

Article 9 Section 03 Indicators and Program/Recovery Member Alerts

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09.03.01 Indicator Process

**09.03.01A
General**

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

Indicators (Refer to Appendix 09.01C) have been added to AuthMed to record information that:

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

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**09.03.01B
Exercise Caution Indicator**

Hostile, Threatening or Abusive Applicant/Beneficiary Indicator

This Indicator is designed to inform staff that have face-to-face contact with an applicant/beneficiary to exercise caution. The Indicator may be initiated by either ASO or County staff, and is reviewed at each new application. The information contained in the Indicator is for CMS staff only, and is **not** to be shared with the applicant/beneficiary.

Criteria

This Indicator includes, but is not limited to, the following situations:

- Applicant/beneficiary identified as a drug seeker.
- Applicant/beneficiary made threats directed at clinic, County, or ASO staff.
- Applicant/beneficiary was verbally abusive and/or disruptive at a clinic or worker office operations.

A new Indicator is created for each subsequent County or ASO referral.

Referral Procedure

When the applicant/beneficiary meets this Indicator criteria:

- The worker emails their supervisor explaining the situation. The email must contain the applicant's/beneficiary's name, SSN, and the clinic or office which the incident occurred.
- The supervisor will either place or advise the worker whether to place or not to place the Indicator in AuthMed.
- The worker scans a copy of the email with the supervisor's response in the case record.

The above procedure is followed **each** time the need for a subsequent Indicator is identified.

Mandatory Supervisor Reviews

The supervisor reviews all Indicator referrals to ensure that it is an appropriate referral. The supervisor will either place or advise the worker whether to place or not to place the Indicator in AuthMed.

Status Review

The worker will review the Indicator at each new application. To remove the Indicator, the worker will:

- Email their supervisor requesting the supervisor to remove the Indicator or approval to remove the Indicator.
- Scan a copy of the email response in the case record.
- Remove the Indicator if request to remove the Indicator was approved by the supervisor.

09.03.01C
**Explanation/
Clarification
Needed
Indicator**

This Indicator in AuthMed is designed to inform staff to act upon reported information that needs an explanation/clarification. (Example: “Returned Mail w/o forwarding address”).

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09.03.01D
**Affects
Eligibility
Indicator**

This Indicator in AuthMed is designed to inform staff of individuals who may not be eligible for CMS. (Example: “Referred to CMS Fraud”).

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09.03.02 Program/Recovery Member Alert Process

09.03.02A
General

CMS Program/Recovery staff member use these Member Alerts to identify applicants/beneficiaries who are no longer eligible to be certified/recertified for CMS or if there are issues that must be resolved **before** certifying/recertifying for CMS. Only designated Program/Recovery staff have access to add/update Member Alerts. HSS and SHSS staff will **only** have viewing access to Member Alerts placed by Program/Recovery staff or the ASO.

Then workers must:

- **Not** certify/recertify any case with a “**Do Not Recert**” or “**Call Before Recert**” alert without first contacting CMS Program/HCPA Recovery staff member via email for instructions on what actions the applicant/beneficiary must take **before the issuance of benefits**;
- Confirm with CMS Program/HCPA Recovery staff member that **all** issues have been resolved and for staff member to update the DNR Member Alert **before the issuance of benefits**; and
- Document action taken in case comments.

Note: Historical IDX “DNR” Member Alerts will remain in the historical alert section in AuthMed.

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09.03.02B
**“Do Not
Recert” and
Call Before
Recert” Alerts**

A. “Do Not Recert” (DNR) Alert

This Member Alert is used when an applicant/beneficiary is determined **not** eligible for CMS or the applicant/beneficiary must comply with a program requirement. The DNR alert includes the reason, date and Program/Recovery staff member who placed the alert.

B. “Call Before Recert” Alert

This Member Alert is used when there is a need for the applicant/beneficiary to resolve certain issues before certifying/recertifying for CMS. The alert includes the reason, date and Program staff member who is to be contacted.

Below are some examples when these alerts are used:

Third Party Liability (TPL)

When a beneficiary does not cooperate in providing information about injuries caused by a third party or in reimbursing CMS from a third party payment, CMS Program staff will place the alert to prevent recertification until the beneficiary contracts CMS Program staff to provide the information or payment.

Fraud

When the beneficiary does not cooperate with the investigation into allegations of fraud, CMS Program staff will place an alert to prevent certification/recertification until the applicant/beneficiary cooperates or the investigation is complete.

Overpayment Collections

When the beneficiary does not cooperate in reimbursing CMS for overpayment of benefits, CMS Program staff will place the alert to prevent certification/recertification until the applicant/beneficiary contacts the CMS Program staff to discuss payment arrangements.