



## **Policy Directive 2016-09-01**

### **Title: Requirement to check EATSS for MAGI**

**Date: 9/16/2016**

**From: Allison Miller, Family Medical Policy Manager**

**Program impacted: Family Medical**

At this time, people are experiencing difficulty with EATSS and these issues have been explained in the KEES Dispatch. All procedures issued by KEES must be followed (e.g. you must wait at least 3 days to get a TPQY response). This Policy Directive is applicable to all MAGI processing and is not intended to be a short-term solution related to these recent EATSS difficulties. This new policy reduces the situations where staff are required to inquire on EATSS for MAGI cases.

Effective immediately, when processing a MAGI case, we only check EATSS in the following situations:

1. Verification of the SSN through the Federal Hub fails (Applicants only)
  - a. Check EATSS for SSN verification.
  - b. Verification of the SSN is only required for applicants. Therefore, if the SSN verification fails for a non-applicant, no further action is required.
2. Applicant or IBU member reports SSA income
  - a. Check the TPQY record.
  - b. If a TPQY is not available, and all appropriate measures have been taken, a phone contact is required with SSA to obtain the income verification.
3. Indication of disability, previous SSA, etc. for an Applicant or an IBU member
  - a. Check the EATSS record.
  - b. If an EATSS record is not available, and all appropriate measures have been taken, a phone contact is required with SSA to obtain the income verification

Note: If no TPQY available for items 2 and 3, and the appropriate KEES processes have been followed, a phone contact with SSA will be required to inquire about the income.