



Policy Directive 2023-06-02

Title: E-Application & PDF Discrepancies

Date: June 27, 2023

From: Erin Kelley, Senior Manager

Program(s) Impacted: All Medical Programs

The purpose of this document is to provide updated guidance for handling discrepancies identified between the e-application and PDF versions of an application submitted electronically to the KanCare Clearinghouse. This document supersedes a statement made in [PM2017-04-01](#) and aligns the policy direction with recommendations provided more recently by the KEES Project. It is effective upon release and retroactively as needed.

When an application is submitted electronically (SSP) or transferred from the Federally Facilitated Marketplace (FFM), a PDF version is generated as well as an electronic copy or an e-application (a.k.a. e-app) with responses mapped in from the applicant's online form. Per PM2017-04-01, relating to FFM applications, both the PDF and the e-app should be used for processing. The memo also states that if discrepancies exist in the data between the e-app and the PDF for an FFM application, the data from the e-app shall be used.

Since that guidance was released, it has been clarified that due to various contributing factors that could cause discrepancies between the two versions, it would be incorrect to invariably default to one over the other. For this reason, effective with the release of this directive, the e-app will no longer be automatically used for processing when discrepancies exist between the PDF and e-app. Once it is determined that the discrepant information is required for the eligibility determination, eligibility staff will do their due diligence to resolve the discrepancy through case file research and (as best practice) place a phone call to the consumer. If the worker is unable to resolve the discrepancy, an incident will be submitted to the KEES Help Desk for further instruction. As a last step, when unable to resolve the discrepancy through other means, the consumer will be sent a verification request for the information.

NOTE: The 2017 memo cited was specific to FFM applications; however, the guidance here applies to discrepancies identified for the SSP application as well.

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

Erin Kelley
Amanda Corneliusen
Jessica Pearson
Sara Reese

Senior Manager
Family Medical Program Manager
Elderly & Disabled Program Manager
Elderly & Disabled Program Manager

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