



Eligibility Operations Memo 11-06
August 1, 2011

TO: MassHealth Eligibility Operations Staff

FROM: Amy Andrade, Director, Member and Provider Services

RE: **New Process for Handling Disability Supplements**

Introduction

The University of Massachusetts Disability Evaluation Services (DES) has performed disability determinations for MassHealth and the Department of Transitional Assistance (DTA) for over a decade. MassHealth Enrollment Center (MEC) staff use MA21 to record when disability supplements are received at the MEC and sent to DES. The completed supplement is then forwarded to DES for evaluation. DES makes the disability determination and returns the tracking sheet to the MEC with the appropriate coding stating whether the member is determined to be disabled or not. The MEC worker then logs this information, along with the duration of the disability, into MA21 and performs a determination to allow a member who is determined to be disabled to receive the maximum benefit available to them. DES retains the original disability supplement and any medical records, as they are the official keeper of the records for MassHealth.

New Process

Effective August 1, 2011, a new process will be put in place to allow DES to perform additional steps in processing disability supplements. This will allow MEC staff to concentrate on case processing, maintenance and customer service. The new workflow for processing disability supplements is as follows.

- DES will send MassHealth Adult Disability Supplements (MADS-A) and Children's Disability Supplements (MADS-C) to members, based on notification from MassHealth.
 - DES will receive MADS supplements from members.
 - Upon receipt of a completed MADS, DES will access MA21 to find out if there is an MBR on file.
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**New Process
(cont.)**

- If after 15 days there is no MBR recorded on MA21, DES will return the completed disability supplement to the applicant with an MBR to be completed and a CPU-8 cover letter, detailing the need for an MBR to be completed.
 - If there is an MBR on file, DES staff will complete the DDU event on MA21 with the receipt date of the completed supplement.
 - If the supplement is not complete, DES staff will return the incomplete portion of the supplement to the member with a cover letter stating that the supplement was incomplete and that they need to complete and return that portion of the supplement to DES for processing.
 - DES staff will update certain information as it becomes known to them from members, including
 - change of in-state address (If DES is notified of an out-of-state address, they will forward to the MEC for processing.);
 - contact information; and
 - update notes to household about changes they have documented.
 - When a determination of disability has been completed, DES staff will send the tracking form to the appropriate MassHealth Enrollment Center for updating and determination in MA21.
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**New Address to
Send Disability
Supplements**

Effective August 1, 2011, all disability supplements should be sent to:

**Disability Evaluation Services
P.O. Box 2796
Worcester, MA 01613-2796**

MEC liaisons to DES will remain the same. If DES has any questions about a supplement or needs assistance with MA21, they will contact the liaison, and if MEC staff have questions about a supplement, they should forward them to their MEC liaison.

Any Disability Supplements received at a MEC after August 1, 2011, should be forwarded to DES at the address listed above.

**Update to MA21
Screen**

An update has been made to the MA21 system DDU screen . A Withdrawal "W" space has been included to allow MEC staff to put a "Y" in this block when the member requests that their disability application be withdrawn. Once a "Y" is entered in this withdrawal block and a determination is processed, the member's eligibility will be determined as if the member is not disabled. In addition to the eligibility determination

**Update to MA21
DDU Screen
(cont.)**

letter, a new letter will be generated to the member reminding them that they have requested to have their disability application withdrawn and their eligibility will be determined with it.

Questions

Please direct questions about these procedures to the MassHealth Policy Hotline through your MassHealth Enrollment Center designee.
