

GOVERNMENT OF THE DISTRICT OF COLUMBIA

Department of Health Care Finance



Office of the Senior Deputy Director/Medicaid Director

Transmittal # 20-20 (Rev.)

TO: All DC Medicaid Stakeholders

FROM: Melisa Byrd
Senior Deputy Director and State Medicaid Director

DATE: September 3, 2020

SUBJECT: Temporary Allowance of Telephonic Signature on Non-MAGI and Long Term Care Applications

This transmittal supersedes DHCF Transmittal #20-20 published on May 11, 2020.

This revision makes the following changes:

- Expands the authority for the Department of Aging and Community Living (DACL) to provide assistance in documenting and submitting electronic signatures for non-MAGI beneficiaries during the public health emergency;
- Clarifies that DACL must submit the MAGI supplemental form with the combined applications; and
- Requires DACL to submit an electronic file with the telephonic signature, not only the time stamp information.

Purpose

The purpose of this transmittal is to notify interested stakeholders about changes to DHCF Transmittal #20-20 Under the authority delegated to DHCF under Mayor’s Order #2020-079 to continue access to health benefits during the COVID-19 public health emergency, DHCF is seeking to expand the opportunity for District residents to submit applications virtually if they are homebound and need assistance to apply for benefits. Effective March 27, 2020 through the 60th day following termination of the federal Public Health Emergency (PHE) period, DHCF will accept “telephonic” signatures for individuals and couples submitting an application for Medical Assistance or a Long Term Care Medicaid application for the Elderly and Persons with Disabilities Waiver Program ¹.

Process for Telephonic Application Signatures

The telephonic signature policy for these applications will be effectuated by the District Department of Aging and Community Living (DACL), Health Benefit Exchange (HBX), and Economic Security Administration (ESA) in accordance with the following procedures:

¹ The Public Health Emergency period, for purposes of the information contained in this Transmittal, is through the termination of the PHE, as determined by the Secretary of the U.S. Department of Health and Human Services, including any extensions.

- **Step 1:** DACL staff will contact the applicant and/or authorized representative to complete the application questions, including a MAGI supplemental form. Near the end of the interview questions, DACL staff will call the HBX contact center to initiate the telephonic signature process.
- **Step 2:** Once the DACL staff have connected with HBX contact center staff by telephone on a three-way conference call with the beneficiary, DACL staff will provide their name, contact number, and name of the applicant and/or authorized representative and contact information.
- **Step 3:** DACL staff will follow the established script to read the signature sections of both the Medicaid application and supporting EPD waiver documents and confirm that the applicant and/or their authorized representative verbally authorizes the telephonic signature. The applicant or their authorized representative will then verbally affirm their agreement
- **Step 4:** The HBX contact center staff will capture and archive the telephonic signature in an electronic file that also documents the date and time of each signature.
- **Step 5:** DACL staff will retrieve the electronic file that documents the telephonic signature from the system where it is housed, then submit the complete Medicaid Application (including the MAGI supplemental form for combined medical assistance applications) and the electronic file documenting the telephonic signature to ESA using the following means:
 - For LTC applications: through the DC Care Connect Case Management system; and
 - For other medical applications: via email transmission to ESA DPO Deputy and Medicaid Branch Directors.
- **Step 6:** DACL staff will update a shared tracking sheet that documents the applications submitted for review and date submitted via email.
- **Step 7:** ESA will input all applications received via email into the workload and document management systems for caseworker processing, then ensure that caseworkers review the application for completion to ensure the telephonic signature is documented on application. Once reviewed, ESA will proceed with registering and processing the application for determination.

Contact

If you have any questions, comments or concerns regarding the information contained in this provisional transmittal, please contact: Natasha.Moss@dc.gov, Program Analyst, Division of Eligibility Policy, Health Care Policy and Research Administration, Department of Health Care Finance.

Cc: DC Hospital Association
DC Primary Care Association
DC Health Care Association
DC Home Health Association
DC Behavioral Health Association
DC Coalition of Disability Service Providers
Medical Society of DC