

Summary Guidance: *Managing Pended MAGI Cases When Verifications Have Not Been Provided*

Overview

A significant backlog of pended MAGI applications that are awaiting verifications to be processed currently exists for many counties. These applications are allowed to be dispositioned based on several characteristics, if verifications have not been received from the consumer in accordance with current request response guidelines (see upcoming MEDIL for more information). These characteristics include:

- A. **System Origin** – which system was the application originally submitted to (e.g., SAWS or CalHEERS).
- B. **eHIT Status** – was the application, originating in SAWS, transferred from SAWS to CalHEERS via e-HIT.
- C. **Support Origin** – which person entered the application (e.g., Consumer, Eligibility Worker-EW, Covered CA Service Center Representative).

Allowed Actions

Table 1 below illustrates these various conditions and the currently allowed disposition action. These actions will be updated as system functionality (SAWS and CalHEERS) evolves.

These actions take into account the possibility that consumers have submitted required verifications to Covered CA and that those verifications may not yet be available to counties due to administrative processing delays rather than consumer inaction. If the system origin is CalHEERS then we expect verification submission to be directed to Covered CA, even if an Eligibility Worker provided support during entry to CalHEERS. These actions also recognize that applications originating through SAWS would have their verifications directed to counties and would not be subject to administrative processing delays similar to those coming to Covered CA.

Table 1: Allowed Disposition Actions for Pended Applications Awaiting Verifications and Response Period Expired

ID	System Origin	eHIT to CalHEERS?	Support Origin	Allowed Disposition Action
1	SAWS	YES	Consumer	Use CalHEERS to Deny: Enter “Fail” in Verification Status*
2	SAWS	YES	EW	Use CalHEERS to Deny: Enter “Fail” in Verification Status*
3	SAWS	No	Consumer	Deny in SAWS; Manual Notice from SAWS
4	SAWS	No	EW	Deny in SAWS; Manual Notice from SAWS
5	CalHEERS	n/a	Consumer	Take No Action Until Backlog of Verifications is cleared**
6	CalHEERS	n/a	EW	Take No Action Until Backlog of Verifications is cleared**
7	CalHEERS	n/a	CovCA Service Center	Take No Action Until Backlog of Verifications is cleared**

* for Denials through CalHEERS counties will have to provide a manual denial notice from their respective SAWS since a denial notice will not originate from CalHEERS

** The allowed disposition action for these conditions may be updated as the verification backlog is cleared

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Other Considerations

1. Counties should provide any required manual notifications to consumers following existing processes for doing so.
2. Counties can continue to deny Non-MAGI applications for lack of response to requested verifications. The guidance above is focused on MAGI/APTC-CSR applications.
3. CIT #0070-14 currently instructs staff to “NOT to select ‘Fail’ status on a Manual Verification task”. However, the guidance in Table 1 allows for the “Fail” status to be entered under the conditions identified for ID’s 1 and 2 since such action has already taken into consideration regulations which allow customers the due-diligence notification and timeframe to provide the required verification information