



## **Policy Directive 2021-04-01**

### **Title: Primary Verification for Death of a Consumer**

**Date: April 12, 2021**

**From: Erin Kelley, Senior Policy Manager**

**Program(s) Impacted: All Medical Programs**

The purpose of this document is to provide immediate guidance to eligibility staff for situations when the death of a consumer is reported via the Vital Statistics interface or Social Security reports. This policy is specific to primary versus secondary verification requirements for Medical only individuals. This direction supersedes section 1.E.2 of PM2018-10-02 and PD2018-11-01.

Prior to the release of this directive, instruction was released in [PM2018-10-02](#) October 2018 KEES Changes and [PD2018-11-01](#) LTC Communication Reporting the Death of a Consumer advising that information received from Vital Statistics was to be considered a lead and that secondary verification would be required prior to discontinuing an individual due to date of death.

Effective with the release of this directive, secondary verification of an individual's date of death is no longer required for Medical only individuals, if received from the Vital Statistics interface or Social Security reports. Instead, the Vital Statistics interface and reports from Social Security are to be treated as primary verification of date of death.

This policy directive does not apply to individuals that are "Active" or "Pending" with non-medical programs at the time of death. The policies released in PM2018-10-02 and PD2018-11-01 remain in place and secondary verification shall still be required for these individuals.

As a reminder, any date of death received from the MCO, MS-2126, ES-3161, or other third party source are still considered leads and continue to require secondary verification prior to discontinuing for date of death. Instruction on reinstating an individual closed in error or correcting the date of death when entered incorrectly can be found in the KEES User Manual.

Refer to Policy Memo PM2018-10-02 1(e) for specific information related to the Date of Death Interface process within KEES.

**For questions or concerns related to this directive, please contact one of the Medical Program Eligibility Policy staff below.**

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