



Policy Directive: 2023-10-01

Title: Social Security Administration (SSA) Application Verification

Date: October 06, 2023

From: Erin Kelley, Senior Manager

Program(s) impacted: E&D Medical Programs

The purpose of this document is to notify staff of the formalized verification policy for proof of applying for Social Security Administration (SSA) benefits, which is required per MKEESM 2662.4 (4). This policy is effective with the issuance of this document.

An individual that reports a disability when applying for Elderly & Disabled programs (but not eligible for a MAGI program) is required to pursue benefits through SSA. The SSA application is for both potential disability income benefits, as well as a disability determination, as required by MKEESM 2662.2 (1). Historically, an individual could apply with SSA for these benefits by applying online or by walking in to a local SSA office. However, since the COVID-19 Public Health Emergency (PHE) began, walk-in appointments with SSA have been limited (if available at all) and individuals are required to schedule an in-person appointment, which may be scheduled days (if not several weeks) from the date the individual called to request the appointment.

Appointment with SSA

This document formalizes the policy that when the agency is notified that the individual has scheduled an appointment with SSA (through either tier 3 collateral contact to SSA or by tier 4 hard copy verification verifying the date/time of the appointment), that the requirement to pursue SSA benefits has been "met" for purposes of continuing application processing.

Completion of an Eligibility Determination

Once all verifications are received, including verbal or written attestation of the applicant/recipient's interview with the SSA, and the PMDT determination is complete (and the individual is determined eligible for either Tier 1 or Tier 2) staff will determine eligibility under any program for which the applicant is eligible or continue eligibility for the recipient under their existing program. Completing an eligibility determination shall not be pended or delayed (if all other financial and non-financial criteria is met) solely to wait for the SSA application appointment date to pass. The following fragment has been added to the Standard Copy and Paste Spreadsheet on the E&D specific tab, as an append to the approval notice sent from KEES.

“Your application has been approved pending your cooperation with the Social Security Administration to pursue any potential benefits you may be eligible for. This is a reminder that if you do not attend your scheduled appointment with the Social Security Administration and pursue any benefits you may be eligible for, your coverage will be closed for failure to cooperate.”

Following Up on SSA Appointment

A task should be created for staff to follow up on the completion of the SSA application appointment. After the appointment date has passed, staff shall follow the tiered verification process to verify the appointment took place and the application was submitted for the individual(s) and act accordingly.

Failure to Complete SSA Application

If the applicant fails to complete the scheduled interview with SSA and no application is filed, medical assistance shall be discontinued for failure to pursue potential benefits, giving timely and adequate notice. Standard prudent person, tiered verification, and extension policy (PC2017-07-02) applies for extenuating circumstances when the appointment is rescheduled. For example, the consumer missed their SSA appointment due to a hospitalization and contacts the agency to advise that the appointment has been rescheduled. If coverage has not yet been discontinued, staff shall verify (using tiered verification) that the appointment has in fact been rescheduled. The task should then be updated to follow up after the new appointment date. If coverage has already been discontinued, verification of the rescheduled appointment (using tiered verification) must be received within the applicable IROD timeframe. (See MKEESM 1414.2 (3)). Reinstatement is appropriate if the rescheduled SSA appointment date is received (and verified) within the IROD timeframe and a task to follow up on the completion of the SSA appointment shall be created.

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
Jennifer Sanders	Family Medical Program Manager
Jessica Pearson	Elderly & Disabled Program Manager
Sara Reese	Elderly & Disabled Program Manager

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