

Article 9 Section 01 CMS Information Technology (IT) System (AuthMed)

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Resources

RESOURCES	TITLE
How To	#1002 Select/Remove/ View Indicators and View Member Alerts in AuthMed

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09.01.01 CMS IT System

09.01.01A General

The CMS IT System (AuthMed) is a web-based eligibility system (sdcmsapps.com). All CMS applications will be processed and maintained on the CMS IT System. All case documentation and verifications will be stored on the CMS IT System. The CMS IT System also affords CMS contracted providers the ability to access the Provider Online Verification (POV) website (www.sdcmspov.com) to view CMS case status.

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09.01.01B

A. NOAs Requiring Manual Mailing

**Notices of
Action (NOAs)**

Homeless

AuthMed will create various NOAs and Informing Notices for homeless applicants/beneficiaries but will **not** automatically mail the notices. The notices will be stored in the applicant's/beneficiary's record in AuthMed.

If the applicant/beneficiary requests a copy of their NOA or Informing Notice, the worker will:

- Access the notice and print it on site;
- Make a narrative entry indicating the date the notice was provided; and
- Specify which notice was provided.

B. NOAs Which Will Be Automatically Mailed

a) Approval NOAs

The certification period will be automatically filled-in prior to the NOA being mailed.

b) Denial NOAs

Workers shall enter all case specific information applicable to the denial into AuthMed at the time the denial action is taken (i.e. what specific items the applicant/beneficiary failed to provide, the amount the applicant/beneficiary needs to spend down). The case specific information will be automatically filled-in prior to the NOA being mailed.

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**09.01.01C
Approval/
Denial
Actions**

A. Approval Action

Based on the applicant's/beneficiary's information entered, AuthMed will recommend if the individual is approved for CMS benefits. The worker makes the final determination of eligibility.

All approval actions taken by the worker will remain in a "pending approval" status for a minimum of one night. Each night, the AuthMed randomly selects from the pending approvals which approvals are to be reviewed by a supervisor and which pending approvals can be approved without a supervisor review.

B. Denial Action

Based on the applicant's/beneficiaries information entered, the worker will determine the appropriate denial action, and AuthMed will generate a denial NOA and automatically mail it to

applicant, as appropriate. Some denial actions require manual NOA mailing.

09.01.01D
Credit Report

A. Ordering a Credit Report

Worker **MUST** order a credit report at initial application, recertification or reapplication when:

- Information is received from the applicant or beneficiary, or circumstances are noted which could indicate the possibility of fraud; or
- An applicant/beneficiary states that they are unable to obtain legal documentation of their divorce, legal separation or deceased spouse, or represent that they are no longer residing with their spouse and are unable to obtain the spouse's signature (Refer to 06.06).

Reasonable care must be taken to input the applicant's/beneficiary's identification information accurately when requesting a credit profile report.

When a case consists of a married couple meeting the Responsible Relative criteria, both spouses must sign the Credit Authorization Report (CMS-99) (Refer to 02.23).

B. Credit Report Usage

CMS will use the credit report as a verification tool for financial, property and eligibility information which the applicant/beneficiary has provided on their application for CMS.

C. Processing a Credit Report

At the end of each business day, the CMS IT System will batch and submit all credit report requests to Experian. The credit profile report is received from Experian on the following business day. The worker must:

- Follow-up with applicant/beneficiary on discrepancies found on report; and
- Verify that all verifications/documents are provided to clear up discrepancy on report to evaluate for CMS eligibility as described in 02.06.

NOTE: The credit check authorization is good for only one (1) credit report profile request.

Credit reports obtained through the CMS IT System may **NOT** be given to the applicant/beneficiary.

If the applicant/beneficiary...	Then...
Requests a copy of their credit report,	Refer them to the sources listed on the Credit Check Authorization CMS-99 form.
Has questions regarding the information found on the credit report,	Refer them to the source listed on the CMS-99 or to their financial advisor.

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**09.01.01E
Indicators and
Alerts**

Indicators

Indicators are designed to inform staff of the need to act upon applicant/beneficiary information received. SHSS, HSS and Program/Recovery staff will have access to select or remove the appropriate Indicator.

A list of Indicator types can be found on the Main Page under the **Indicators** tab. Once the Indicator selection is saved by county staff, it will record on the Main Page, as outlined in How To #1002.

Indicators (Refer to Appendix C) have been added to AuthMed to record information that:

- Advises staff to exercise caution;
- Needs an explanation/clarification; or
- Affects eligibility

Member Alerts

Member Alerts are placed by Program/Recovery staff or the ASO only and are designed to inform staff of individuals who are no longer eligible for CMS or who must comply with a program requirement that affects CMS eligibility. Eligibility staff will **only** have viewing access to alerts placed by Program/Recovery staff or the ASO.

Historical IDX member comments/alerts and new Member Alerts have been added to AuthMed and can now be found on the Main Page under the **Member Alerts** tab (Refer to Appendix B).

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09.01.02 CalWIN Interface

09.01.02A General

The CMS IT system can communicate with CalWIN to:

- Send a Medi-Cal application referral to CalWIN via the External Referral Data window to initiate Medi-Cal application (Refer to “How To #429);
- Send a Citizenship Only Verification (COV) application referral to CalWIN via the External Referral Data window to initiate citizenship verification through a MEDS SSA match; and
- Add the applicant’s demographics to MEDS.

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09.01.02B Applications Referred to CalWIN

The worker must identify which type of application is to be referred to CalWIN.

If the application is for...	Then follow the steps below selecting the...
Medi-Cal,	<i>Medi-Cal Application</i> button in Step 2.
COV and no citizenship or identity codes are present on MEDS,	<i>Citizenship Verification</i> button in Step 2.

Step	Action						
1	Select the <i>CalWIN Interface</i> button in the CMS IT system on the Main Page screen.						
2	Select “Create” and confirm that you wish to create the request.						
3	To register the application in CalWIN for: <ul style="list-style-type: none"> • Medi-Cal: <ul style="list-style-type: none"> - Refer to How To #429; - The CMS IT system process is complete • Citizenship Only Verification (COV): <ul style="list-style-type: none"> - Refer to How To #428. - Proceed to Step 4. 						
4	<table border="1"> <thead> <tr> <th>If Citizenship is...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>verified,</td> <td>Input the verification type on the document source screen in the CMS IT system.</td> </tr> <tr> <td>not verified,</td> <td>Request verification</td> </tr> </tbody> </table>	If Citizenship is...	Then...	verified,	Input the verification type on the document source screen in the CMS IT system.	not verified,	Request verification
If Citizenship is...	Then...						
verified,	Input the verification type on the document source screen in the CMS IT system.						
not verified,	Request verification						

		documents and cancel COV application in CalWIN.
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Note: The worker can view CalWIN or MEDS for the response within five to seven business days.

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**09.01.02C
Citizenship
Codes
Available in
MEDS**

When viewing MEDS and citizenship/identity codes have been verified, process case using the appropriate codes as outlined in 05.03.

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