

CHANGES

D-500 OVERVIEW

Changes are situations that occur in a household which may affect eligibility. Action must be taken on **reported** changes, regardless of the customer's reporting requirements, to ensure program integrity is maintained.

D-505 REPORTING REQUIREMENTS

Households are advised of their responsibility to report changes in:

- Income (earned and unearned);
- Household composition/household member's extended absence;
- Marital status;
- Residence or mailing address;
- Medical insurance coverage;
- Other circumstances or anticipated changes which may affect eligibility;
- Social Security number for a required household member.

Medical Assistance for the Aged, Blind, and Disabled (MAABD) Exception: In addition to the above reporting requirements, MAABD households are required to report changes in resources.

D-510 WHEN TO REPORT

Changes must be reported immediately from the date of application up to the date of approval.

After approval, any change in circumstances must be reported no later than the **fifth** of the month following the month the change occurred.

MAABD Exception: After approval, any change in circumstances must be reported no later than the **tenth** of the month following the month the change occurred.

D-515 HOW TO REPORT

Household members or someone acting on their behalf may report changes:

- in person;
- by telephone;
- by mail, fax or email;
- on the Change Report Form 2584; and
- received by Nevada Health Link will be received as a task in Application Modernization & Productivity Services (AMPS).

Applications submitted to the Division are another method of reporting changes. Each application should be evaluated for changes that would affect ongoing benefits, such as a member moving out of one household into another.

D-520 QUESTIONABLE INFORMATION AND/OR UNREPORTED CHANGES

If a household has circumstances that are questionable due to a reported change, third party information, or because the household fails to report a change (i.e., birth of a child, critical age change, obtains insurance from a job, etc.), take the following steps:

- a. Contact the household to obtain an explanation for factors of eligibility that allow customer statement.
- b. Send a request for information using Form 2429–EE when clarification and/or verification are required to determine continuing eligibility.
- c. Allow the household at least ten (10) days to respond to the request for information, clarification and/or verification.

Exception: Victims of domestic violence approved for fictitious address through Nevada’s Confidential Address Program (CAP) program must be allowed seventeen (17) days to provide verifications due to mail forwarding. Follow adverse action and processing time frames.

- d. If the household fails to respond or does not provide enough information to continue the case, resulting in a reduction or termination of benefits, a Notice of Decision (NOD) must be mailed at least thirteen (13) days prior to the effective date of the reduction/termination.

If a third party (other than the authorized representative) does not cooperate in providing information or provides incomplete information, DO NOT close the case. Work with the customer and information already on file (includes income) to arrive at a prudent decision or resolution based on the best information available. Document the circumstances in the CLOG.

D-525 PROCESSING REQUIREMENTS

Update the mailing address as soon as a change is reported. If a reported change of address is not updated by cut-off, the NOD and/or Medicaid card will be mailed to the old address. The NOD and Medicaid card will also be returned if the address is not updated.

D-525.1 Returned Mail

If mail is returned by the U.S. Post Office with **an out-of-state forwarding address or no forwarding address**; ensure the out-of-state address is updated on the case prior to posting and close the case waiving adverse action.

D-525.1.2 General Delivery

Las Vegas & Unincorporated Clark County	North Las Vegas	Henderson
Recipient's Name GENERAL DELIVERY Las Vegas, NV 89165	Recipient's Name GENERAL DELIVERY North Las Vegas, NV 89030	Recipient's Name GENERAL DELIVERY Henderson, NV 89015
Where customer picks up	Where customer picks up	Where customer picks up
4885 E. Carey Ave. Las Vegas, NV 89115	1414 E. Lake Mead Blvd. North Las Vegas, NV 89030	404 S. Boulder Highway Henderson, NV 89015
Carson City	Rural Nevada	Reno/Sparks Adjacent Valley
Recipient's Name GENERAL DELIVERY Carson City, NV 89701	Recipient's Name GENERAL DELIVERY <i>Rural City, NV (rural zip)</i>	Recipient's Name GENERAL DELIVERY Reno, NV 89501
Where customer picks up	Where customer picks up	Where customer picks up
1111 S. Roop St. Carson City, NV 89701	Mail will be delivered to the local rural office	135 N. Sierra St. Reno, NV 89501

D-525.2 Actions on Changes

Upon receipt of a change, ensure the following actions are completed:

1. Check the system to identify all related cases affected by the change.
2. Review the change to determine the effect on the household's benefits.
 - a. If the change results in additional members becoming eligible, verification must be obtained prior to taking action on the case. If verification is not received within the allotted time frames, deny the request for the additional member(s).
 - b. If the change results in members becoming ineligible, act on the change and reduce or terminate benefits, allowing adverse action.
 - Verification is not needed if entire household becomes ineligible; use customer statement and update the case.
 - Request verification only if at least one member remains eligible.
 - c. If the reported change does not change the current eligibility of any members, do not request verification, use customer statement.

Example: Pregnant mother and one child in the household. Monthly income of \$1,000.00 is being budgeted and mother calls to report her income is reduced to \$800.00 monthly. The new income amount does not change the medical eligibility for any household members. Therefore, update the income based on customer statement and do not require verification for the medical programs.

3. Evaluate all electronic verification sources available, prior to requesting verification from the customer. Do not request verification of non-taxable income for MAGI cases.
 - a. If no electronic data source is available, request verification required to update the case based on the reported change. Allow ten (10) calendar days from the mailing date for the customer/representative to provide requested information.
 - b. When requested verifications are not provided, terminate assistance allowing for adverse action. If verifications are provided on or before the effective date of closure, reinstate assistance.
4. Document
 - the reported change;
 - the date the change occurred; and
 - the date the change was reported; and
 - the actions taken on the case.
5. Re-evaluate eligibility for all medical programs and update the case. If all necessary information is available to complete a redetermination, process the Redetermination (RD) and approve an additional twelve (12) months
6. Notify the household of the action taken.

D-525.3 Mass Changes

The state or federal government initiates changes which affect all or a large number of households. Reporting these changes is not required. Mass changes generally occur in:

- the income eligibility standards;
- cost-of-living adjustments (COLA) for Social Security, Supplemental Security Income (SSI), Veterans Affairs (VA), and other federal benefits; and
- other eligibility criteria based on legislative or regulatory actions.

Generally, individual notices are produced for automated mass changes whenever a change in the benefit amount occurs.

D-525.4 Additions to the Household

Re-determine eligibility when a new member must be added; **If:**

- the new member is active in another household, do not add them until they are removed from the other household.
- a new member of the tax filing unit is not reported timely and the change results in a decrease in eligibility, the case is updated the following month, allowing adverse action.

- a new member is requesting coverage and the change results in an increase in eligibility, the case is updated the month in which it is reported by the assistance unit.
- information or verification needed to add a household member is not provided by the date requested, terminate assistance.
- a newborn is reported, and all eligibility requirements are met, add them to the assistance unit effective their date of birth. Use the most readily available verification to add the child to the medical case. **Example:** Customer statement, hospital discharge forms, managed care alert, birth confirmation.
Newborns are eligible for Medicaid for one (1) year without a separate application when the mother was eligible for Medicaid at the time of the birth. A newborn may be enrolled without a Social Security Number (SSN); however, an SSN will be required by the child's first birthday.

D-525.4.1 Exceptions for Adding Newborns to Nevada Check Up (NCU) Cases

A newborn will be retro enrolled in NCU if the following criterion is met:

- The agency is notified within fourteen (14) days from the date of birth (the first day begins the day after the date of birth).

If the notification criterion is not met, the newborn will be enrolled the next administrative month following notification if deemed eligible.

Exception: If the mother has other health insurance that provides thirty (30) days of coverage for the newborn, the newborn will be enrolled as of the first day of the next administrative month following the date of birth. Upon notification of birth, NCU will confirm that the newborn does not have other insurance coverage prior to enrollment.

- A newborn cannot be enrolled prior to a family's start date.
- A newborn may be enrolled without an SSN; however, an SSN will be required by the child's first birthday.

D-525.4.2 NCU Enrollment

Once determined to be eligible for NCU, a child(ren) will be enrolled beginning the next administrative month.

D-530 TERMINATIONS FOR MEDICAID

Prospectively determine ongoing medical assistance using the policy in effect for the future month.

When a recipient can no longer meet the requirements of one of the eligible categories or has failed to cooperate in providing information, the case must be closed. When posting a termination, two future months must be posted in order to ensure closure in the Medicaid Management Information System (MMIS).

Note: Regardless of changes in income, pregnant women remain eligible through the post-partum period and NCU eligible children remain eligible through the 12-month eligibility period.

If the customer cooperates prior to the effective date of termination, reinstate the case and evaluate medical eligibility.

D-530.1 Non-Payment of NCU Premiums

When a household is sixty (60) days, or two (2) full months past due, the case will be terminated. A non-payment of premium task will be created in AMPS and must be acted on for the future month. Case workers will be notified with a task in the system when non-payment has occurred.

Once a termination for non-payment of premium has occurred, the household must serve a 90 day sit-out period. If payment is received within the ninety (90) days, Division of Health Care, Financing & Policy (DHCFP) will notify Division of Welfare and Supportive Services (DWSS), and the child/ren will be enrolled beginning the next administrative month. If payment is received after the 90-day period, a new application is required.

If a child is terminated due to non-payment of premium, the time spent serving the sit-out is not included in the child/ren's 12-months continuous eligibility. A full 12-months of coverage (less the time spent serving the sit-out) will be granted; however, in the instance of a sit-out, the coverage will not be continuous. Case workers must adjust the annual re-determination due date, to ensure that a full 12-months of coverage is provided and that an annual re-determination is completed by the 12th month of coverage.

If all other eligibility criteria is met and the ninety (90) day sit-out has been served, a child/ren cannot be denied eligibility, even if a past due balance exists. The child/ren will be enrolled and any outstanding debt will be managed by DHCFP.

D-530.2 Adverse Action

When assistance is terminated, an NOD must be sent to both the customer and the representative/legal guardian a minimum of thirteen (13) days before the proposed action is effective. When counting the thirteen (13) days, weekends and holidays must be included; however, if this date falls on a Friday, weekend or holiday, the action must be taken the prior workday. To meet the advance notice requirements, the action to reduce or terminate benefits must be taken (posted) in the computer at least fourteen (14) days prior to the last day of the month, to ensure the computer-generated Notice of Adverse Action (NOAA) is mailed on time. If case circumstances require posting as late as the 13th day of the adverse action notice period, local print must be done to meet advance notice requirements.

The following is a chart showing the adverse action dates for 2025.

Month	Adverse Action
January	01/16/25
February	02/13/25
March	03/18/25
April	04/17/25
May	05/15/25
June	06/17/25
July	07/17/25
August	08/18/25
September	09/17/25
October	10/16/25
November	11/17/25
December	12/18/25

D-530.3 Adverse Action NOT Required

Adverse action may be waived in certain circumstances, however, **cannot** be waived after cutoff.

The case manager may waive adverse action if:

- The case manager has factual information confirming the death of a recipient;
- The case manager receives a clear written statement signed by a recipient that:
 1. They no longer wish to have services; or
 2. Gives information that requires termination or reduction of services and indicates they understand this must be the result of supplying that information;
- The recipient has been admitted to an institution where they are ineligible under the plan for further services;
- The recipient's whereabouts are unknown, and the post office returns agency mail directed to them indicating no forwarding address;
- The case manager verifies the recipient has been accepted for Medicaid services by another local jurisdiction, State, territory, or commonwealth;
- A change in the level of medical care is prescribed by the recipient's physician;
- The NCU child obtains other creditable health insurance coverage.
- Non-citizenship status is verified.

D-530.4 Cut-Off

Medicaid actions that **do not** adversely affect benefits, such as a change in aid code, can be taken up to the second to the last workday of the month. Adverse actions taken after cutoff will not be reflected in the MMIS. An additional month of Medicaid billing will take place and capitation fees will be charged when termination is posted after cutoff for the following month.

The following is a chart showing the cut-off dates for 2025.

Month	Cut-Off
January	01/24/25
February	02/21/25
March	03/21/25
April	04/25/25
May	05/23/25
June	06/20/25
July	07/25/25
August	08/22/25
September	09/19/25
October	10/24/25
November	11/21/25
December	12/26/25

D-535 RE-EVALUATIONS - NCU

- a. Cases will only be re-evaluated at the time of RD unless one of the following occur:
 - NCU discovers or is notified that the information used to enroll a child/ren was incomplete or inaccurate;
 - The participant requests to add a child (child/ren currently enrolled will remain enrolled until the time of RD).
 - The participant requests a reduction in premium when household income has changed (child/ren will remain enrolled until the time of RD).
- b. Re-evaluations must be processed before the corresponding cut-off but not to exceed thirty (30) days.

D-540 CONVERSIONS

During a period of eligibility, there may be changes in case circumstances where another category of eligibility must be evaluated. Converting between categories does not require a new application but may require additional forms to be completed or information to be gathered by the case manager. When converting to an *equivalent* category, i.e., home and community based waiver (HCBW) to institutional, do not request additional information unless a change in income or resources is reported.

When converting a case to a new aid code, ensure the action is taken prior to cut-off. Actions taken after cut-off for the next month do not update in the MMIS system.

The following types of conversions identify procedures required to re-evaluate factors of eligibility.

Expanded eligibility under the adult group (AM1 and CA) is an optional group which must be considered only after all mandatory groups are evaluated. When a recipient is eligible under this group and they become institutionalized, they must be evaluated under the institutional group; if not eligible under institutional, they can remain eligible under AM1 or CA.

Customers with ongoing CA or AM1 Medicaid cases who attain age 65 and/or become entitled to enroll in Medicare must be terminated from that coverage group allowing adverse re-evaluated for MAABD eligibility.

Persons who are eligible for Medicare include:

- a. All persons over age 65 who are either U.S. citizens or a non-citizen lawfully admitted for permanent residency who has resided in the U.S. continuously five (5) years immediately preceding the month they apply for Medicare.
- b. Persons under age 65 who have received monthly Social Security/Railroad Retirement disability benefits for twenty-four (24) months.
- c. Persons with chronic renal disease.

Exception: Use the following steps when converting a NCU case to another Family Medical aid code or to a MAABD program:

1. NCU to Family Medical
 - a. Initiate Reapplication for Higher Aid Code (REHA) in the appropriate footer month based on the reported change. The REHA action will instruct the system to evaluate all family medical programs for each individual in the household.
 - b. The conversion of eligibility is effective the first administrative month after the month in which the action was taken. An administrative month requires all case actions be completed prior to cut-off. If the REHA action is done after cut-off, allow the change in eligibility to take effect in the next administrative month. Example 1: REHA 05/15/2015, change effective 6/01/2015. Example 2: REHA 05/29/2015, change effective 7/01/2015.

2. NCU to SSI Case

- a. Verify SSI eligibility. Create a sub-case if SSI recipient is not head of household, or if others in household have Medicaid.
- b. Terminate eligibility under current category prior to cut-off and approve SSI eligibility for the following month. View and post a corrected version to update the aid code and eligibility code and then notify the customer of the change in benefits. Evaluate for parental financial obligation for children under 18 if there is no deeming of parental income/resources in determining eligibility.

3. Requesting a Refund of Premiums

- a. If after case processing the household is determined eligible for a new family medical aid code or a new MAABD subcase has been created, a refund may be requested from DHCFP for any future months in which NCU premiums have already been paid by the household. Only months that were converted from NCU to another aid code/program can be included in this request.

Note: Retro refund requests will be evaluated on a case-by-case basis and authorized only if deemed appropriate.

- b. DWSS staff should email the NCU Specialist with case information regarding any refund to the household. The NCU Specialist will review each case and forward the information to DHCFP as necessary.

D-540.1 Converting to Institutional Eligibility

Do not terminate eligibility for individuals currently eligible under another medical group while institutional eligibility is being evaluated if they continue to meet eligibility criteria.

- a. Evaluate current resources and compare to institutional resource limit. When the applicant is married (living separate or together), request the couples' current resources and complete a spousal resource assessment.

Note: This step is not necessary when converting from home-based waiver category unless a change in resources is reported.

- b. Evaluate current income. Do not request verification unless a change in income due to institutionalization occurs. Complete a spousal impoverishment determination if a community spouse is involved. If recipient is SSI eligible and payment has not been reduced to the \$30.00 institutional level, notify Social Security using form 3911.

- c. Ensure the medical facility is added as an authorized representative (use category 4 if not signed on as primary or secondary by applicant).
- d. Evaluate case for transfer of resources when converting from any category other than home based waiver.
- e. Evaluate court orders and income trusts if applicable.
- f. Evaluate for other possible benefits; veterans or widows of veterans may be eligible for Aid and Attendance or have VA insurance benefits. The pension of a veteran residing in a Nevada State Veteran's home is not reduced to \$90.
- g. Complete an RD if all required factors of eligibility are available and verified.
- h. Update the appropriate screens in the system, view, and post versions to update to appropriate aid and eligibility code. Allow adverse action for any reduction in benefits, including Qualified Medical Beneficiary (QMB).

Note: Customers may have multiple Group/Institutionalized Living Arrangement (GRIN) screens when they enter/leave different facilities. One screen should be entered for each facility stay.

- i. Notify the customer and authorized representative of the change in benefits and patient liability amount. Add free form text to ensure a notice is generated.
- j. Evaluate for parental financial obligation for children under 18.

D-540.2 Converting to Home and Community Based Waiver (HCBW) Eligibility

- a. Ensure Form NMO 3010 authorizing home based services is completed, and that if the customer is under age 65, there is a current disability decision by SSA or DHCFP through Form NMO 3010.
- b. Evaluate current resources and compare to institutional resource limit. When the applicant is married (living separate or together), request the couples' current resources and complete a spousal resource assessment.

Note: This step is not necessary when converting from institutional >over 30 days unless a change in resources is reported.

- c. Evaluate current income; do not request verification unless a change in income occurs.
- d. Ensure the appropriate agency is added as an authorized representative.
- e. Evaluate case for transfer of resources when converting from any category other than institutional over 30 days.
- f. Evaluate court orders and income trusts if applicable.
- g. Complete an RD if all required factors of eligibility are available and verified.

- h. Update the appropriate screens in the system, view and post versions to update appropriate aid and eligibility code.
- i. Notify the customer and authorized representative of the change in benefits. Allow adverse action for any reduction in benefits, including QMB. Add free form text to ensure a notice is generated.
- j. Evaluate for parental financial obligation for children under 18 if there is no deeming of parental income/resources in determining eligibility.

Note: When a customer is converting from Institutional to a Home and Community Based Waiver in the middle of a month, post the HBW aid code for the waiver approval month. The GRIN BAP on the Medical tab in AMPS must be completed with the date they leave the facility to allow Medicaid to pay the facility bills as well as provide home based services in the same month. Complete Form 2817, Partial Month, to advise DHCFP of the partial institutional month.

D-540.3 Other MAGI Groups to SSI Case

- a. Verify SSI eligibility. Create a sub-case if SSI recipient is not head of household, or if others in household have Medicaid.
- b. Terminate eligibility under current category prior to cut-off and approve SSI eligibility for the following month. View and post a correct version to update the aid code, eligibility code and notify the customer of the change in benefits.
- c. Evaluate for parental financial obligation for children under 18 if there is no deeming of parental income/resources in determining eligibility.

D-540.4 SSI Eligibility Terminating

- a. When SSI eligibility terminates, evaluate each Public Law category. Update the appropriate information in the system, view and post a correct version to update the aid code, eligibility code, and to notify the customer of the change in benefits.
- b. Evaluate eligibility for Medicare beneficiary programs.
- c. If Public Law criteria are not met and the recipient is a disabled child under age 18, terminate eligibility allowing thirteen (13) days adverse action time. Evaluate eligibility under the Child group and Nevada Check Up; if not eligible, advise the customer of possible Medicaid eligibility under the Katie Beckett program. (1902(e)(3) of the Social Security Act)

D-540.5 QMB/SLMB/QI1 Only to Medicaid with QMB/SLMB

- a. Establish eligibility for the appropriate Medicaid category, e.g., SSI, State Institutional, etc.
- b. Evaluate income and resources if applicable for Medicaid category.
- c. Determine Patient Liability (P/L).

- d. Update the appropriate information in the system, view and post a correct version to update the aid code, eligibility code, and notify the customer of the change in benefits. Ensure QMB/SLMB eligibility code is not removed if posting past months.

D-540.6 Medicaid Only to Medicaid with QMB/SLMB

- a. Verify current Medicare Part A enrollment/effective date of entitlement.
- b. Evaluate current resources and compare to Medicare beneficiary program resource limits. If information on resources is not provided, re-evaluate for the appropriate Medicaid category.

Note: Does not apply to SSI cases, as the resource evaluation is completed by Social Security.

- c. Update the appropriate information in the system, view and post a correct version to update the aid and eligibility code. Notify the customer of the change in benefits.

Note: When converting from MAGI Medicaid to QMB, the (ineligible) first month of QMB must be posted in the last month of Medicaid eligibility to prevent a break in Medicaid coverage.

Note: AM1 and CA recipients cannot be eligible for Medicare and remain Medicaid eligible; convert to QMB/SLMB only.

D-540.7 Medicaid - QMB/SLMB to QMB/SLMB/Q11 Only

Update the appropriate information in the system, view and post a correct version to update the aid and eligibility code. Notify the customer of the change in benefits allowing for adverse.

D-540.8 Medicaid - QMB/SLMB to Medicaid Only

- a. Evaluate current monthly income; do not request verification unless a change in income occurs.
- b. Notify the customer of the change in benefits allowing for adverse action.

D-540.9 Katie Beckett to SSI

If a child becomes SSI eligible, terminate eligibility under Katie Beckett and approve SSI eligibility the following month.

The following are examples of conversions:

1. Applicant applies in December as a state institutional case and is currently enrolled in Medicare Part A. The customer cooperates and is determined eligible as a state institutional case in December. Because this customer has Medicare Part A, the case manager must also determine whether the customer is eligible for QMB coverage. If the customer's income and resources meet QMB criteria, QMB coverage is effective January.
2. Applicant applies January and has \$250 SSA disability income. The customer has not applied for SSI but is potentially eligible. The customer meets all the other requirements of a QMB.

- a. Once the worker is able to determine the customer is eligible for QMB coverage (all necessary verifications have been received/processed), the case would be approved as a QMB only case. Request the customer apply for SSI and give the normal time limit for applying.
 - b. The case would be future actioned for the SSI information. If the customer failed to cooperate in applying for SSI, or was determined ineligible, the case would remain open as a QMB only case as long as ~~he~~ they continued to meet the criteria. If the customer ~~were~~ was approved for SSI, the case would be converted to an SSI/QMB case effective with the month of SSI eligibility (this could include prior months).
3. Applicant applies and is approved for QMB coverage. Sometime after approval, the customer enters the hospital for seven (7) days. The case would continue as QMB and NO P/L would be determined, UNLESS the customer qualified as a state institutional case (if income is less than SSI payment level, the customer does not have to be in 30 consecutive days). If the case qualifies as a state institutional case, the case would be converted, and customer would receive full Medicaid coverage and QMB coverage for the month of hospital stay. When the customer is released from the institution, the case would be converted back to a QMB only case, allowing adverse action, as long as all disability requirements are still met.
4. Applicant applies for medical assistance in December and is pending SSI. Eligibility is evaluated under MAGI groups and the case is approved under a MAGI group. In June SSI is approved. MAGI eligibility is terminated the next month allowing for cut-off and Medicaid under the SSI group is approved the same month MAGI eligibility ends.

D-540.10 QMB and less than 30 Day Hospital Stay

1. Applicant applies and is approved for QMB coverage. Sometime after approval, the customer enters the hospital for seven (7) days. The case would continue as QMB and NO P/L would be determined, UNLESS the customer qualified as a state institutional case (if income is less than SSI payment level, the customer does not have to be in 30 consecutive days).
2. If the case qualifies as a state institutional case, the eligibility for the month of hospitalization would be updated to reflect the full Medicaid and QMB coverage.
3. When the customer is released from the institution, the case would be converted back to a QMB only case, allowing adverse action, as long as all requirements are still met.

D-540.11 Forms Used for Conversion

FORM 2179 – Interface Consent: Completion of this form is required when the spouse did not sign the application. The spouse’s signature is required before accessing interfaces for verifying spouse’s income.

FORM NMO 3010 – Home and Community Based Services Waiver: Completed form must be scanned into the customer’s electronic file to verify recipient meets disability criteria. Applicable to institutional less than 30 days, home and community-based waivers, emergency medical, Katie Beckett, and prior medical.