



Policy Clarification 2021-12-01

Title: Verification of Residential Custody

Date: 12/14/2021

From: Erin Kelley, Senior Manager

Program(s) Impacted: Family Medical Programs

The purpose of this document is to further clarify the verification process for residential custody of minor children as outlined in [PC2017-10-02](#) and [KFMAM 2120](#).

Although verification of who resides in the household is not a condition of eligibility, there are instances where additional verification is needed. This could include but is not limited to the following:

- a) An application/add-a-child request is received for minor child(ren) who is active on another medical case (excludes non-medical cases through DCF) with another parent or caretaker.
- b) An application/add-an-adult request is received for a parent or caretaker who is not requesting coverage for the minor child(ren), but the child(ren) is active on another medical case (excludes non-medical cases through DCF) with another parent or caretaker.

NOTE: Please refer to [KFMAM 1321](#) regarding resolving conflicting information.

Verbal Verification

When it is determined that verification of residential custody is needed, prior to sending a verification request, contact should be attempted with both the original primary applicant and the new applicant by telephone. If verbal confirmation is provided by the original primary applicant that the minor child(ren) is no longer in the home, no further verification is needed (see [KFMAM 2340](#) and [KFMAM 2460](#) for instructions on moving from one case to another). As a general reminder – the agency cannot disclose whom applied for the minor child(ren).

A call will only need to be placed to the new primary applicant if the original primary applicant indicates the child(ren) remain in their household. The purpose of this call is to confirm the minor child(ren) is residing in the new primary applicant's home. If the new primary applicant reports the minor child(ren) is no longer in the home, no additional information is needed, and the case can be denied. Both call types should be notated using the Contact Log in KEES – regardless of speaking with the individual(s).

Written Verification

If the original primary applicant and new applicant cannot be reached by telephone, a verification request must be sent to both households to provide the opportunity for residential custody to be confirmed. KDHE Policy has drafted a specific snippet to be sent to both households requesting proof of residential custody. These will be located on the Standard Copy & Paste, Verification Tab.

Common forms of written verification include court documents (most recent custody agreement, guardianship etc.), school enrollment paperwork, a signed statement from the absent parent and medical records. Written verification must include the minor child's name and address. The address must match the address provided by either the original primary applicant or the new applicant. When both the original primary applicant and the new applicant report the same physical address with the same minor child(ren) reported in both homes, household composition must be clarified.

Joint Custody

If the applicant reports both parents maintain joint custody of the minor child(ren) and are requesting coverage, it must be determined with whom the minor child(ren) resides with most of the time (more than 50%). Both parents cannot receive caretaker medical (if otherwise eligible) as it cannot be split in KEES. The same would apply for the child. If one of the above common forms of written verification cannot provide clarity with whom the child resides with more than 50% of the time, both the existing applicant and new applicant must designate which household the child(ren) will be included in (see KFMAM 2120). A new verification snippet has been drafted to request this information and can be located on the Standard Copy & Paste, Verification Tab.

If verification is not received from either household, coverage for the child will be denied/discontinued on both cases. It is important to note that any reference to discontinuing coverage must still align with the existing policies and procedures implemented throughout the scope of the COVID-19 Public Health Emergency (PHE) as outlined in [PD2020-03-01](#).

For scenarios or documentation not included in this clarification, please send a request to the KDHE Policy Staff for additional guidance.

For questions or concerns related to this document, please contact the KDHE Medical Policy Staff at kdhe.medicaideligibilitypolicy@ks.gov.

Erin Kelley	Senior Manager
Amanda Corneliusen	Family Medical Program Manager
Jessica Pearson	Elderly & Disabled Program Manager
Sara Reese	Elderly & Disabled Program Manager
Shawna Pilkington	Family Medical Program Manager

Questions regarding any KEES issues are directed to the KEES Help Desk at KEES.HelpDesk@ks.gov.