



## **Policy Clarification 2017-02-01**

### **Title: Mailing Addresses**

**Date:** 2/22/2017

**From:** Rod Estes, Elderly & Disabled Medical Policy Manager

**Program impacted:** Long Term Care Medical Assistance Programs

If the consumer is in a nursing facility, State Hospital, assisted living facility or similar facility, the physical address and the mailing address for the consumer should be the same. Both addresses should be the address of the facility. When an eligibility worker claims an application or is making living arrangement changes to an E & D case, many times a medical representative or DPOA will list the mailing address as their address. The mailing address must remain the facility.

Registration will enter addresses as they are listed on the application. Therefore, it is incumbent upon the Eligibility Specialist to review address information when they claim the case for processing. The mailing address and physical address of the consumer should match when the consumer resides in a facility. If the consumer is in their own home, they may have a mailing address which is a P.O. Box. The Medical Representative and DPOA will receive notices when they are listed as additional correspondents in the program block and it is not necessary to list their mailing address for the consumer. If the Responsible Person indicates they do not want the consumer to receive notices, inform the caller we are required to send a consumer written notification of all actions on their case. The RP can discuss holding the mail with the facility if they do not want the consumer to get the notices.