Policy Memo	
KDHE-DHCF POLICY NO: 2017-10-02	**From: Jeanine Schieferecke**
Date: October 31, 2017	**Medical KEESM Reference: N/A**
	KFMAM Reference: N/A
RE: Elimination of Multiple E-Application Process	**Program(s): All Medical Assistance**

The purpose of this memo is to implement a change in registering and processing cases with more than one pending application. The Multiple E-Application protocol, currently used for medical assistance cases with multiple pending applications, is eliminated with this memo and all applications will now be linked/registered to the case. This process is effective with all new applications registered on or after November 1, 2017.

I.   BACKGROUND

In February, 2016 KDHE implemented a special registration process when a new application was received on a case with an existing pending application. Traditional registration processing requires each application to be fully registered and linked to the case. The special process, called the Multiple E-Application process, did not require subsequent applications to be linked when a pending application already existed. Instead, staff were responsible for ensuring the best information available from all applications was used to process the application. This process was implemented specifically to increase efficiency and to avoid duplicative data entry. Applications initiated by the Federally Facilitated Marketplace (FFM) were specifically targeted as problematic.

Since that time, several KEES changes have been implemented to improve processing efficiencies. In addition, special reports have been implemented to track applications coming from the FFM that require all applications be registered and linked. Eliminating the Multiple E-Application protocol will now enable KDHE to count and track all applications that are received. Additional instructions may be found in training materials, job aids, and other documents.

II.   E-APPLICATION STATUS

The use of traditional registration processes also provides the capability to implement standard E-application statuses. Effective with this implementation, E-Application statuses will have the following definition:

Accepted: The application has been fully processed and EDBC has been accepted and saved.

In-Progress: The application has been registered, but EDBC has not been accepted and saved.

Pending: Data entry has been completed on the application, but it has not been registered. An application awaiting manual worker assignment may also have this status.

Posted: The application has been fully processed and EDBC has been accepted and saved. However, the application did not adjust to an Accepted status.

Not Accepted: The application is an exact duplicate of an existing application.

It is the responsibility of all staff to ensure the application is adjusted to the appropriate status as the application progresses through the eligibility process.

III. IMPLEMENTATION

The new process is implemented for all applications registered on or after November 1, 2017. Staff are not expected to link applications currently in progress or those that have already been processed.

Specific implementation processes are included in the
Multiple e-Applications Process: Quick Reference Guide for Eligibility & Registration Staff and Processing Multiple Applications PowerPoint Presentation

IV. CONCLUSION

For questions or concerns related to this document, please contact one of the KDHE Medical Policy Staff listed below.

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