

Article 10 Section 4 Results and Required Responses

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10.04.01 Results and Required Responses

10.04.01A General

The appropriate HHSA office must:

- Review all QC error citations;
- Make all necessary corrective actions; and
- Respond to QC providing any necessary documentation along with response.

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10.04.01B Corrective Action

The worker must take the necessary actions to correct all Benefit/Eligibility and Procedural errors cited. Corrective actions must be taken by the response due date noted on the Print Case Review form.

The worker will **not** change a certified case to a denied case when QC discovers that eligibility was certified erroneously. Certification periods shall be terminated as outlined in the appropriate program material for the designated program.

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10.04.01C Due Date Extension

Extensions will be considered if the request is received prior to the response due date noted on the Print Case Review form. The CAS must contact the QC Supervisor to request an extension.

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10.04.01D Required

The appropriate HHSA office shall:

Response

- Provide the QC response by the designated due date; and
- Include supporting documentation to indicate the error has been corrected.

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