of coverage the consumer is currently receiving and the amount of the premium, if any.
4. Ensure all Post-Conversion Cleanup has been completed on the case. Refer to the KEES User Manual for instructions.
5. Evaluate the data collection pages for accuracy. Pay close attention to the below pages.
 - a. Medical Condition Page – This page should be reviewed as it may have been updated by COLA if the individual was identified as an SSI recipient.
 - b. Income Page
 - i. Verify income records are accurate. Duplicate records should be end dated.
 - ii. Verify that begin dates are the first of the month and old income detail records include end dates for the last day of the applicable month.
 - c. Tax – verify that the Tax page displays the correct data.
 - d. Relationships – verify that all relationships exist and correct relationships exist between the individuals that are in the home.
6. After the data collection pages have been reviewed and necessary updates made, run EDBC in the come-up month. Evaluate the EDBC results.
 - a. If the EDBC results are as expected and there is a change to the coverage listed in step 3, proceed to step 7.
 - b. If the EDBC results are as expected and there is no change to the coverage as notated in Step 3, proceed to step 10.
 - c. If the EDBC results are not as expected return to step 5, and review the data collection pages for accuracy.

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Note: In some instances, eligibility can change to “better” coverage mid review. Refer to the May 2016 policy memo [Medical Assistance Eligibility Changes](#) located on the KDHE Eligibility Website for additional information.

Note: A negative change should not occur mid review. If a negative change does occur, review the data collection pages to determine if an error was made updating the data collection pages. If needed, refer to the KEES User Manual for approved workarounds and overrides. If the issue cannot be resolved, send a ticket to the KEES Helpdesk.

7. If EDBC is as expected, refer to the state interaction chart to determine if the case should be routed to KDHE for final authorization. If the case does not need to be routed to KDHE, continue to step 8.
8. Save and accept EDBC.
9. Review the NOA for accuracy. If it is correct, send the NOA. Append or create a manual notice, if needed, following current processes and procedures.
10. Review Distributed Documents to determine if a COLA Batch NOA was produced. If one was produced, review the NOA for accuracy. If it is not correct and has not been sent, delete the notice. If the COLA Batch NOA was sent, append the NOA produced in step 9 to account for the change, using the COLA Mass Change copy and paste template found on the KEES Repository.
11. Journal actions:
Case appears on the COLA Family Medical Suspect report. (Journal actions taken)