



FIA ACTION TRANSMITTAL

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**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT,
INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF ELIGIBILITY
DETERMINATION DIVISION SUPERVISORS AND ELIGIBILITY
STAFF**

FROM: LA SHERRA AYALA, EXECUTIVE DIRECTOR 
DEBBIE RUPPERT, MDH EXECUTIVE DIRECTOR 

RE: MEDICAID NO WRONG DOOR (MNWD)

PROGRAM AFFECTED: MEDICAL ASSISTANCE (MA)

ORIGINATING OFFICE: OFFICE OF PROGRAMS

SUMMARY

Medicaid No Wrong Door (MNWD) is a provision of the Affordable Care Act (ACA). MNWD requires customers applying for Medical Assistance (MA) to be considered for all coverage groups for which they may be eligible with the submission of a single application, regardless of which online portal the application is submitted in.

MA cases are processed in two different systems. Eligibility for Modified Adjusted Gross Income (MAGI) is determined in the Maryland Health Connection (MHC), while eligibility for Non-Modified Adjusted Gross Income (Non-MAGI) is determined in the Eligibility and Enrollment (E&E) system. In compliance with MNWD, system automation has been completed in the MHC and the E&E systems to allow customer application data to be transferred from one system to another as appropriate.

This Action Transmittal describes the processes involved in the MA application data transfer between the E&E and MHC systems and the steps case managers must take within those processes.

REQUIRED ACTION:

Transition from MyMDTHINK to MHC

Case Processing and Application Data Transfer

- When an application is submitted using MyMDTHINK, it is sent to E&E to be processed by a case manager.
- The case manager will run eligibility for the Non-MAGI coverage groups in E&E.
- The case manager will be able to confirm the denial and transfer on the Eligibility Details screen. Specifically, the case manager will see the following:
 1. The eligibility status is denied
 2. The applicable eligibility reason(s)
 3. The applicable eligibility reason for the individual member which will be displayed as: *'904_Indv_Being_Transferred_To_MHC'* and *'704_Target_Non_ABD'*

The screenshot displays the 'Eligibility Review' interface for a case manager. The left sidebar contains navigation options, with 'Eligibility Details' highlighted. The main content area shows the following information:

- Programs:** Medical Assistance
- Name:** Mike Taylor
- Eligibility Date:** 11/2022
- BENEFIT MONTH:** 11/2022 **Denied**

Program Eligibility	Financial Eligibility	Individual Financial	
Program Details	Program Type	Benefit Group	Secondary Aid Code
	Disabled	ABD Medically Needy	
Status	Eligibility Status	Status Date	Application Date
	Denied	09/12/2022	09/12/2022
	Non Financial Status	Financial Status	Resource Status
	Fail	Not Applicable	Not Applicable
	Program Begin Date	Household Size	Categorically Eligible

Eligibility Reasons

- Reason 1: 626_Failed_Target_Req
- Reason 2: 245_No Eligible Members

Mike Taylor
Applicant - A Person Applying For Assistance

Individual Eligibility Status	Program Begin Date	Eligibility Status	Non Financial Status
		Denied	Fail
	Resource Status	Participation Status	Categorically Eligible
	Not Applicable	Applicant - A Person Applying For Assistance	

Eligibility Reason

- Reasons: 904_Indv_Being_Transferred_To_MHC, 740_Target_Non_ABD

- The case manager will then proceed to the Eligibility Confirmation screen and confirm the benefits.
- The case manager will update the case narrative to reflect the denial and case transfer to MHC.

ADD/VIEW CASE NARRATIVE

Member: Choose Member * All

Title *: Case denied, transferred to MHC

Narrative *: Applicant denied for MA-ABD. Case is being transferred to MHC.

Entering a narrative on each case after confirmation is mandatory, please narrate in detail for your case.

Close Save

- The case manager will be directed to the Case Narrative screen which will display all case narratives. After clicking “Next”, the case manager will be directed to the Correspondence Search screen.
- On the Correspondence Search screen, the Search Result section will display:
 1. The transfer notice that will be sent to the customer.
 2. The hyperlinked number which links to the PDF version of the notice.

Intake: Correspondence Search HOH: Mike Taylor Case ID: 300359182 Programs: MA Status: Closed

Correspondence

Current Data
 E&E Historical Data
 Suppressed Notice

Case ID * 300359182 IRN

Clear Search

Search Result

Case ID	Notice Type	Trigger Date	Program Name	Reason	PDF	Suppress
300359182	Transfer	09/13/2022	Medical Assistance		50962	

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- The Transfer notice will display:
 1. The correspondence type
 2. The reason for the transfer
 3. Relevant details

NOTE: The same transfer notice will be sent to customers who are submitting a new application and customers who have reported a change that results in a transfer.

DHS
MARYLAND DEPARTMENT OF HUMAN SERVICES

MARYLAND DEPARTMENT OF HUMAN SERVICES

KENT LDSS
PO BOX 670/350 HIGH ST
CHESTERTOWN MD 21620

MIKE TAYLOR
100 HIGH ST
CHESTERTOWN MD 21620

Correspondence ID: 50962
Correspondence Type: Transfer Under Review
Correspondence Date: 09/13/2022
Program Name: Medical Assistance
Case ID: 300359182
Customer ID: 3210016
DHS Customer Call Center Number:
1-800-332-6347
Website info: mymdthink.maryland.gov/
TTY: 1-800-735-2258 or 7-1-1

If you are a limited English speaker or you require reasonable accommodations for a disability or impairment, please notify a case manager.

Dear Mike Taylor,

We have evaluated your Medicaid eligibility since you recently submitted an application or because of a recent change in circumstances. Your household information has been transferred to Maryland Health Connection (MHC) to determine if you are eligible for any other Maryland Medicaid program or for a free or low cost private health plan.

Transfer Under Review-- 09/2022 CCPRINT#50962
CS#300359182

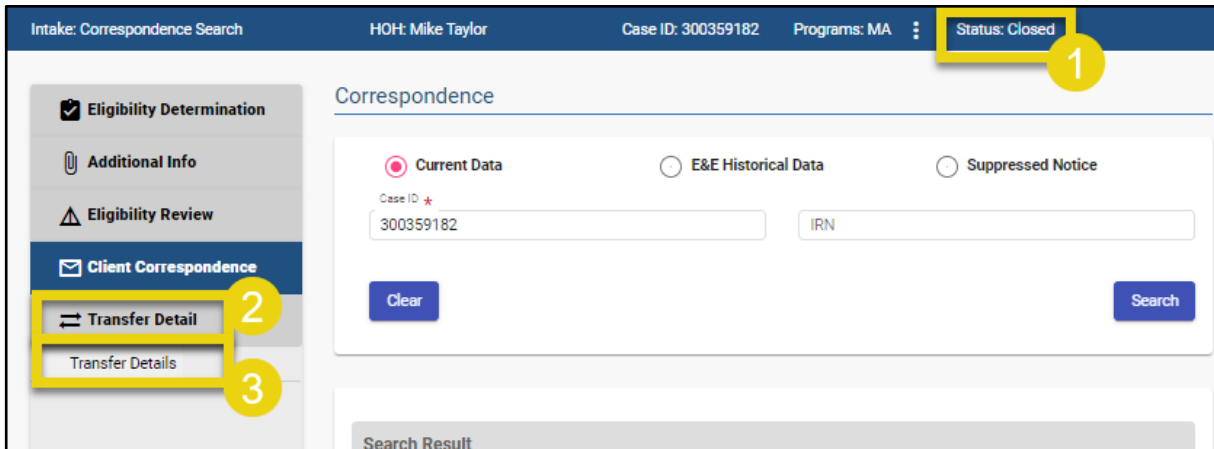
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Where can you get more information?
You can view the status of your application in MHC by visiting marylandhealthconnection.gov.
Login using your MDThink username and password. You'll be prompted to provide any missing information.
In most cases you'll find out right away whether you're eligible for free or low cost coverage.

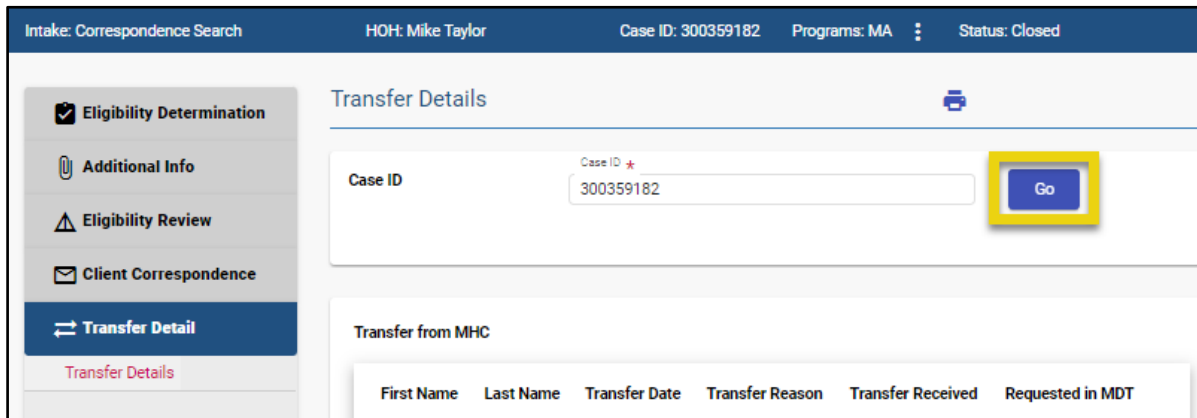
If you need help viewing or updating your application, call the Customer Service Center at 1-800-332-6347.

Sincerely,

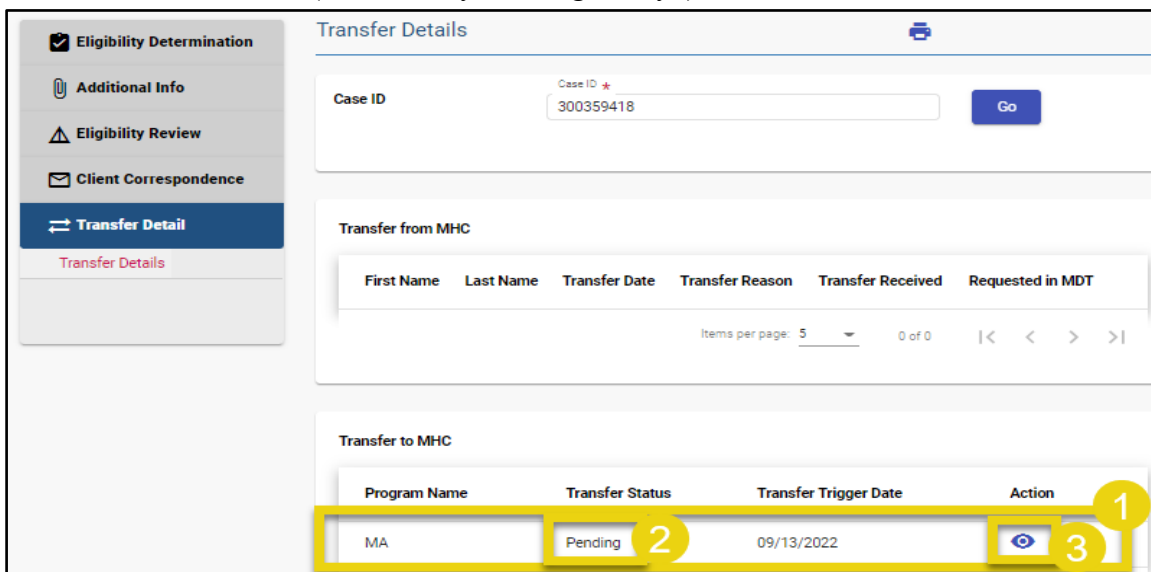
- The blue ribbon at the top of all screens will show the case status. The case status will display as closed and the case manager can view the transfer details subtab under the Transfer Details Left-Hand Navigation.



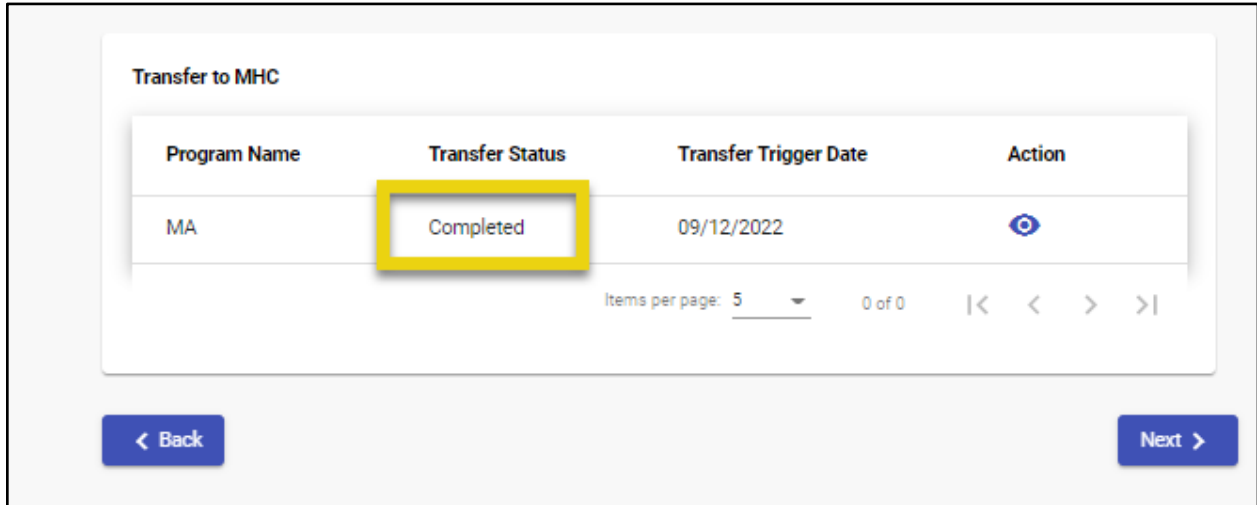
- Doing so will display the Transfer Details screen.



- When the case manager selects the Go button, the Transfer to MHC section will refresh and display:
 1. The transfer record
 2. The transfer status as pending
 3. The transfer details (available by clicking the eye)



- Once the application has been successfully transferred to MHC, the status will be updated to Completed.



- Once the application data is transferred to MHC, MHC will create an application. The transfer will happen only if the customer is potentially eligible for MAGI coverage. Additionally, this application will NOT be submitted until the customer has reviewed the transferred data in MHC.

NOTE: Once the customer has reviewed and submitted the transferred application data, the initial MyMDTHINK application date will be applied to the MHC application.

After Application Data Transfer

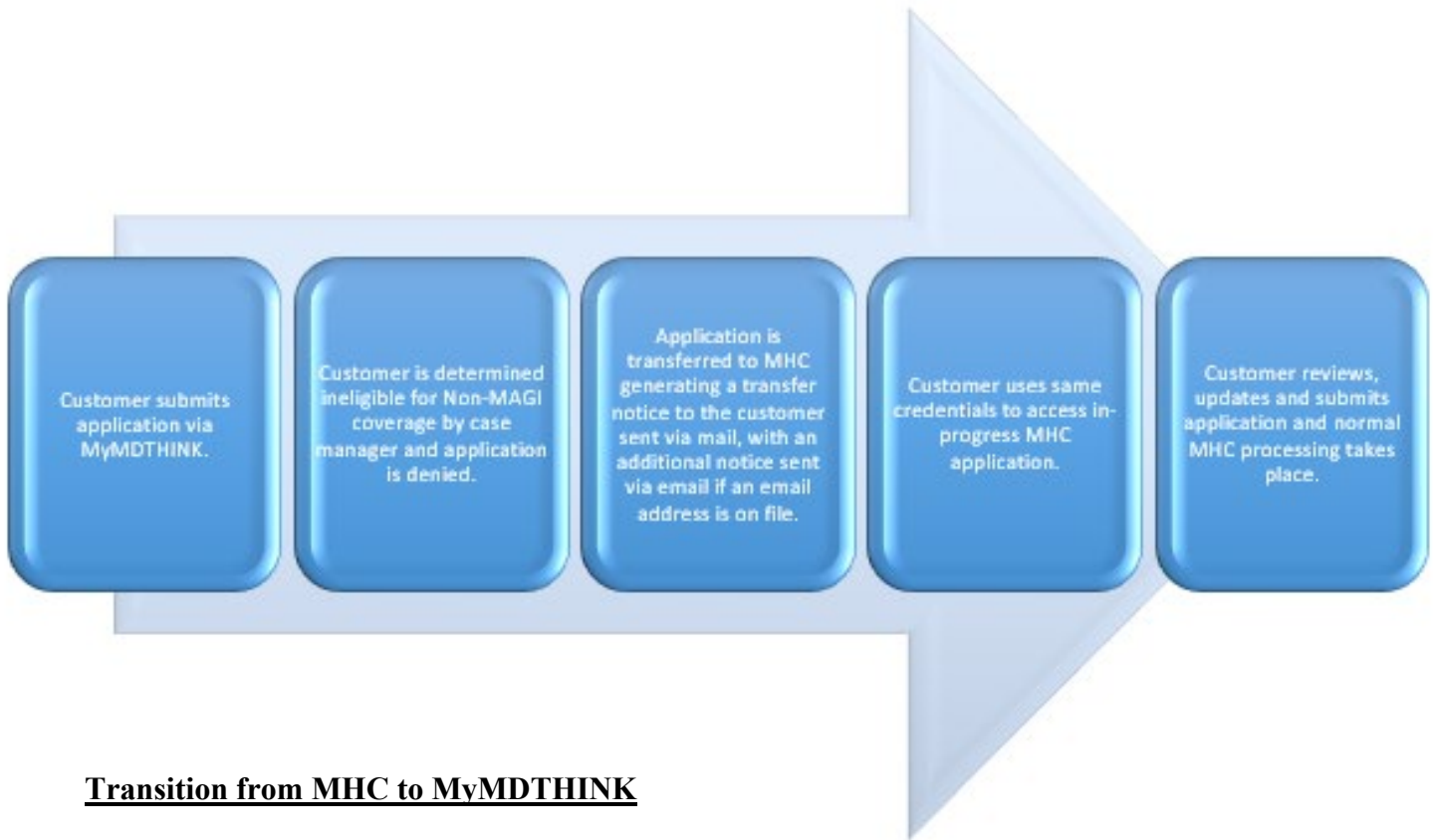
- MyMDTHINK will automatically send, via mail, the transfer notice to the customer with steps on how to access MHC. The notice will also be available for the customer to view under the “My Correspondence” section in the MyMDTHINK Consumer Portal.

NOTE: The transfer letter to be sent via mail will be generated immediately after the MA application has been denied. The case manager should review the transfer letter to ensure it is accurate.

- Once the transfer is complete and the data has been received by MHC, the customer can use the same login credentials used for MyMDTHINK to log into MHC.
- Once the customer logs into MHC the customer will be taken to the in-progress application, at which time he or she will be able to review, update and submit the application. From that point, normal MHC processing will take place.

NOTE: This process will be the same for customers who have an active MA case in E&E and subsequently report a change that warrants a transfer to MHC.

NWD MyMDTHINK TRANSFER TO MHC WORKFLOW SNAPSHOT



Transition from MHC to MyMDTHINK

Application Data Transfer

- If a customer submits an application via MHC and does not meet the requirements for MAGI coverage, the application will be denied in MHC.
- Once this denial takes place, the application data, along with any associated documents, will be transferred to MyMDTHINK if the customer is potentially eligible for Non-MAGI coverage.
- For customers who auto-renew in MHC, MHC will auto-transfer the application if the customer is aged or is currently enrolled in Medicare.

After Application Data Transfer

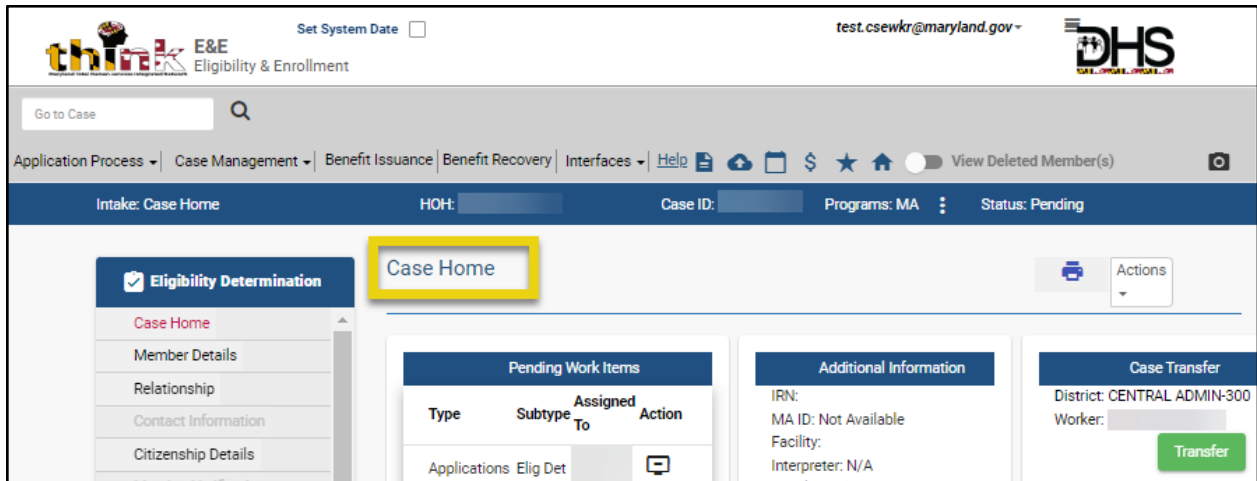
- If the customer has an email address on file, a transfer notice will be emailed with a denial reason and detailed steps on how to access MyMDTHINK using the same credentials as that of MHC. The transfer may not be immediate, and the email will only be sent once the transfer has been completed.
- If the customer does not have an email address on a file, a notice will be mailed by MHC. In this case, the customer will be required to create a new account and register as a new consumer on MyMDTHINK.
- Once the application is transferred, the customer will be directed to the MyMDTHINK Dashboard to link the application or case from MHC to MyMDTHINK. This is done by clicking the “Link a PIN” button and entering the requested information in the respective fields. This will require a PIN and the WebReference ID, both of which are included in

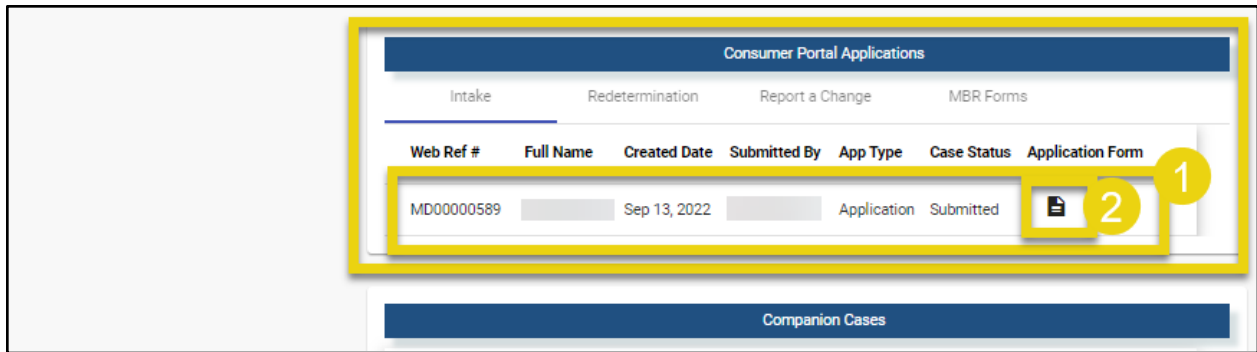
the transfer notice.

- The customer will then be able to review the application. Once the customer has reviewed the application and made any necessary changes, the customer can submit the application.

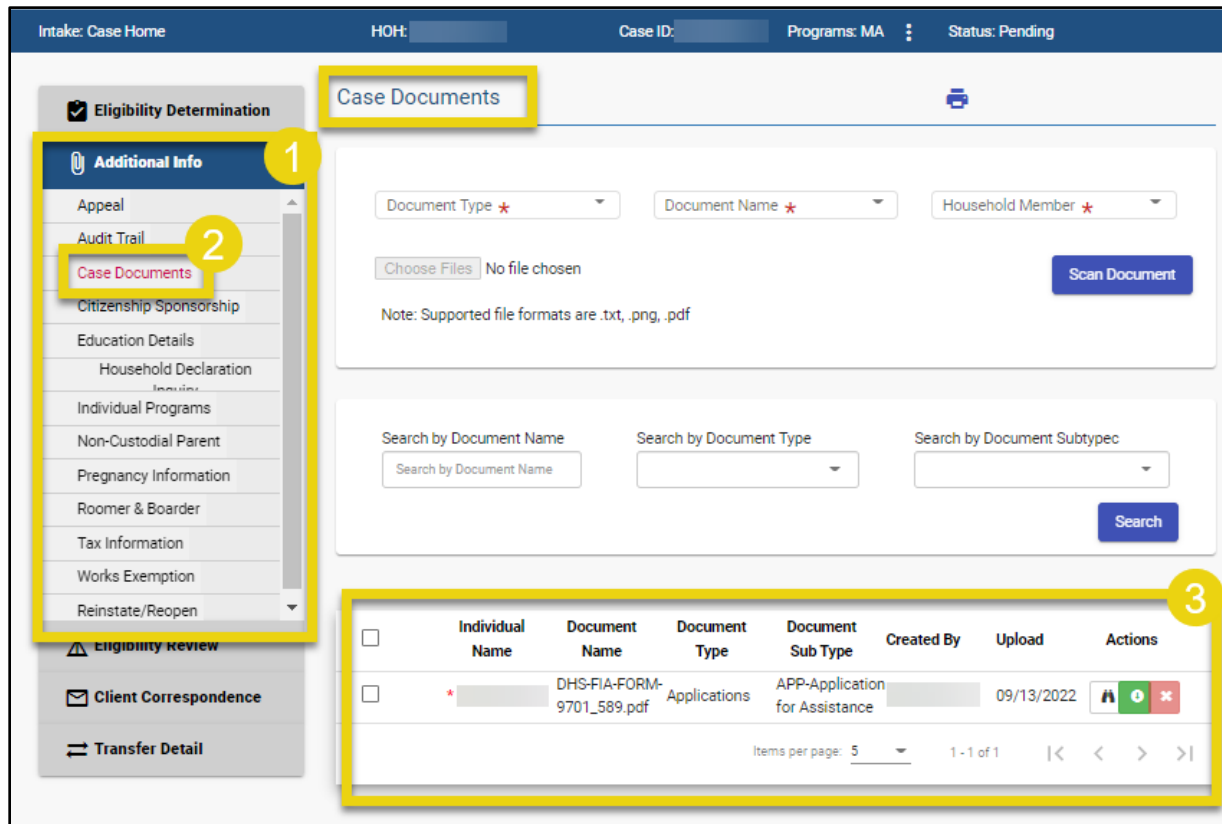
NOTE: The initial MHC application date will be applied to the MyMDTHINK application.

- The application will be submitted to the E&E worker portal for case manager review and normal processing. The case manager will process all transfer applications as they would any other application received via the MyMDTHINK Consumer Portal.
 - Transfer applications from MHC will have the Web ID format as 'MDXXXXXXXX'.
 - A transfer application will be auto-imported to the E&E Worker Portal if the applicant is NOT known to the E&E system and has no associated cases. In this case the case manager must complete the Consumer Portal Application Registration process.
 - A transfer application must be MANUALLY imported to the E&E Worker Portal if the applicant is known to the E&E system and has an associated open or closed case. In this case the case manager must complete the Manual Import process.
- After the application is registered in the E&E Worker Portal, the case manager can access the Case Home screen. The Consumer Portal Applications section will display:
 1. The application transferred from MHC.
 2. The application by way of the icon under Application Form.

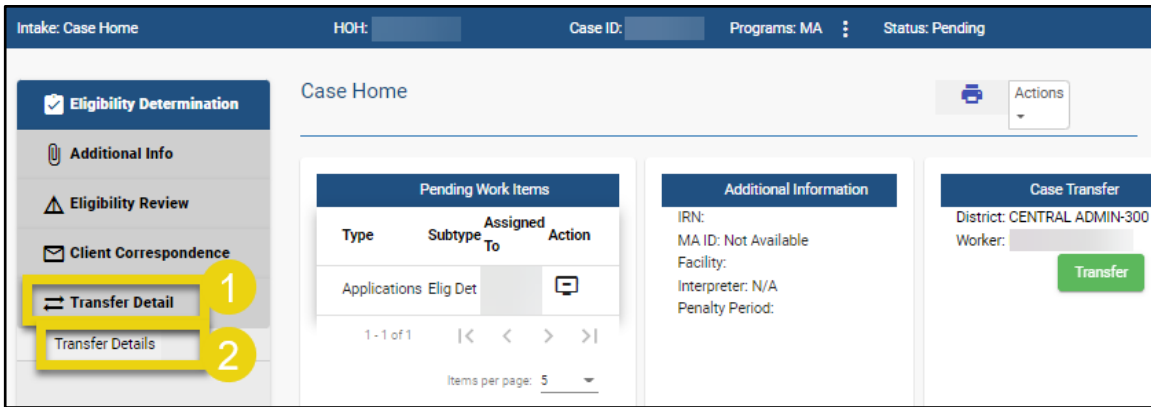




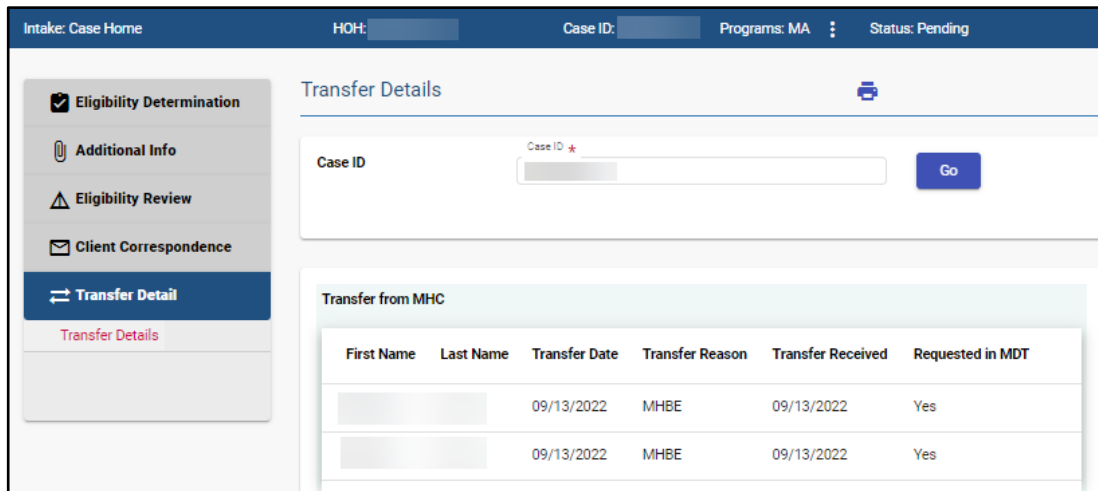
- The case manager can select the Additional Info Left-Hand Navigation Menu and then select the Case Documents subtab which will list all documents associated with the application.



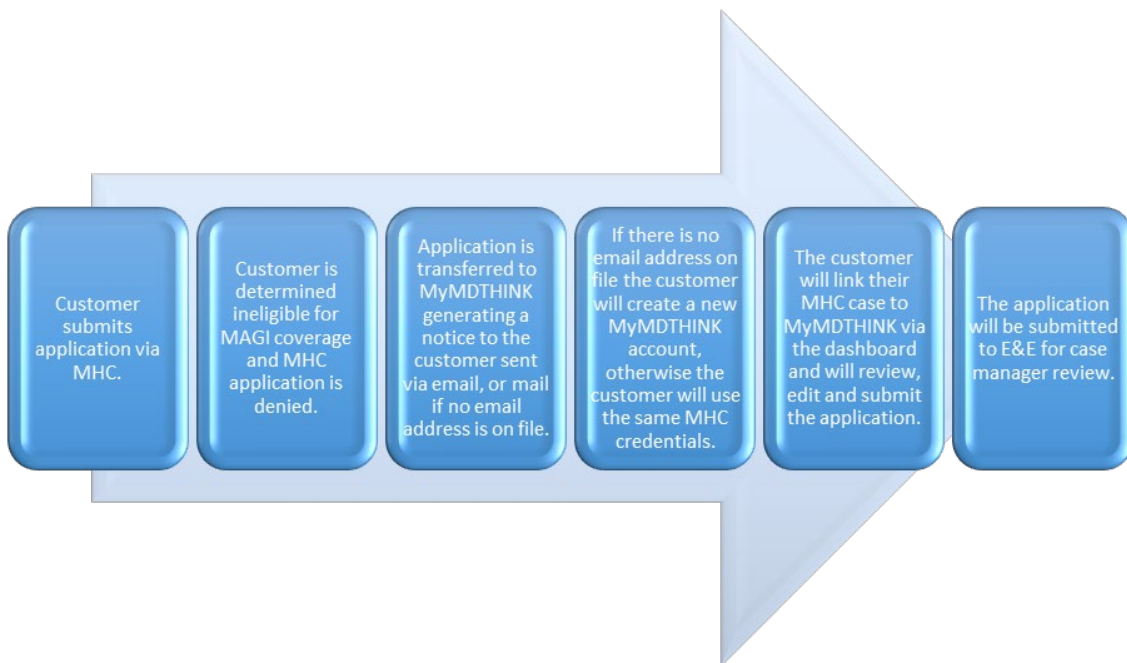
- The case manager can select the Transfer Details Left-Hand Navigation Menu and then select the Transfer Details subtab to display the Transfer Details Screen.



- After selecting Go on the Transfer Details screen, the Transfer from MHC section will refresh and display the transfer record details.



NWD MHC TRANSFER TO MyMDTHINK WORKFLOW SNAPSHOT



REMINDER:

- Case managers must continue to review all imported information, determine eligibility and confirm benefits.
- Prior to submitting an application in either system, the customer must grant permission in order for the potential transfer to take place. The customer is asked to grant this permission before they submit their initial application.

ATTACHMENTS:

- How-to-Guide: Medicaid No Wrong Door (Transfers between E&E and MHC)
- How-to-Guide: Register a Consumer Portal Application
- How-to-Guide: Manual Import Process

INQUIRIES:

Please direct policy questions to FIA Policy by completing the [FIA Policy Information Request Form](#) on Knowledge Base or via email at fia.policy@maryland.gov for Montgomery County only.

For systems questions, please email fia.bsdm@maryland.gov.

c: DHS Executive Staff
Constituent Services
DHS Help Desk
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Office of Administrative Hearings