



Policy Clarification 2016-09-01

Title: Processing an IROD

Date: 9/16/2016

From: Allison Miller, Family Medical Policy Manager

Program impacted: All Medical Assistance Programs

Question:

If we are working an IROD and we received SOME of what we needed but not ALL, will the denial notice sent letting them know we still don't have all we need to process the request start a new 15 day pending window and a new 33 day time period for requesting a fair hearing?

Answer:

Yes. The new denial notice gives the client a new 15 days to respond with the correct information and also starts a new 33 day time period to request a fair hearing.

Question:

Do I have to re-deny the case to get a new denial notice?

Answer:

No. It is not necessary to do another formal denial. A V200 denial notice can be generated by the worker.

Question:

Is this also applicable when we request verification and the consumer submits something that we cannot use? For example, if we request proof of income and the consumer submits a copy of their W-2 which is not a document we can accept as verification of income.

Answer:

Yes. The consumer is attempting to provide what we requested. As long as they provided that information within the appropriate timeframe, then we re-deny and it gives them another opportunity to provide the needed information.