B.   COMPLETE APPLICATION

The application is complete when the client signs a WV-KIDS-1, DFA-5 or DFA-2, as appropriate, which contains, at a minimum, his name and address. An inROADS application is complete when an original signed signature page is received or when an application with an E-Signature is submitted by a Community Partner.

C.   DATE OF APPLICATION

The date of application is the date the client signs a completed WV-KIDS-1, DFA-5 or DFA-2 as defined in item B. The date of application for an inROADS application is the date the signed signature page is received. The date of application for an inROADS application with an E-Signature, submitted by a Community Partner, is the date of electronic submission.

NOTE: When the applicant has completed the interactive interview, and there is a technical failure that prevents printing the DFA-2, form DFA-5 must be signed by the applicant, attached and filed in the case record with the subsequently printed DFA-2. The DFA-RR-1 must also be completed and signed. He must not be required to return to the office to sign the DFA-2 when a DFA-5 has been signed. When the application is returned by mail or left at the office without an interview, the date of application is the date that a signed application which contains, at a minimum, the client's name and address, is received.

D.   INTERVIEW REQUIRED

No interview is required when the WV-KIDS-1 or inROADS is used.

E.   WHO MUST BE INTERVIEWED

An interview is not routinely required, but when an interview is conducted the following persons must be interviewed:

-       At least one parent with whom the child lives; or

-       The adult, other than a parent(s), with whom the child lives; or

-       The representative of an adoption agency that has legal custody of the child; or

-       The child, if he does not live with a parent(s)or other adult.

F.   WHO MUST SIGN

1.   Application Form or inROADS Signature Page

When the application is returned by mail, left at the office or submitted by inROADS and additional information is required, the client must be given at least 10 days after the mailing date of the request for additional information to respond.

I.   AGENCY TIME LIMITS

See item O.

J.   AGENCY DELAYS

When the Department fails to request necessary verification, the Worker must immediately send a written request for the information. He must inform the client that the application is being held pending. When the verification is received and the client is eligible, retroactive medical coverage is based on the date of application.

When an application is not processed within agency time limits, the application must be processed immediately upon discovery and coverage must be backdated for any prior eligibility period. This may be more than 3 months if due to an agency error. To determine if the client is eligible to receive direct reimbursement for out-of-pocket medical expenses, see Chapter 2.

K.   PAYEE

Depending on the child's living situation, the payee is a parent, other adult household member, or the child.

L.   REPAYMENT AND PENALTIES

This does not apply to QC or Poverty-Level cases.

M.   BEGINNING DATE OF ELIGIBILITY

The beginning date of eligibility is the first day of the month of application, if eligible. Eligibility may be backdated up to 3 months prior to the month of application, provided all eligibility requirements were met.

N.   REDETERMINATION SCHEDULE

The redetermination notice is mailed automatically around the 2nd working day of the 11th month of eligibility and is due by the 3rd working day of the 12th month. The passive redetermination process is used for completing QC, PL and WV CHIP reviews. See 1.9 R and 7.2 D.

O.   EXPEDITED PROCESSING

Action must be taken to approve, deny or withdraw the application within 13 calendar days of the date a complete application is received in the county office. A complete application is defined in item B, above. If additional information or verification is required after the complete application is received, the Worker must request it immediately to allow the client 10 days to provide it, as required in item H, and to complete the application process within 13 days.

When application is made at the same time for another Medicaid coverage group(s) for another family member(s), or for other Programs, the application process for the QC or Poverty-Level child(ren) must be completed within 13 days, even though the application process for other individuals or for other Programs may still be pending.

NOTE: When a WV CHIP passive review does not include QC or PL Children, it is processed by the Customer Service Center (CSC).

P.   CLIENT NOTIFICATION

See Chapter 6.

Q.   DATA SYSTEM ACTION

Data system action is required to complete the application process, regardless of the eligibility decision except when denial is due to the fact that the child is already a Medicaid recipient.

When the child for whom application is made is already an active Medicaid recipient, the Worker must generate a RAPIDS notice of the denial.

R.   REDETERMINATION SPECIAL PROCEDURES

A special procedure is used for completing QC, PL and WV CHIP reviews.

A redetermination may be completed by mail, in person or online using inROADS.

This passive redetermination process is initiated by RAPIDS which generates the PRL**A. The PRLA is prepopulated with specific case information previously provided by the recipient but contains sections requesting the reporting of changes that may affect continued QC, PL or WV CHIP eligibility. See Chapter 7, Section 7.2 D for procedures related to the PRLA and passive redetermination.**

.The **PRLA** provides the following information:

- That the AG(s) for the individual(s) listed is due for redetermination

- The address to which the form is returned, if submitted by mail

- The date by which the redetermination must be submitted

- **The opportunity to report changes**

- **That the AG may receive a verification checklist for completion and return, if reported changes require follow-up.**

- That the AG(s) will be closed after proper notification, if the redetermination is not completed

- Instructions for submitting the redetermination online by using inROADS A phone number to call if the individual has questions about submitting the redetermination online

The redetermination may be submitted online by use of inROADS until the end of the month in which the redetermination is due. Redeterminations submitted online do not require a signed signature page and are considered electronically signed. This is because the client must enter specific identifying information outlined in the instruction letter. This identifying information includes the case number, redetermination due date and county which are included in the letter. The Social Security number of the person to whom the letter is addressed must be entered, but is not shown on the letter.

The redetermination is completed using the DFA-2 when a redetermination for another Program or coverage group is completed other than QC, PL or WV CHIP Children.

When the redetermination is completed and the individual(s) remains eligible, the new eligibility period must begin the month immediately following the month of redetermination. See the RAPIDS User Guide.

If the client's coverage is interrupted due to agency delay or error, procedures for reimbursement of the client's out-of-pocket expenses may apply.

NOTE: Reimbursement for out-of-pocket expenses does not apply to WV CHIP. See Chapter 2.

NOTE: If a family has more than one child under the age of 19 and more than one redetermination date, these dates may be aligned eliminating the need to conduct separate redeterminations on each child. It is the responsibility of the Worker to evaluate and correctly align these groups, which may include QC, PL or WV CHIP.