State of New Jersey

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Governor

SHEILA Y. OLIVER
Lt. Governor

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DIVISION OF PURCHASE AND PROPERTY
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ELIZABETH MAHER MUOIO
State Treasurer

MAURICE A. GRIFFIN
Acting Director

January 10, 2020

To: All Interested Vendors {Bidders}

Re: Bid Solicitation # 20DPP00442
Health Benefits Coordinator (HBC) for NJ FamilyCare Managed Care Programs

Quote Submission Due Date: March 19, 2020 (2:00 p.m. Eastern Time)

Bid Amendment #2

The following constitutes Bid Amendment #2 to the above referenced Bid Solicitation:

- Includes the presentation slides and sign in sheet from the Optional Site Visit detailed in Bid Solicitation Section 1.3.4.

It is the sole responsibility of the Vendor {Bidder} to be knowledgeable of all of the additions, deletions, clarifications, and modifications to the Bid Solicitation and/or the New Jersey Standard Terms and Conditions relative to this Bid Solicitation as set forth in all Bid Amendments.

All other instructions, terms, and conditions of the Bid Solicitation shall remain the same.

State of New Jersey
Divison of Purchase and Property
Division of Medical Assistance and Health Services

BID SOLICITATION :	**Health Benefits Coordinator**	**BID SOLICITATION NO:**	**T1392; 20DPP00442**
DATE:	**9-Jan-20**	**LOCATION:**	**QUAKERBRIDGE PLAZA BLDG 6 2ND FLOOR LIBRARY Mercerville, NJ**

COMPANY	NAME	SIGNATURE
Automated Health Systems	Joseph Cini	
Automated Health Systems	Eng Tan	
Automated Health Systems	Brian Krug	
CGI	Mohammad Mayan	
Conduent	Ed Brooks	
Conduent	Gaynor Ferrell	
Conduent	Carla Salario	
HCH Enterprises	Bruce Hurdle	
Maximus	Sam Loewner	
Medical Assistance and Health Services	Richard Headen	
Medical Assistance and Health Services	Barbara Dombroski	
Medical Assistance and Health Services	Peter Myers	
Medical Assistance and Health Services	HERMINIO MAVIA ~~Heidi Smith~~	
Medical Assistance and Health Services	Thomas Jordan	
Medical Assistance and Health Services	Mahesh Shama	
Medical Assistance and Health Services	Leigh Ruscher	
Medical Assistance and Health Services	Kimberly Zablow	
Purchase and Property	Shana Fletcher	
Medical Assistance	Achuta Nagiveddy	
DMAHS -	Jennifer Miller	
DMAHS DMAHS MAHS MCI / Get insured	MALIKA TURNER Mahesh Shama Christopher Compres Kayvon Paul	

T1392 Health Benefits Coordinator

Optional Site Visit
NJ FamilyCare Integrated Eligibility System Demonstration

January 9, 2020

NJFAMILYCARE
Affordable health coverage. Quality care.

Agenda

I. Introductions
II. Site Visit Purpose
III. NJ FamilyCare IES Functions Deployed and in Development
IV. NJ FamilyCare IES Agile Development Timeline
V. MAGI/ABD Application Demo
VI. Worker Portal Demo

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Introductions

- State Personnel
- Vendors

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Purpose

- To provide a demonstration of existing NJ FamilyCare IES functionality
- To provide vendors an opportunity to generate and submit relevant system quote that leverage NJ FamilyCare IES functions

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NJ FamilyCare IES Functions (HBC Relevant)

- Currently Deployed
  - MAGI Online Application
  - PE Online Application
  - Mobile Client Access
  - Federal Data Services Hub Integration
  - MAGI in the Cloud Integration
- In Development
  - Online Renewal/Redetermination
  - DIMS Integration
  - Full Electronic Notification (limited to eligibility application)
  - State Based Exchange

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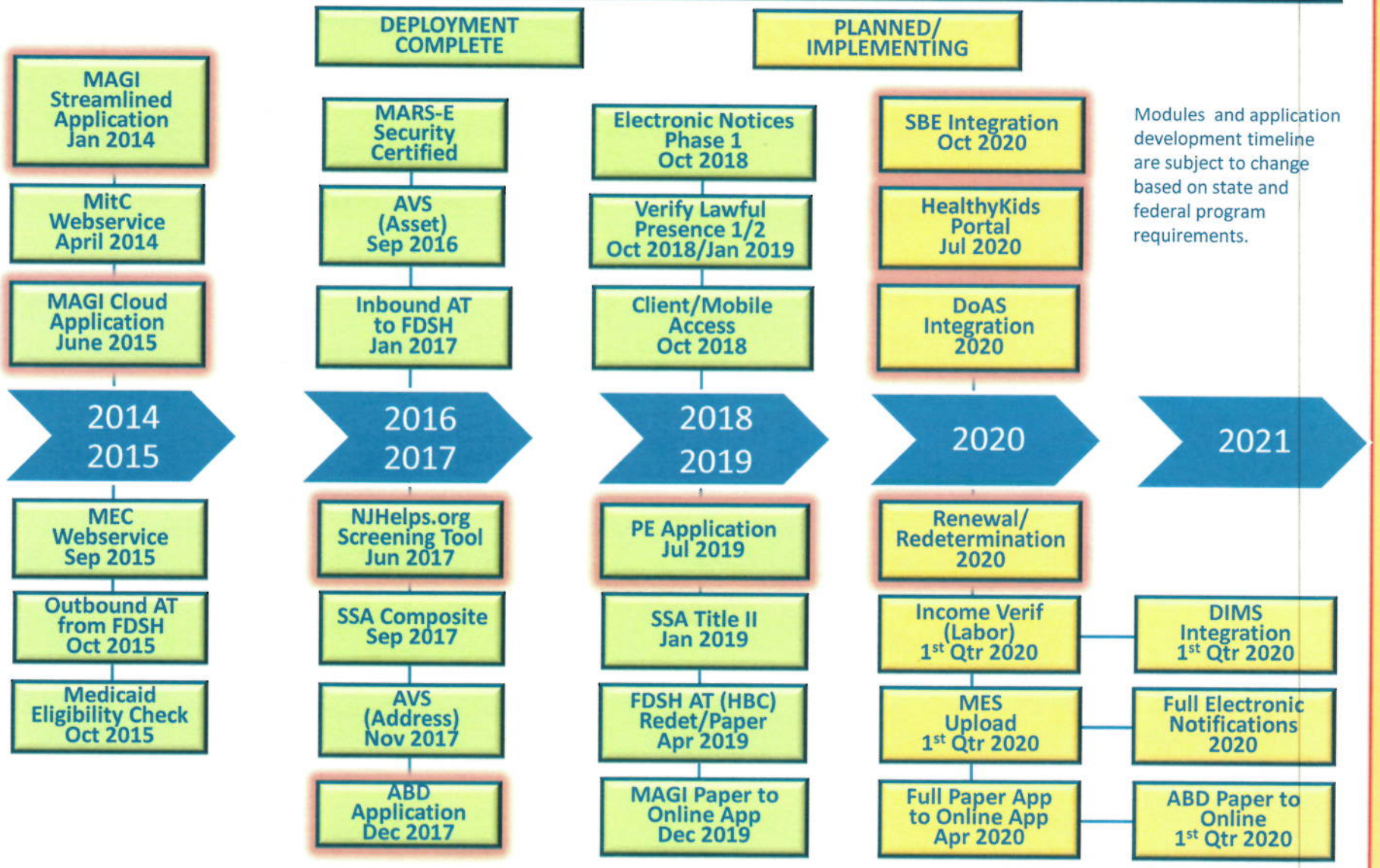
NJ FamilyCare IES Agile Development Timeline



Demonstration

- Application Demo
- Worker Portal Demo

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The following screenshots demonstrate how a paper application is entered into the Worker Portal. This process is being demonstrated to simulate electronic data transfer to the IES application.

Purpose

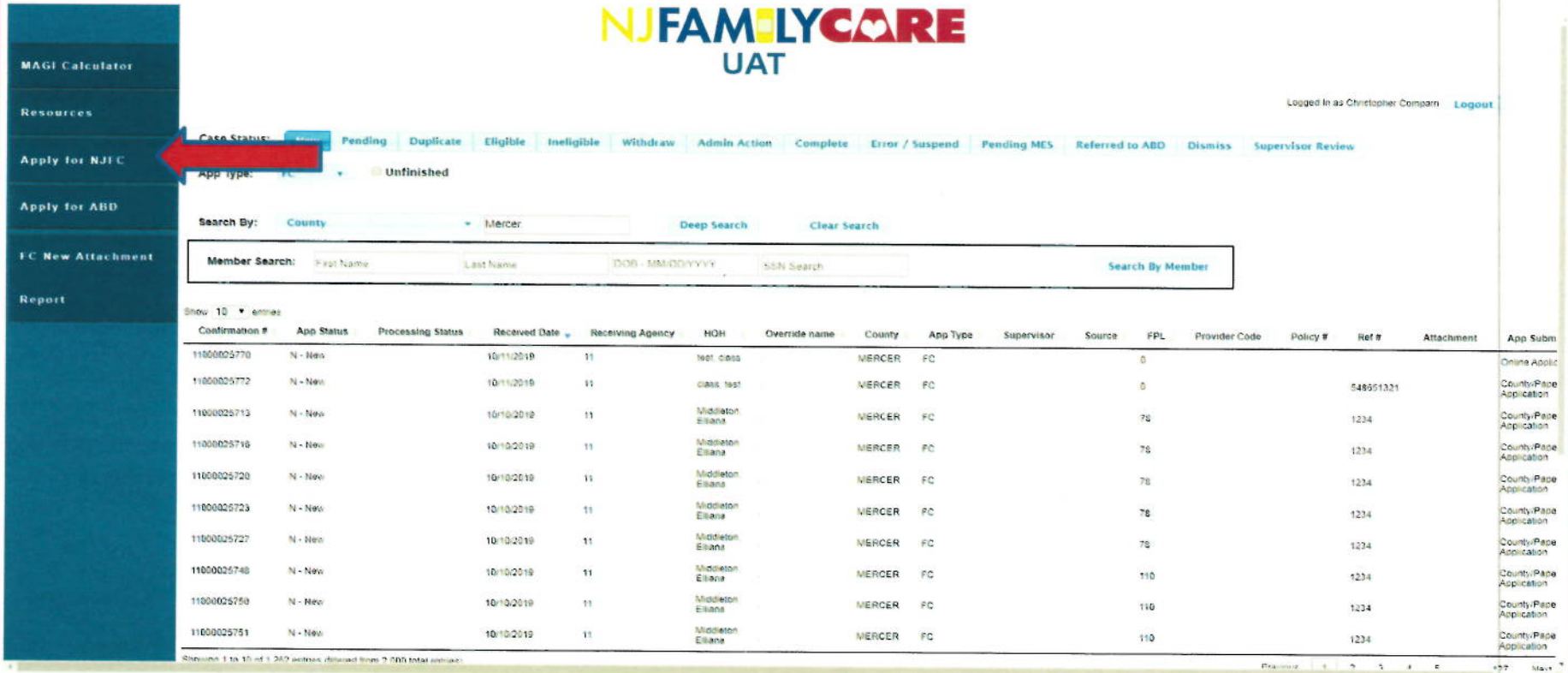
The guide presented here is intended to help you navigate how to data enter in a physical paper application for the New Jersey FamilyCare Program into the Worker Portal electronically.

Some of the benefits of entering and processing applications in the Worker Portal include:

- Being able to utilize available electronic verifications and resources such as the MAGI calculator, SSA verification and VLP verification in **real-time.**
- Streamlining and expediting the application process.
- Standardized notices will be generated by the system and sent out to applicants. The notices will allow for customization at an agency level while still being easy for applicants to understand.
- Creating consistency across all Eligibility Determining Agencies

Data entry

To begin data entering a paper application into the Worker Portal click on the “Apply for NJFC” button found in the left hand column of your home page.

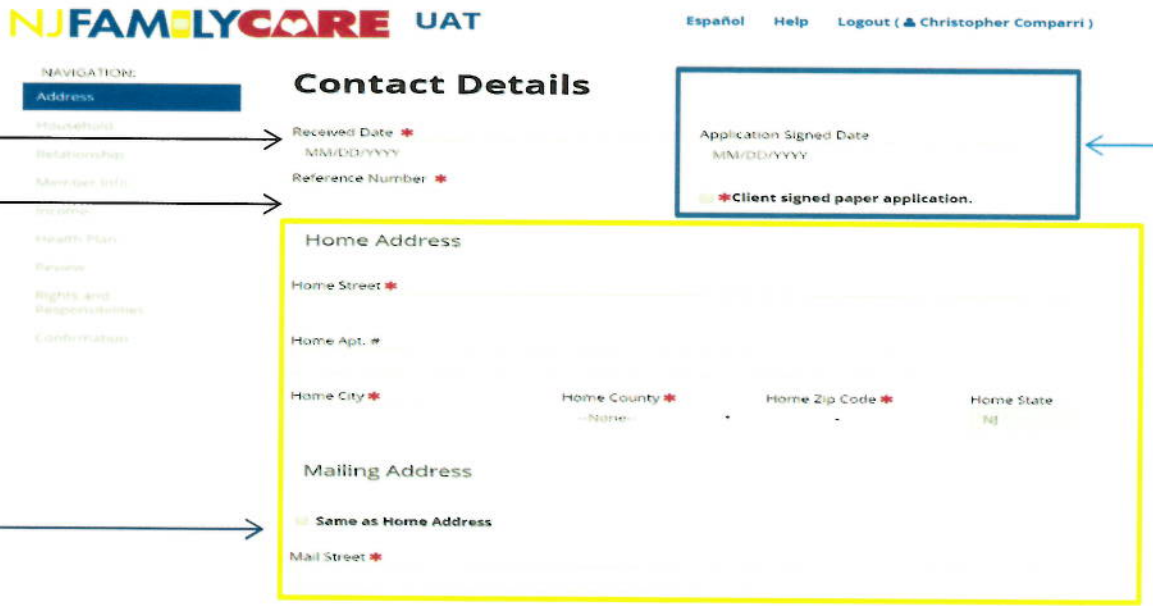


Data entry

There are specific fields that are required for **each member** on an application in order to have your application put into the Worker Portal:

- Confirmation that the application was signed
- Name
- Date of birth (DOB)
- Address
- A Head of Household is chosen.
- At least one member on the application saying "Yes" that they want NJFC.

Stamped onto the application at your agency.



Step 1

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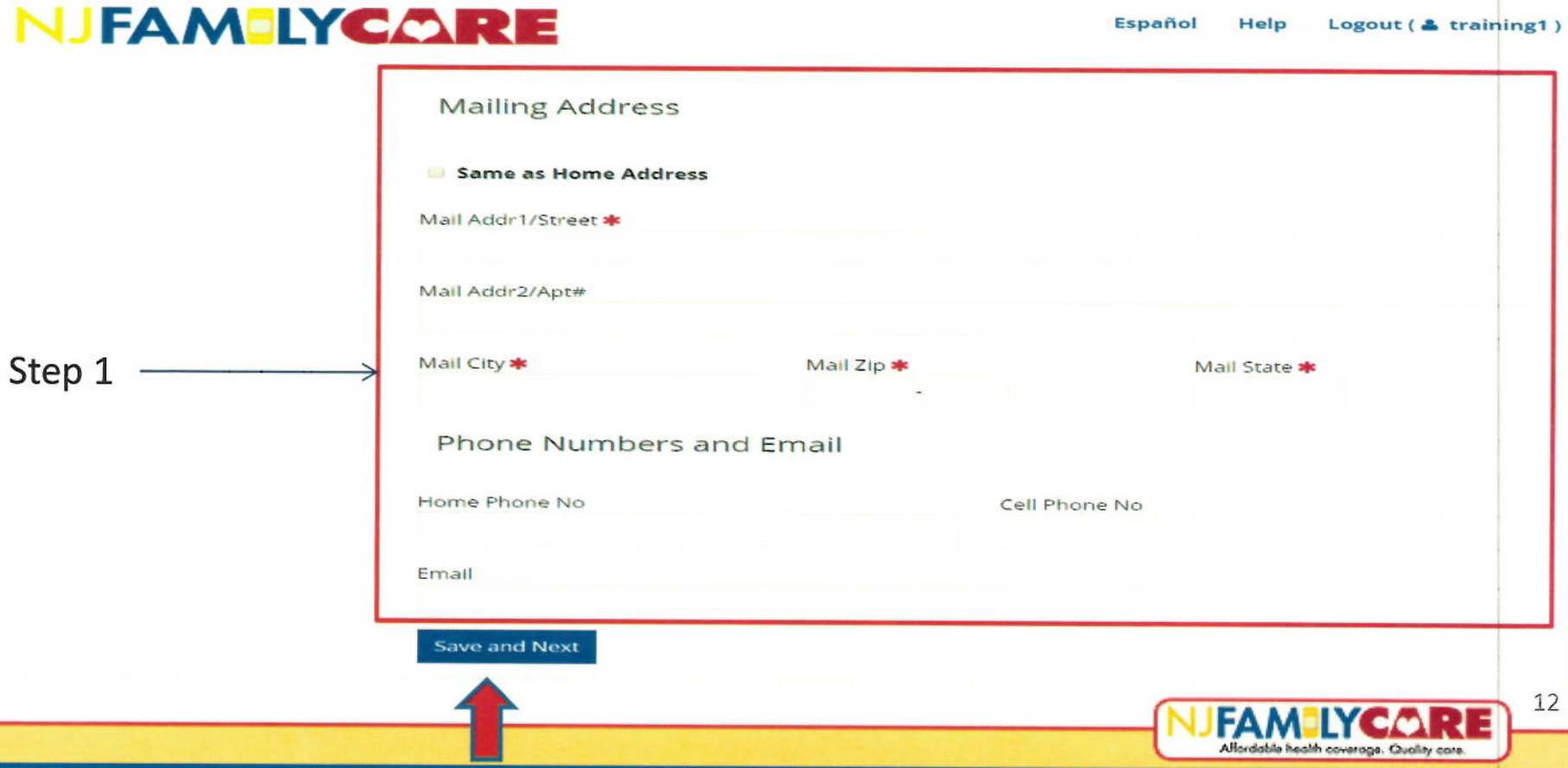
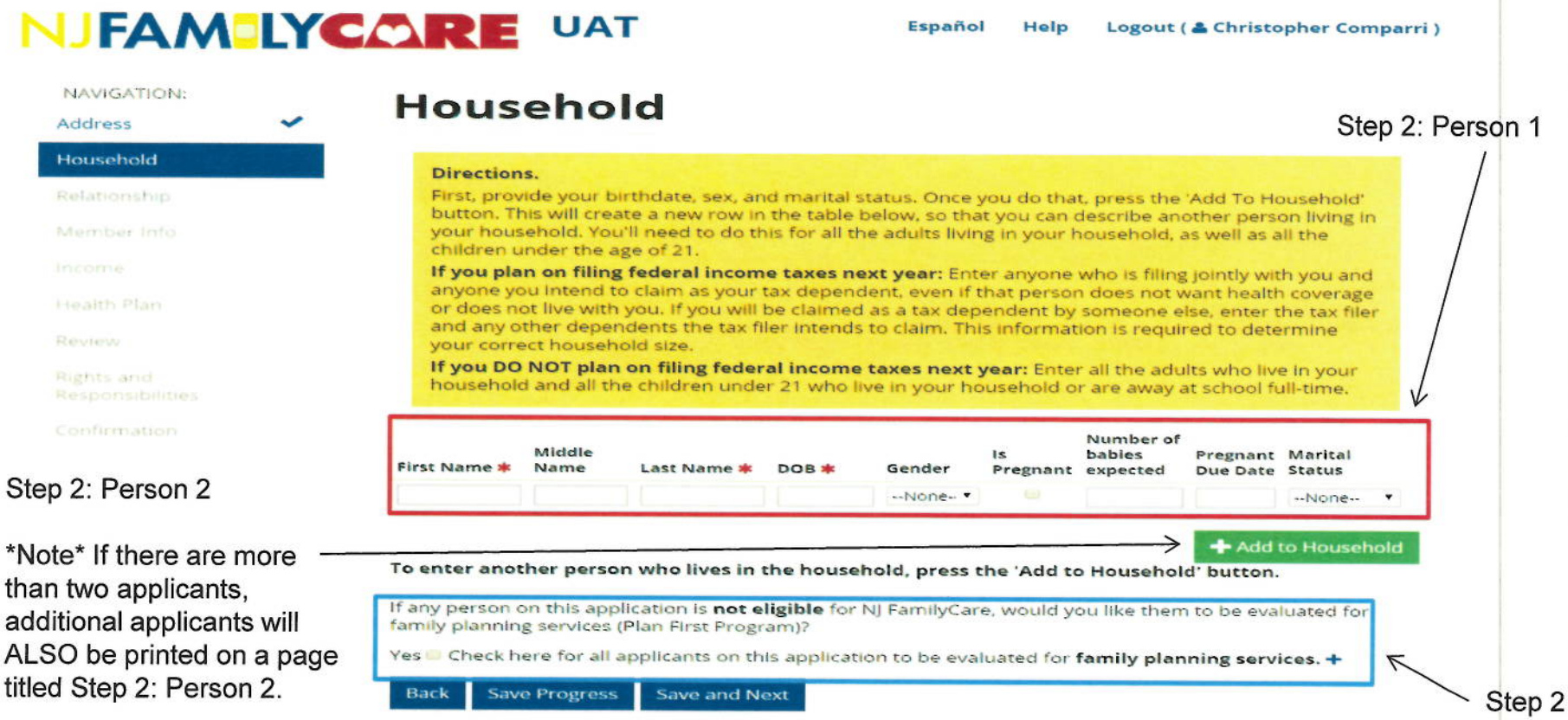
Data entry - Address

- When data entering information from the paper application, you can find the information you need for each field by looking at the corresponding sections in the paper app below.
- Click "Save and Next" when you're done.



Data entry - Household

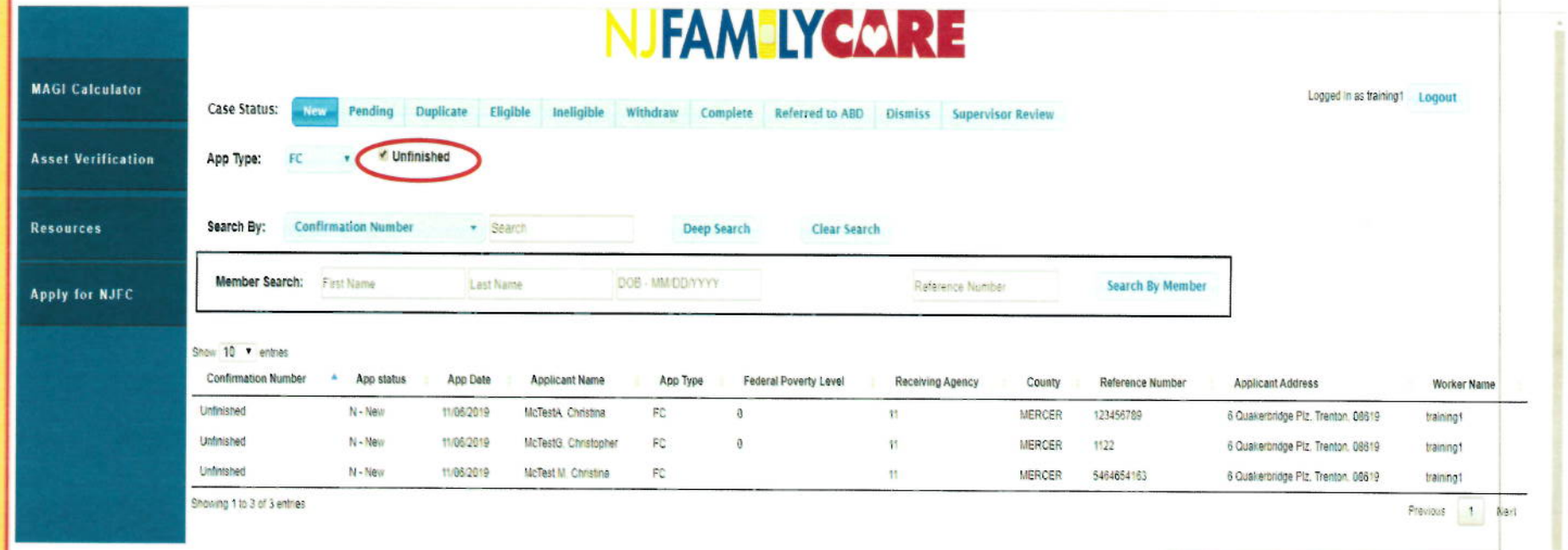
- To add additional members, click on the "+Add to Household" button.
- If an applicant opts in for the Family Planning Program, click on the check box below.
- Click on "Save and Next." to continue to the next section



Data entry - Household

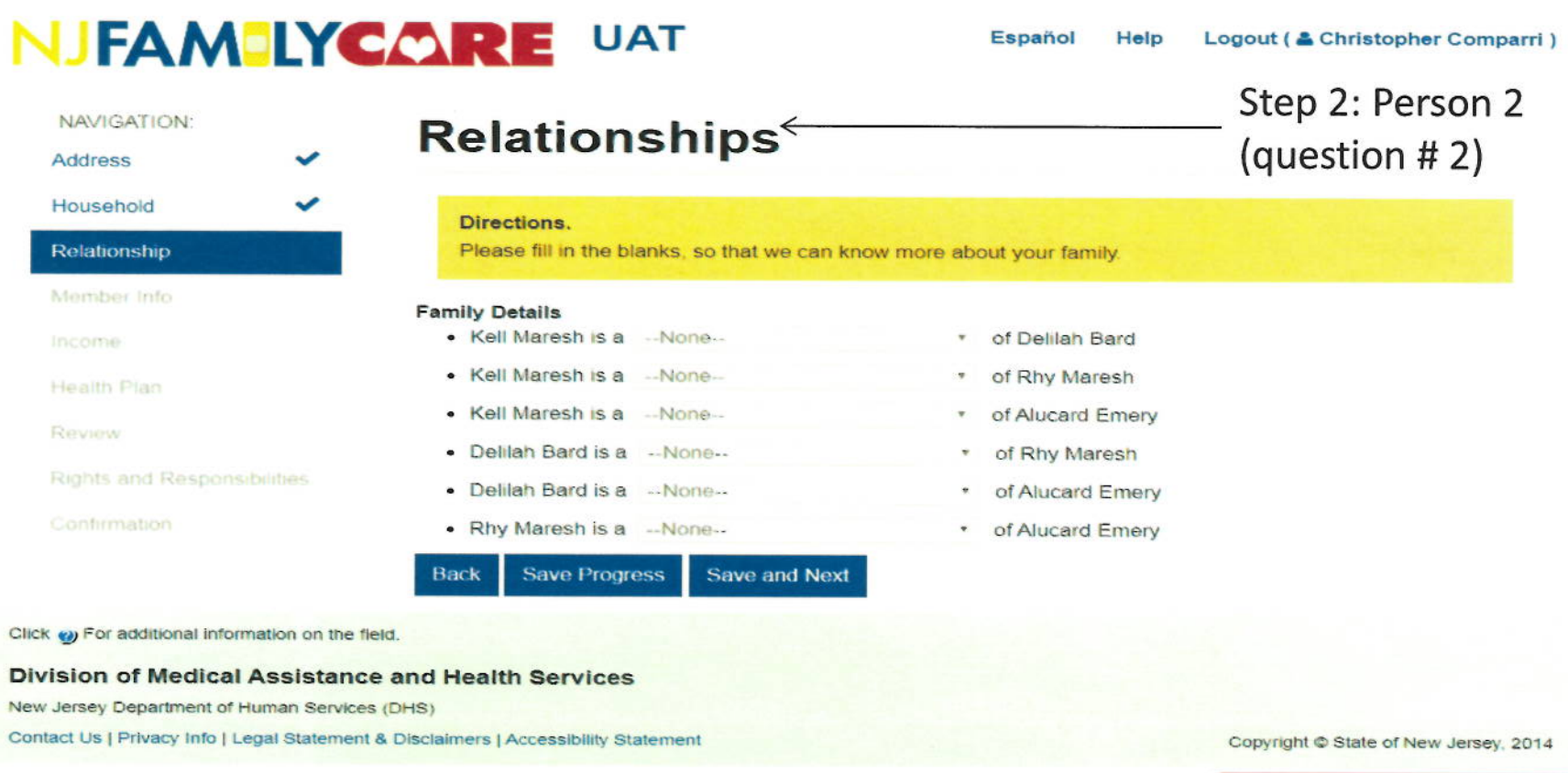
- *Note* There is a difference between choosing option “Save Progress” and “Save and Next.”

- “Save Progress” simply saves the information on your current screen. This application isn’t able to be processed in the Worker Portal yet.
- To complete the initial data entry of this paper application at a later date, you will have to locate it in the Worker Portal by clicking on the “Unfinished” section.



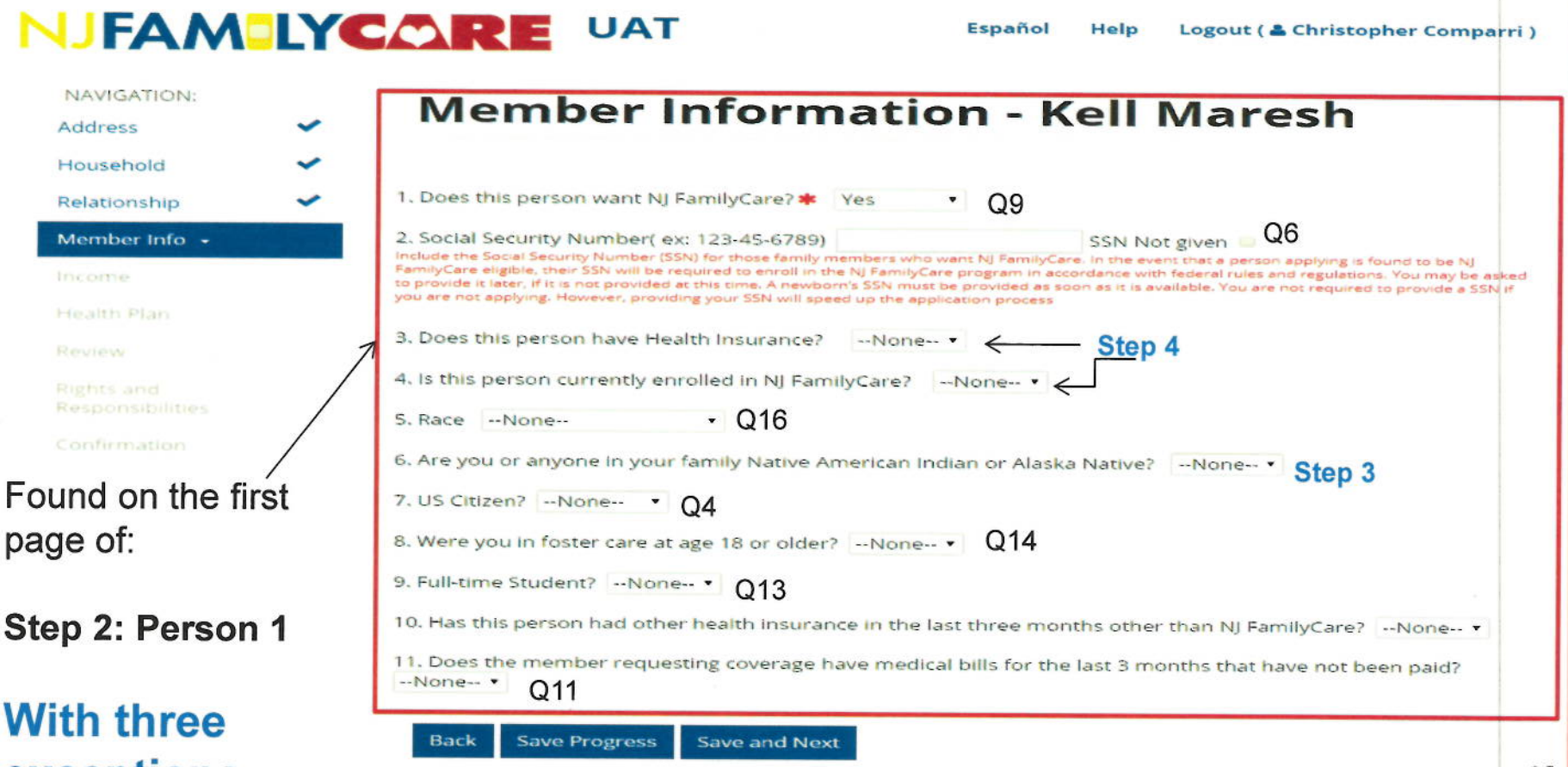
Data entry - Relationships

- Every relationship is based off the person identified in **Step 2: Person 1**.
- Follow your current procedures for determining relationships as you have used them when using the Stand Alone MAGI calculator.
- Click on "Save and Next" when you have completed the relationships.



Data entry – Member Info

- The "Member Information" section defaults to the first person on the application.
- Below, Q refers to the question number on the page of the paper application.



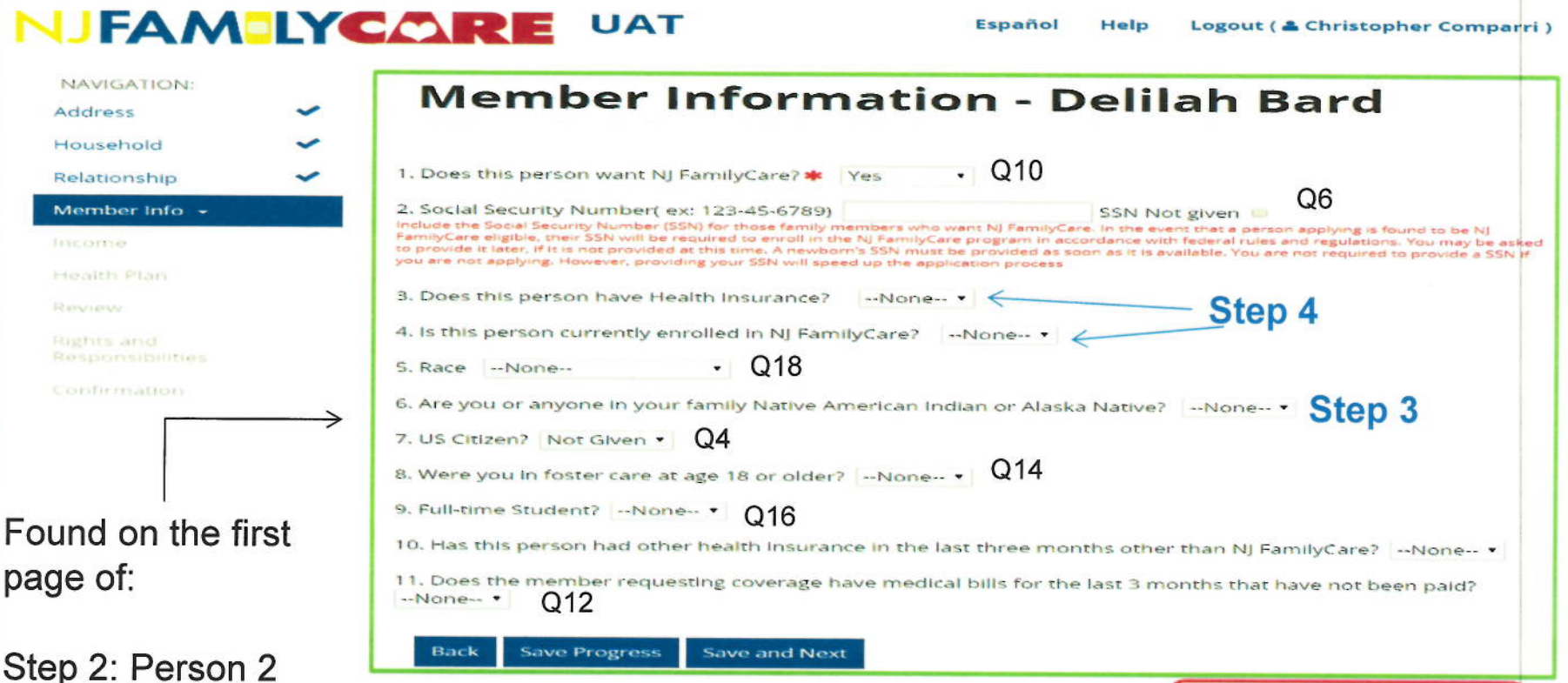
Found on the first page of:

Step 2: Person 1

With three exceptions

Data entry – Member Info (continued)

- The "Member Information" section will ask you for the information for **each** member of the application.
- For all additional members after the first, their information can be found on the first page labeled Step 2: Person 2 ***for that specific member.***

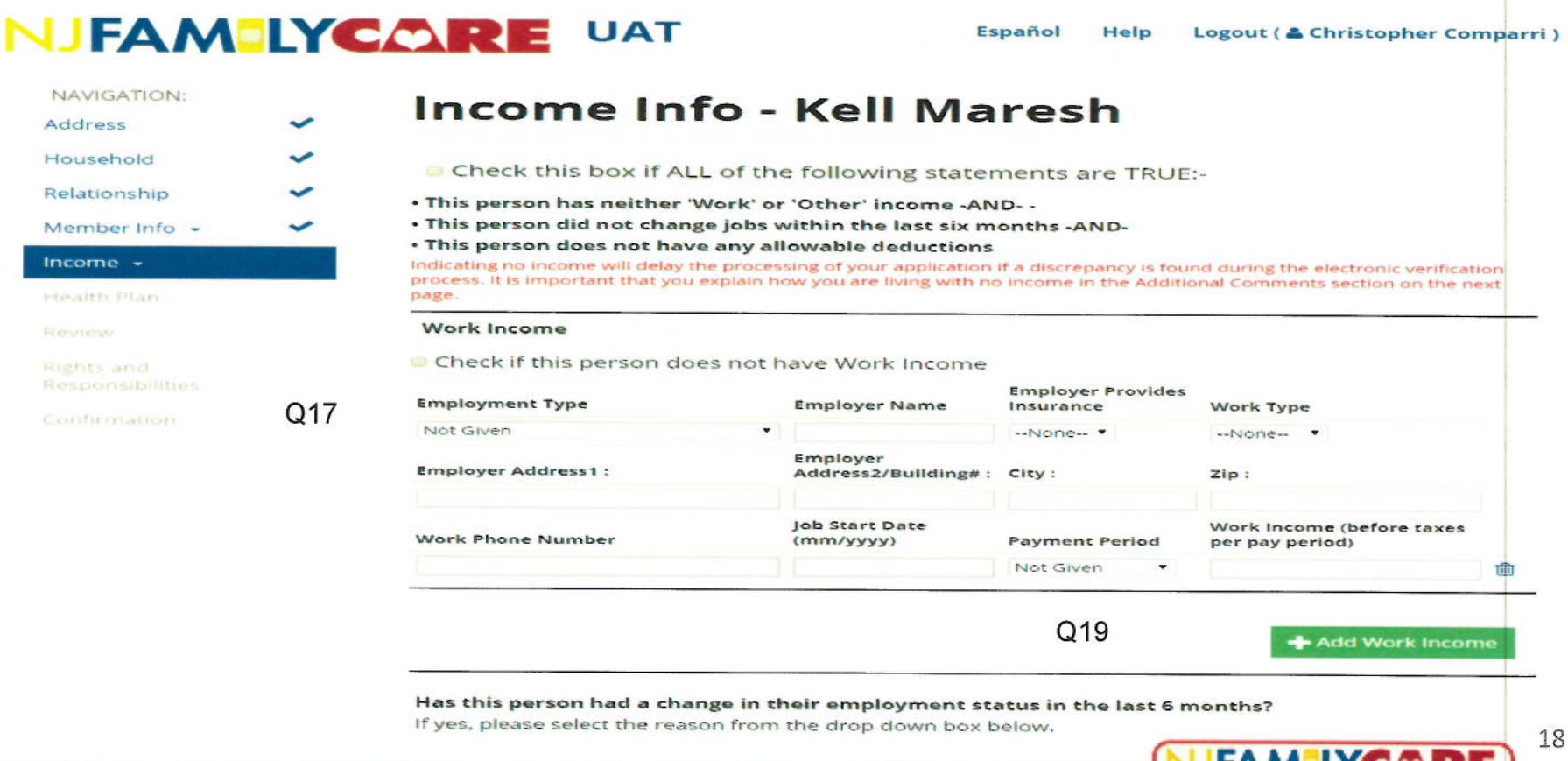


Found on the first page of:

Step 2: Person 2

Data entry – Income Info

- Just like the previous section, "Income Information" defaults to the first person on the application.
- Income Info is broken up into two sections: Income and Tax Details
- All of the information for the income section can be found on the second page of Step 2: Person 1.

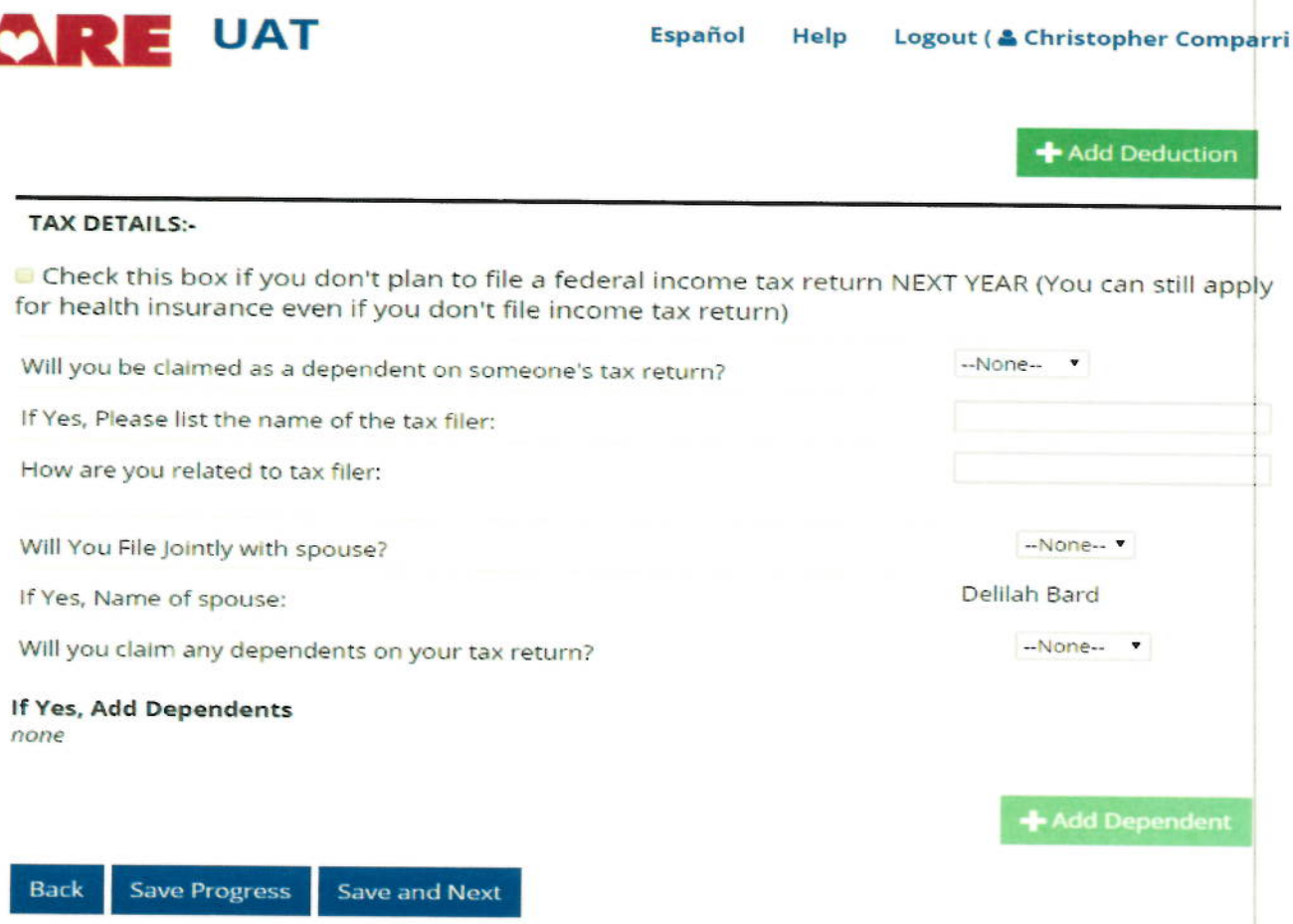


Data entry – Income Info (continued)

- The tax details section is specific in regards to tax filing status.
- This information is found in section 7a. and 7b. on the first page of Step 2: Person 1.

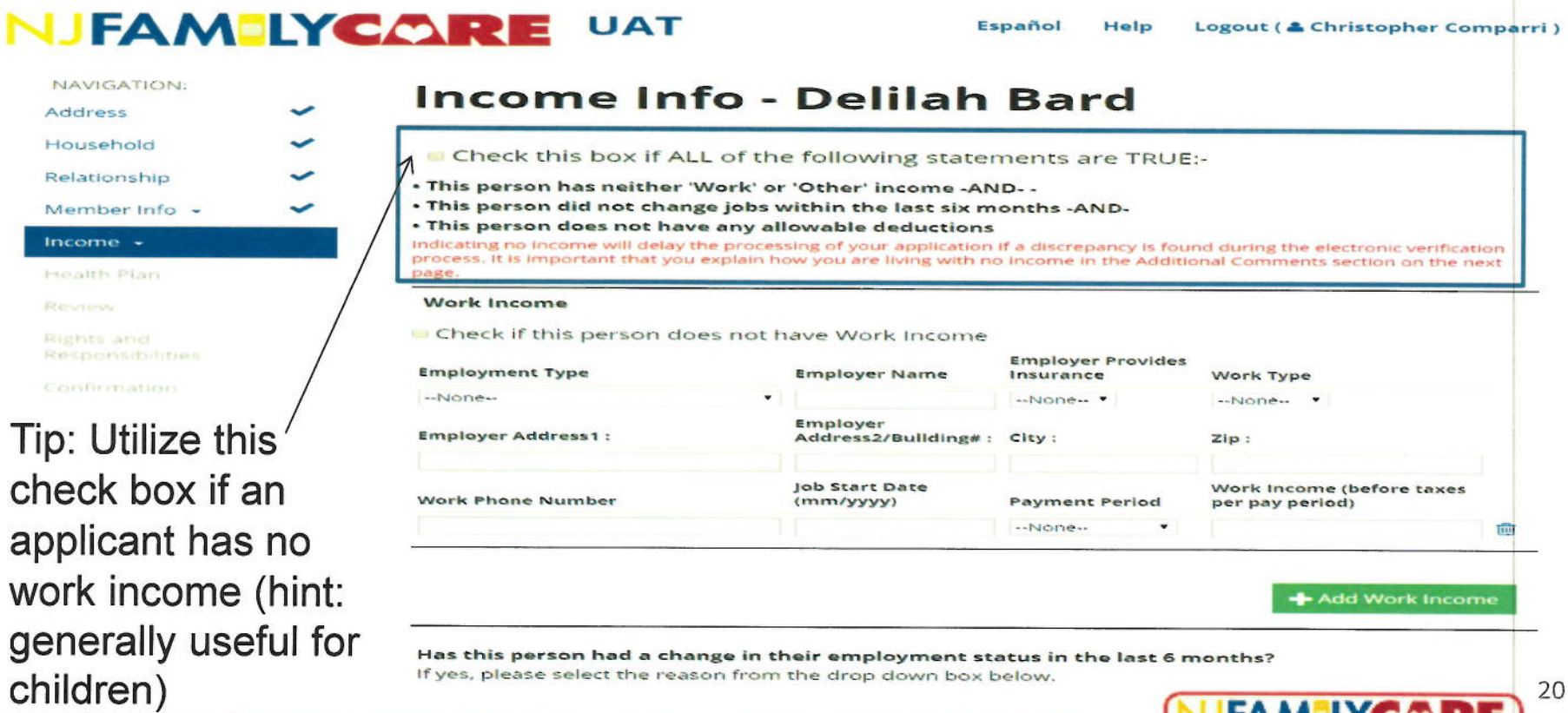
Note On the paper application the client checks the box if they plan to file a tax return. On the paper application if they leave the box unchecked, it is assumed that the applicant is NOT filing a tax return.

Here, you only check the box if they DON'T plan to file a tax return.



Data entry – Income Info (continued)

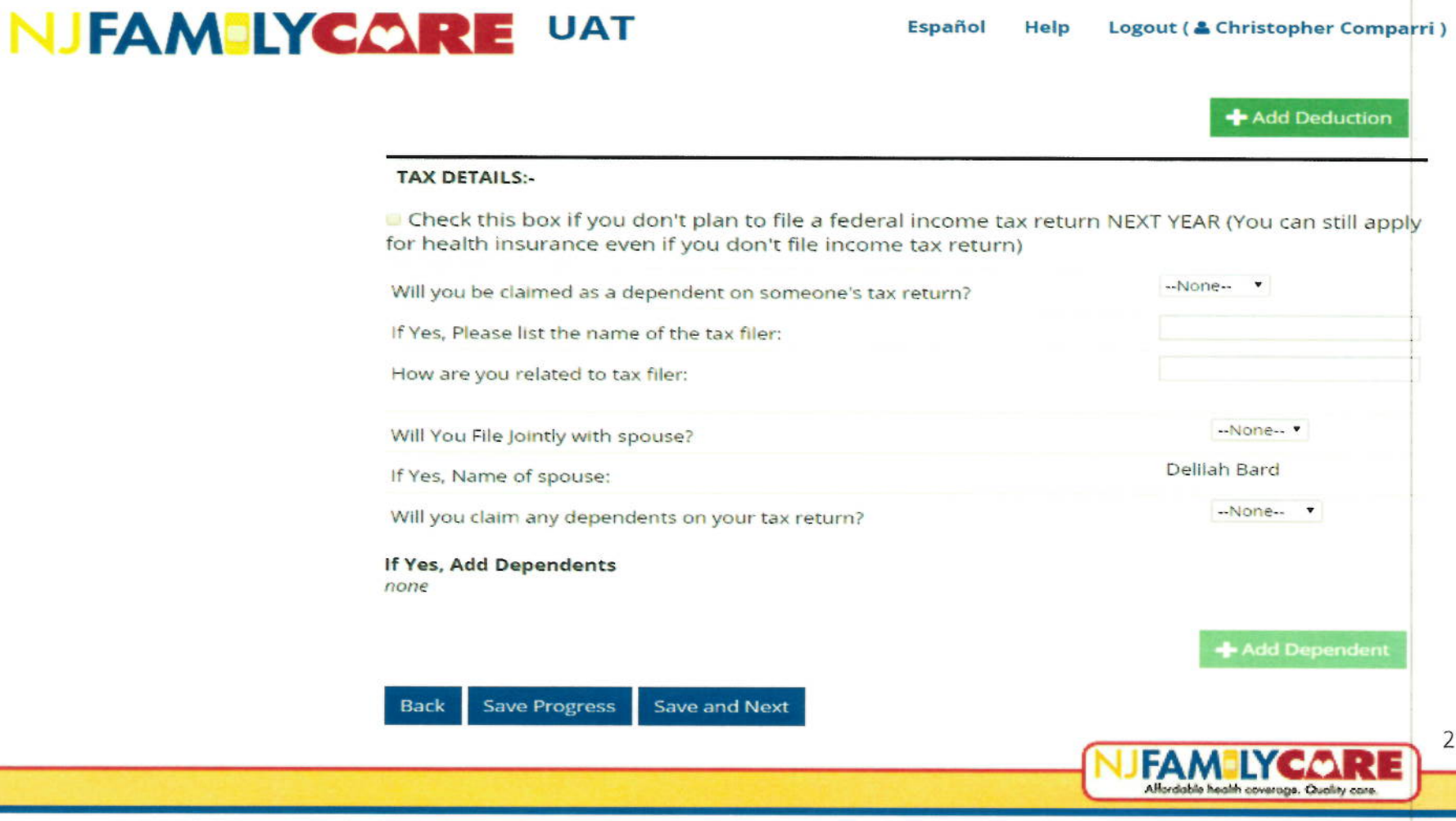
- The "Income Information" section will ask you for the information for each member of the application.
- For all additional members after the first, their information can be found on the second page labeled Step 2: Person 2 ***for that specific member.***



Tip: Utilize this check box if an applicant has no work income (hint: generally useful for children)

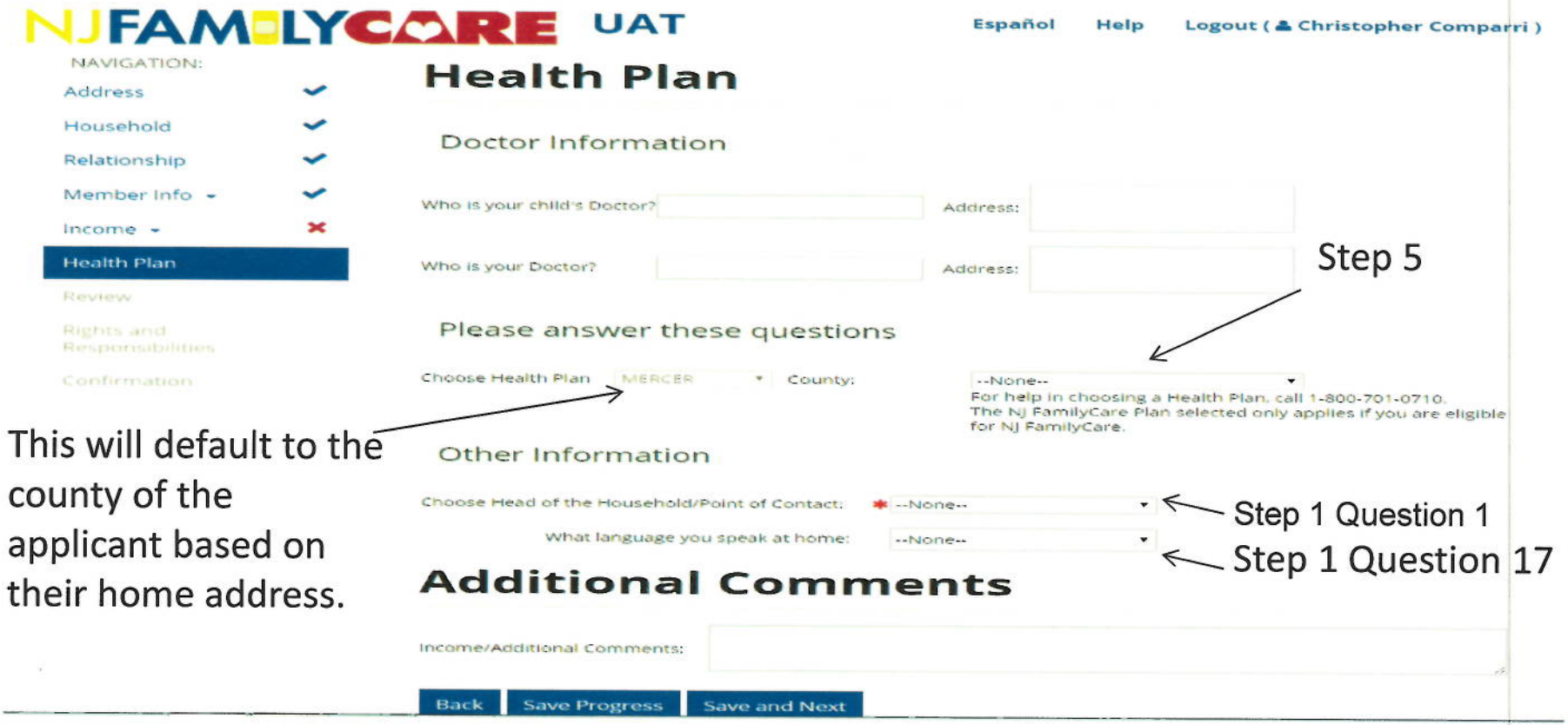
Data entry – Income Info (continued)

- If you have someone that is being claimed as a dependent such as a child, even if they have no income information to provide, this section still needs to be filled out.
- This information is found in section 8a. and 8b. on the first page of Step 2: Person 2.
- Click on “”Save and next’.



Health Plan

- If an MCO choice was not made on the application and the selection is left blank, it will be auto assigned for the applicant.
- You MUST chose a Head of Household/Point of Contact.
- Click "Save and Next" to continue.



Step 5

This will default to the county of the applicant based on their home address.

Step 1 Question 1

Step 1 Question 17

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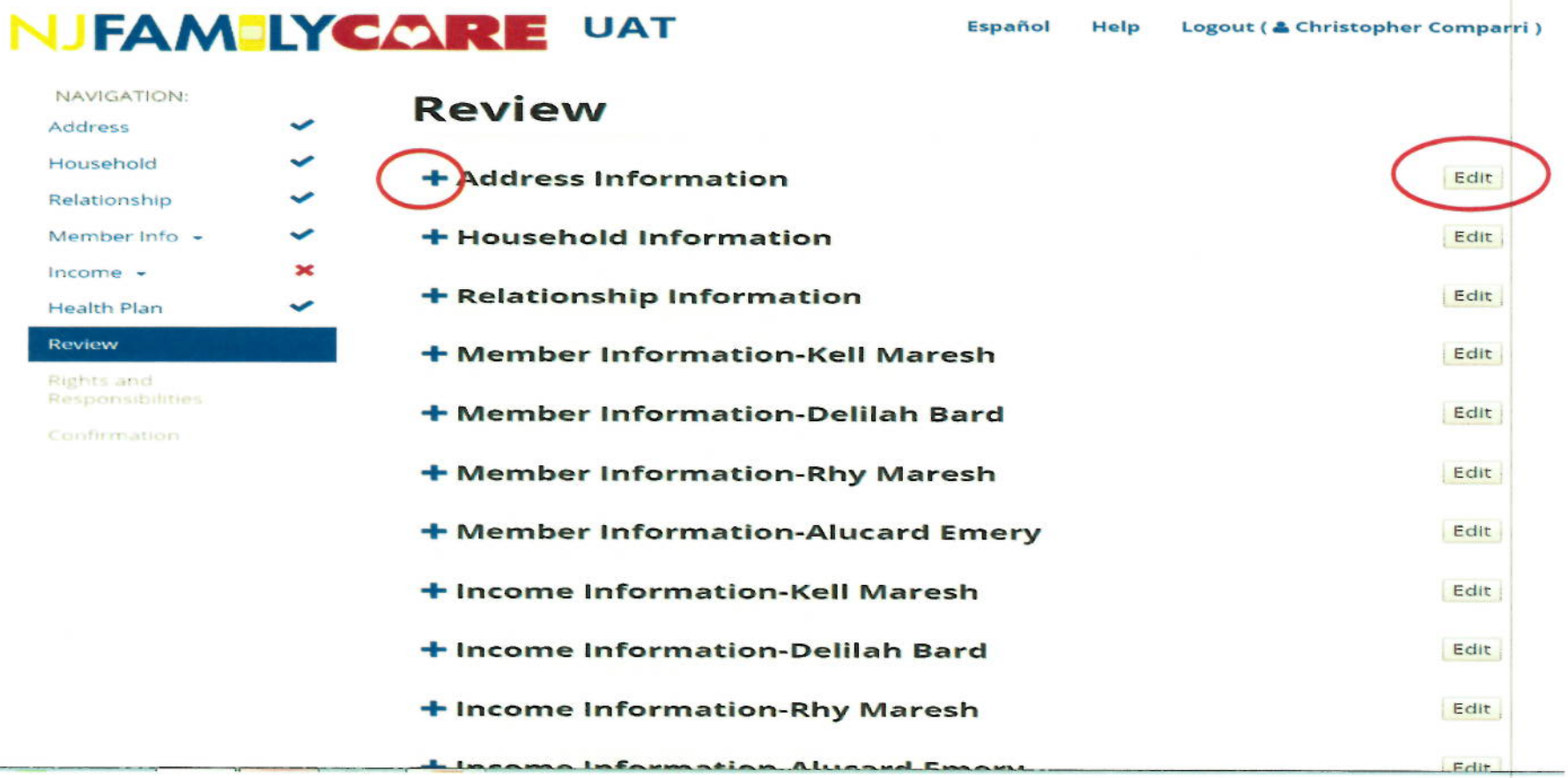
Data entry – Review

- On the "Review" page you can jump back to any previous section of the application to check or edit the information you entered.
- Click on "Save and Next" to continue.

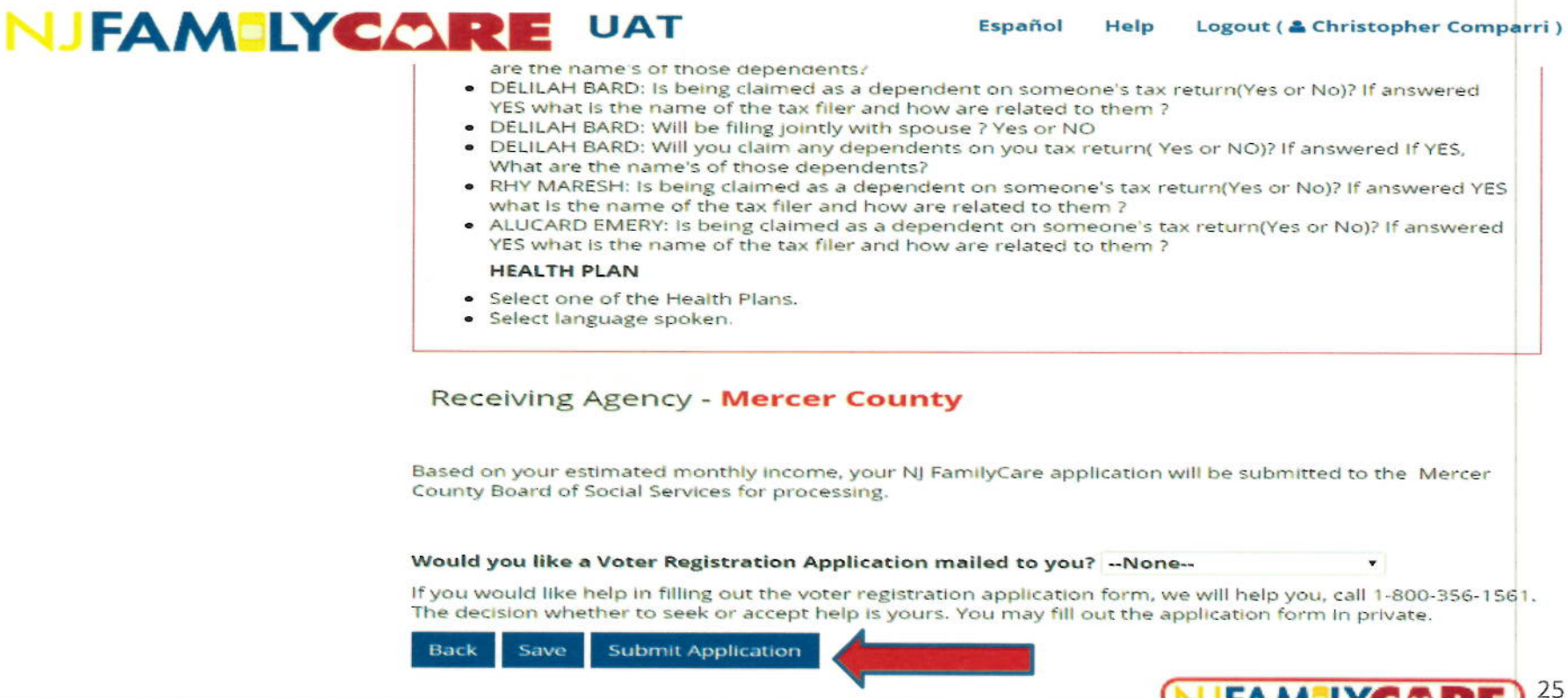


Data entry – Rights and Responsibilities

- If there is any missing information, it will be broken down by field and inform you what pieces of information are missing for each member.
- If the information is missing, you can still move forward.

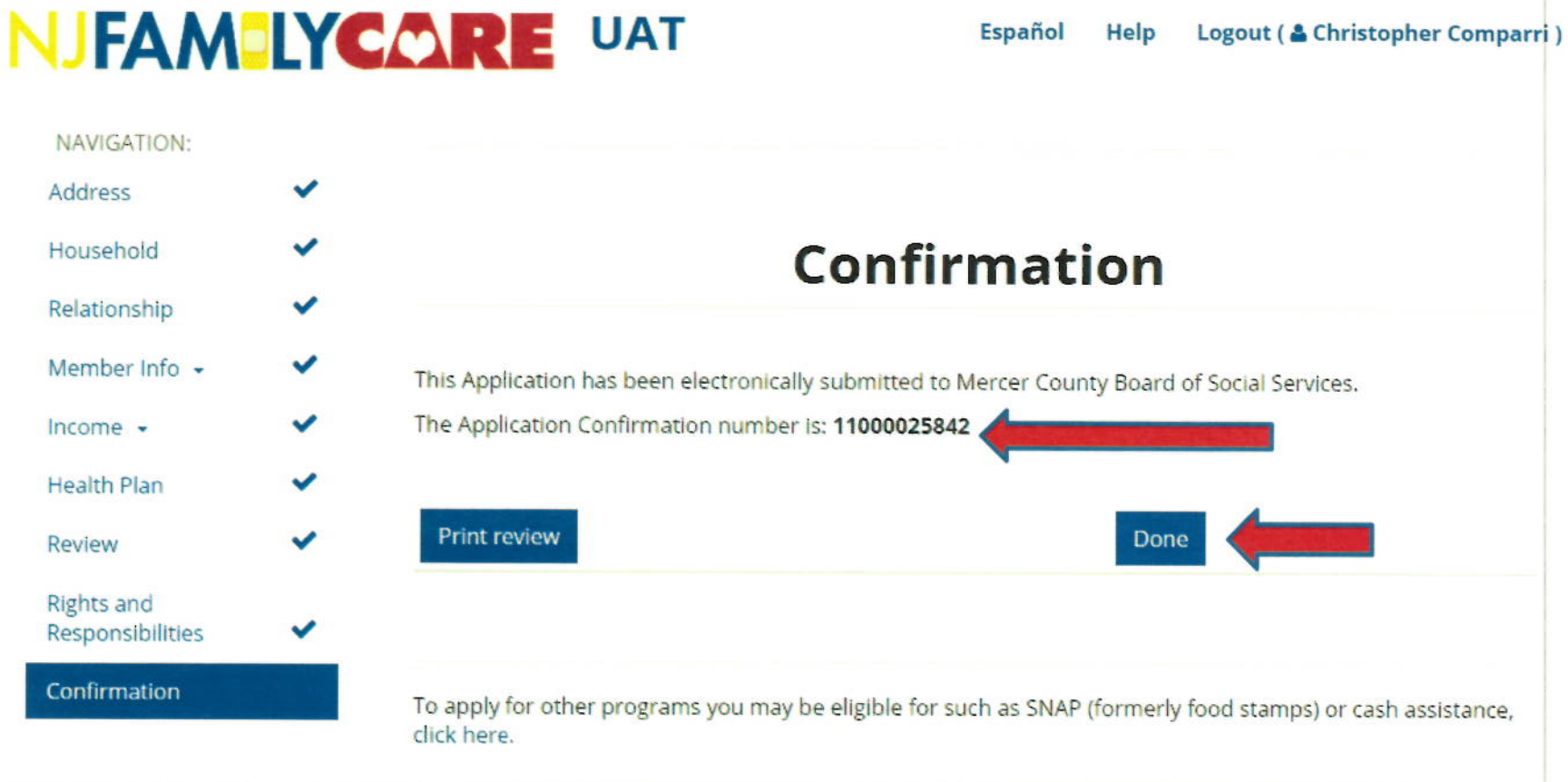
Data entry – Rights and Responsibilities (continued)

- Finally, make a choice from the drop down for voter registration (if applicable) and click on the "Submit Application" button.
- When data entering a paper application into the Worker Portal, you don't have to track statistics for voter registration by hand as this page captures that info.



Data entry – Confirmation

- On this page, you will get your confirmation number and you can print a copy of the application review.
- *Note* if an application has a confirmation number that begins with "22" then this application has been sent to the vendor. ***You will not be able to process this application because the household income is too high. Case over 147% are sent to the vendor.***
- Click on the "Done" button.



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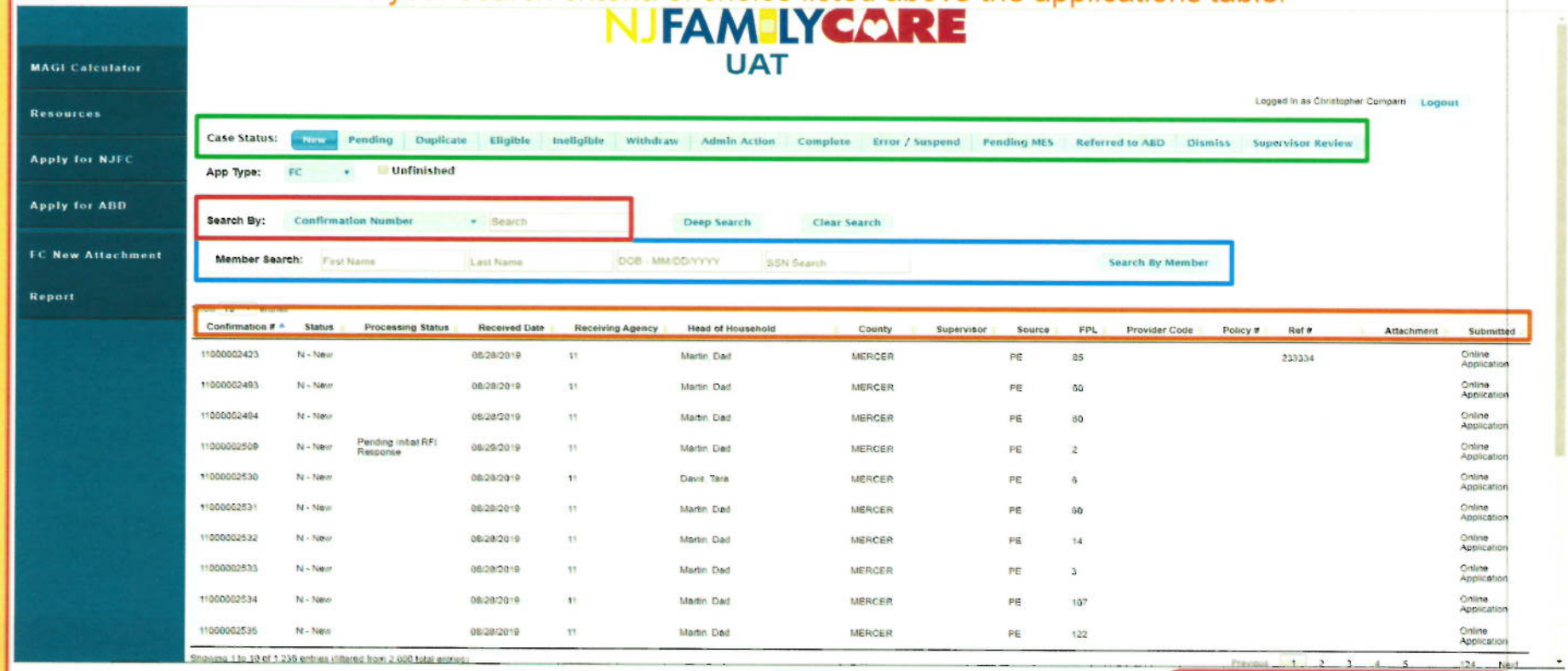
Workflow – Processing a case in the Worker Portal

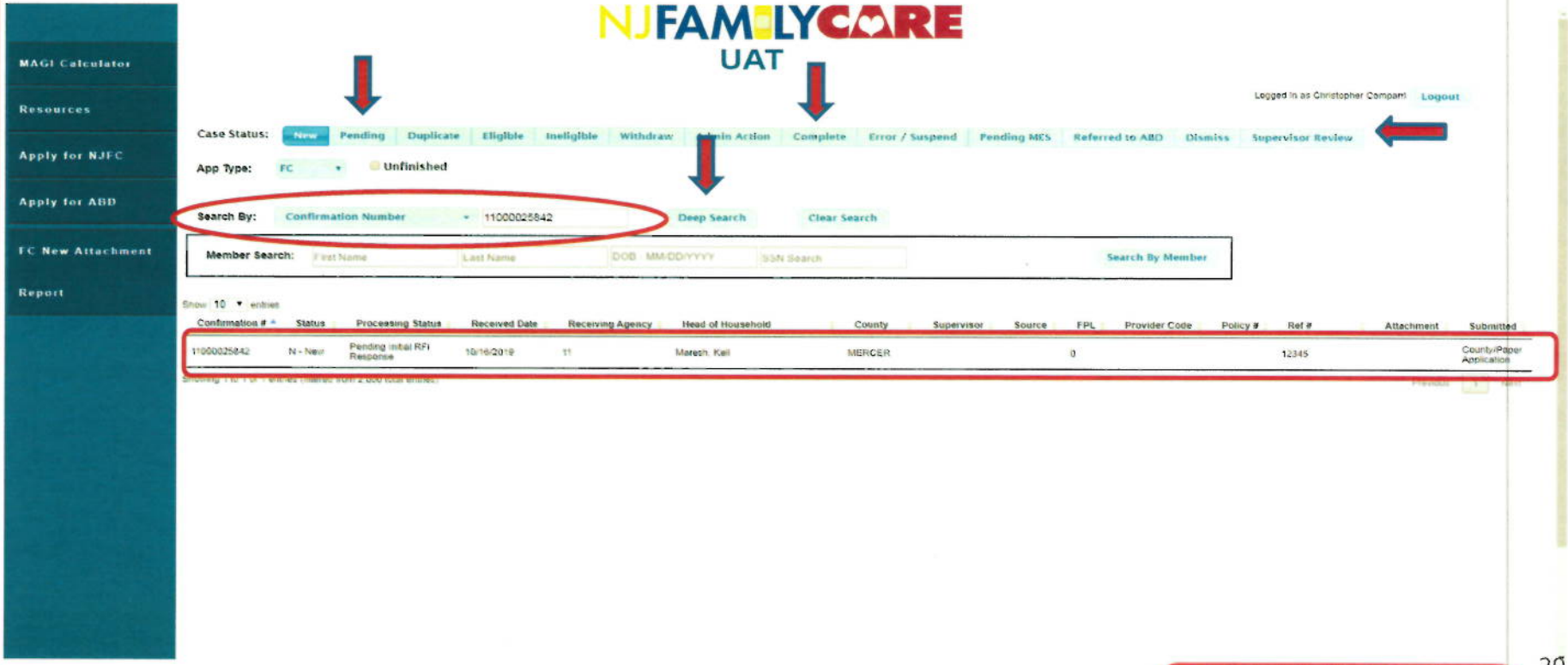
Workflow – Searching for cases

- Now that you have data entered your paper application into the Worker Portal, it is time to start processing it!
- You can find and sort applications a number of different ways in the Worker Portal:
  - You can sort applications by "Case Status" by clicking on the buttons along the top row
  - Utilizing the "Search By:" feature simply by clicking on the drop down box.
  - Member Search can be utilized if you know at least two of the required data elements in the boxes.
  - You can sort by various fields such as how the application was submitted by clicking on the arrows next to your search criteria of choice listed above the applications table.



Workflow – Searching for your case

- The most common way to search for your application is by confirmation number.
- Start by clicking on the "Search By:" button and choosing "Confirmation Number" from the drop down menu.
- After you type your confirmation number in the box, you may need to click on additional status types. To do so, simply click on the buttons next to "Case Status."
- If your case is still not appearing in the results below, click on the "Deep Search" button.
- After you have found your case, click anywhere on the application to jump right into it.



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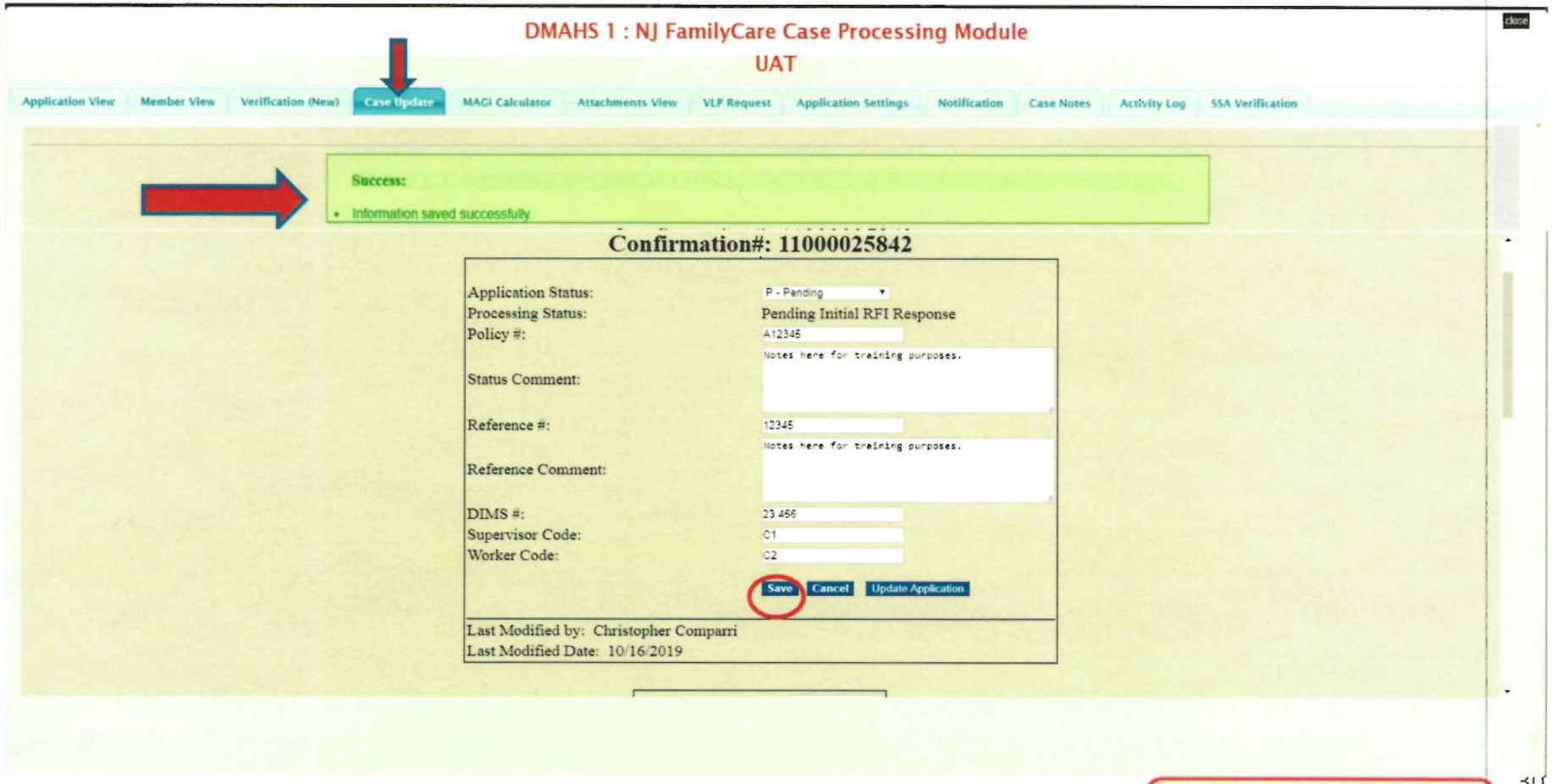
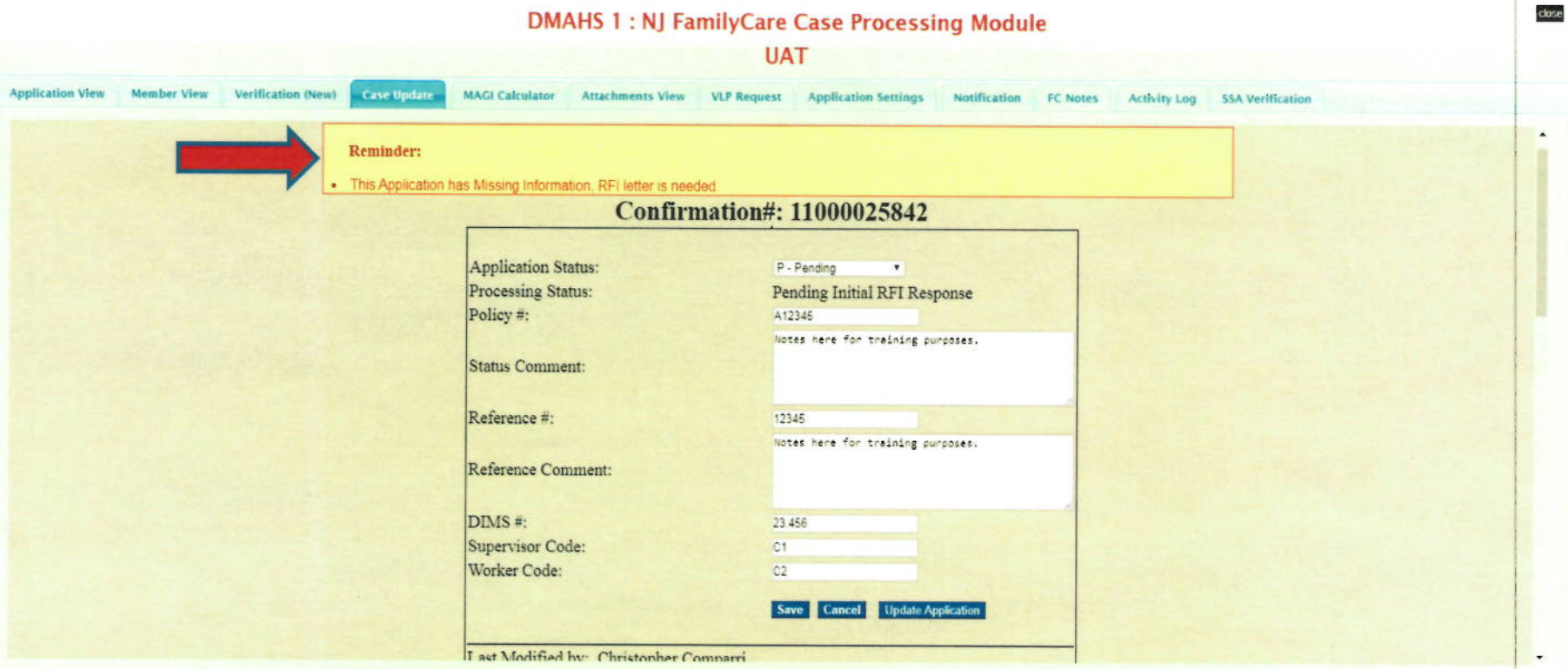
Workflow – Flipping a case status

- After clicking on your application, it defaults to the "Application View" tab.
- Click on the "Case Update" tab.
- You will need to flip the case status from "New" to "Pending."
- To do so, click on the dropdown box next to "Application Status" and choose "P - Pending."
- Click on the "Save" button. A message at the top of the screen will appear when saved.



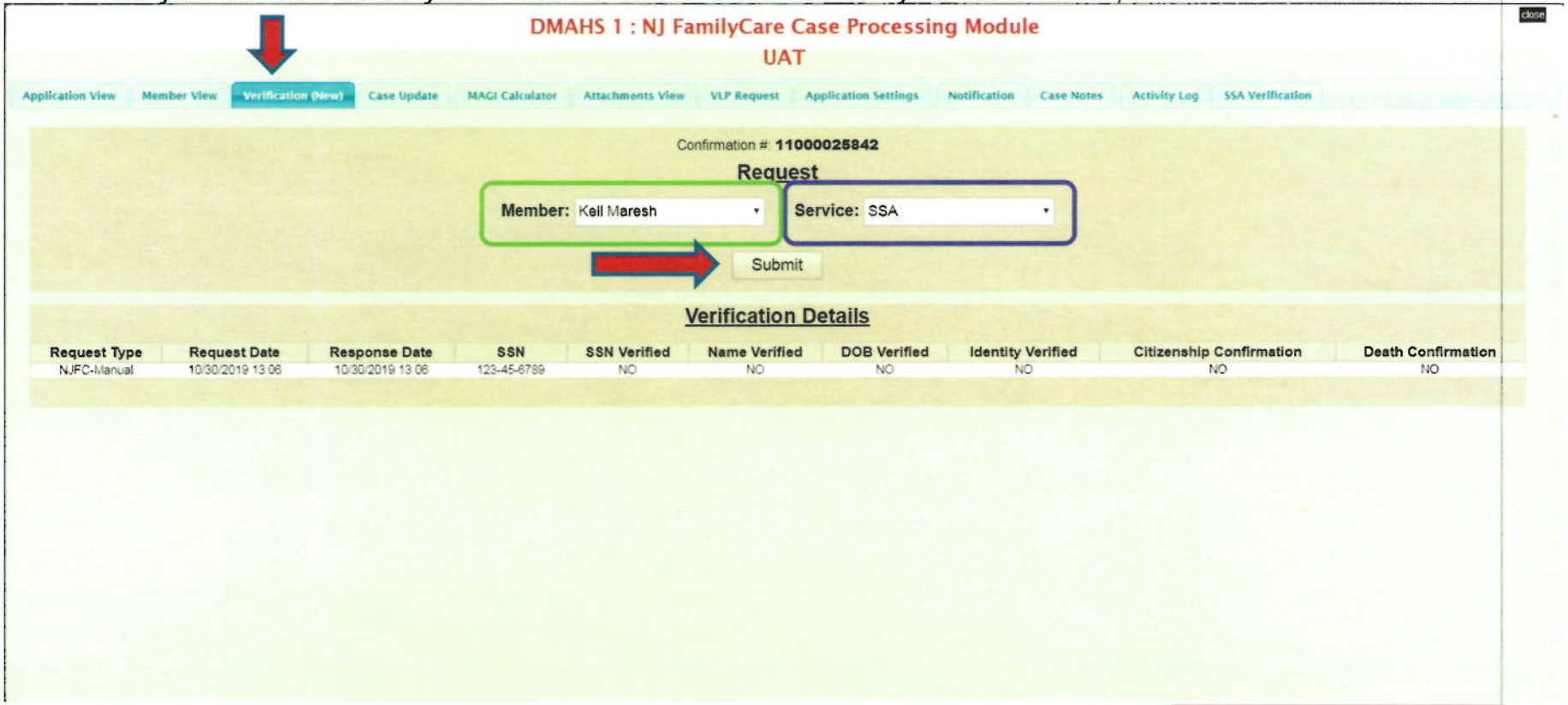
Workflow – Flipping a case status (RFI)

- If you data entered a paper application into the Worker Portal and you receive the Reminder below, you will need to generate a Request For Information (RFI) letter.
- *Note* your case has still been flipped into a "Pending" status but more information may be required in order to properly determine eligibility.
- **This is not an error message!**



Workflow – Running Verifications

- Now that you're in a "Pending" status, it's time to check and run (if necessary) your verifications.
- Start by clicking on the "Verification" tab.
- You have to first choose the member whose verifications you want to run by selecting a member from the dropdown box next to "Member."
- Then you can select between running an SSA or VLP verification by selecting an option from the dropdown box next to "Service."
- Once you have selected your member and the verification you want to run, click on the "Submit" button.



Workflow – Running Verifications (continued)

- When you run a manual verification a time stamp of the request type, date, and if the information was verified will be logged down under the "Verification details" (pictured below.)
- If ALL of the fields ("SSN Verified" through "Citizenship Confirmation") come back with a "Yes" then your information has been verified and you are good to go.
- If a field comes back with a "No" you will need to update information and re-run verifications manually.
- The only field that can be filled with a "No" is "Death Confirmation."

Verification Details

Request Type	Request Date	Response Date	SSN	SSN Verified	Name Verified	DOB Verified	Identity Verified	Citizenship Confirmation	Death Confirmation
NJFC-Manual	10/30/2019 13:06	10/30/2019 13:06	123-45-6789	NO	NO	NO	NO	NO	NO

There are three instances where a manual verification should be ran:

1. If you are trying to process your case the same day you data enter it into the Worker Portal. These MUST be ran before flipping the case from "New" to "Pending."
2. If you receive a Request For Information alert after switching your case from "New" to "Pending" and you are trying to process the case the same day it has been data entered.
3. If you do an update to the case and change any of information relating to SSA or VLP.

Workflow – Running Verifications (continued)

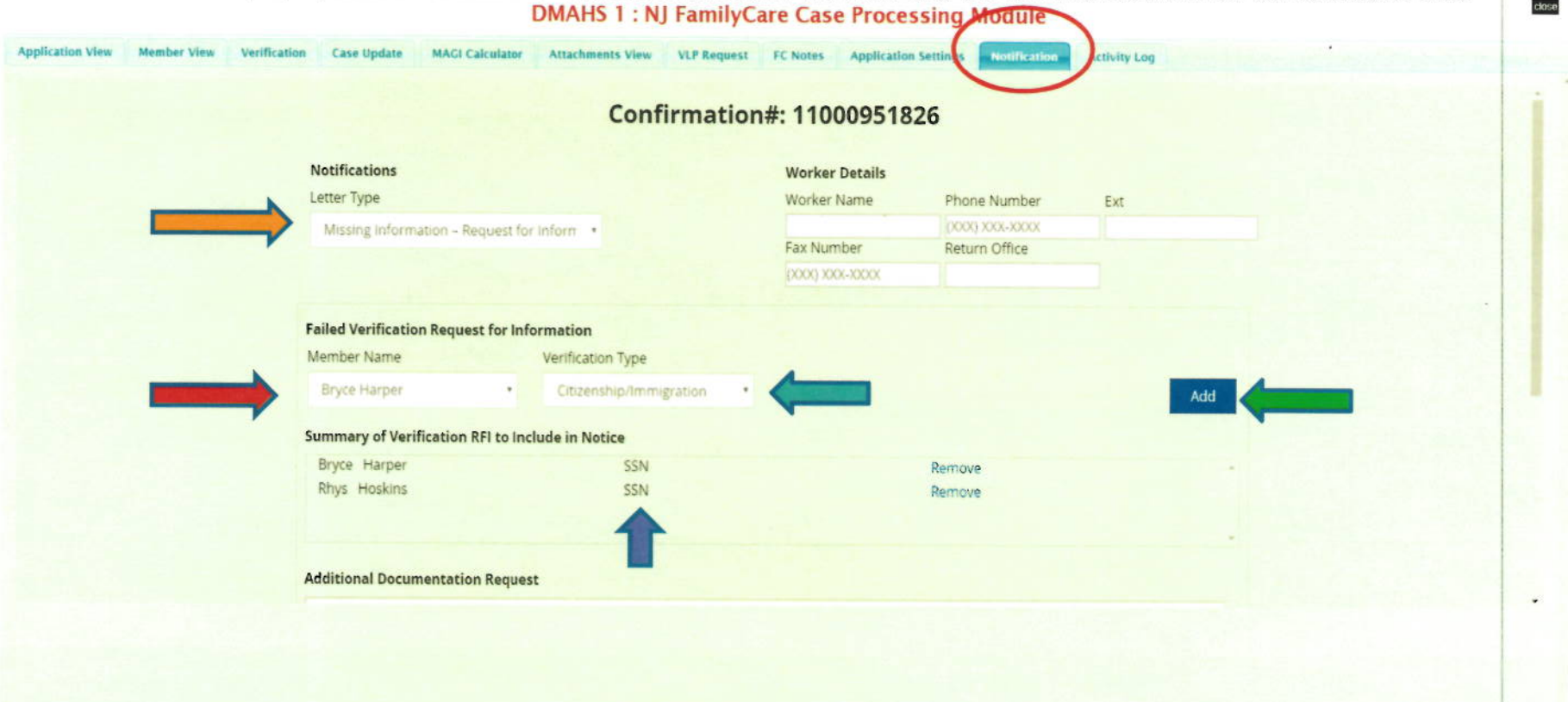
Verification Details

Request Type	Request Date	Response Date	SSN	SSN Verified	Name Verified	DOB Verified	Identity Verified	Citizenship Confirmation	Death Confirmation
NJFC-Manual	10/30/2019 13:06	10/30/2019 13:06	123-45-6789	NO	NO	NO	NO	NO	NO

- There are two Request Types: "Batch" or "Manual."
- Batch verifications are ran automatically overnight after a paper app is data entered into the Worker Portal and when an online application enters the Worker Portal.
- Manual verifications are the type described on the previous slide. They are ran by the worker.
- If you update information on a case that can have an impact on either SSA or VLP verification, you will need to rerun verifications for **EACH** member whose information you updated but only for the affected service.
- *Note* A manual verification will only be necessary if you are trying to process your case the same day you data enter it into the Worker Portal **OR** if you do an update to the case and change any information.
- Verifications will need to be ran for **EACH** member and for **EACH** service if you are trying to process a case the same day it is data entered into the Worker Portal.
- Prior to generating your RFI letter, you must run your SSA and VLP verifications for any application.
- By doing so, you will be able to generate on the RFI letter any additional fields that are necessary to determine eligibility.

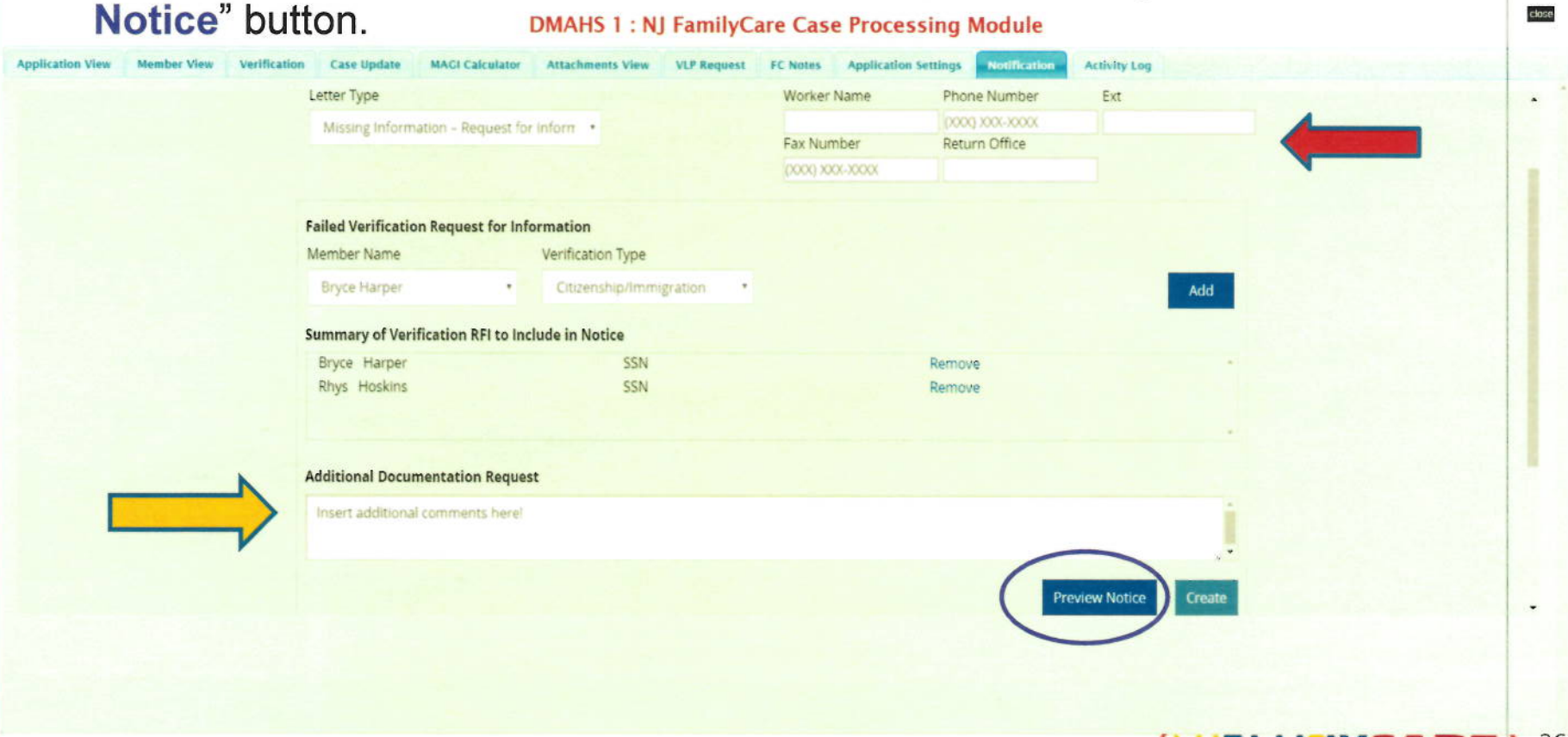
Workflow – Generating your RFI letter

- To request missing information, first click on the "Notification" tab.
- Click on the dropdown box under "**Letter Type**" and choose "Missing Information – Request for Information."
- To request additional verification information for a specific member, choose which member you are requesting information for by using the dropdown box under "**Member Name**."
- Using the dropdown box under "**Verification Type**" additional options for "Citizenship/Immigration" or "Income" will be added to the RFI which provide acceptable documentation to act as proof of citizenship status or income upon clicking the "**Add**" button.
- *Note* **SSN** is prepopulated if a batch or manual verification was ran and the SSN wasn't verified at the federal hub.



Workflow – Generating your RFI letter

- You can provide detailed comments requesting additional documentation by filling out the field "**Additional Documentation Request**." You **do not** have to click on anything for the comments in this section to be added to the RFI.
- Workers must place their name, phone number, fax number and return office in the fields under the "**Worker Details**" section prior clicking on the "**Preview Notice**" button.

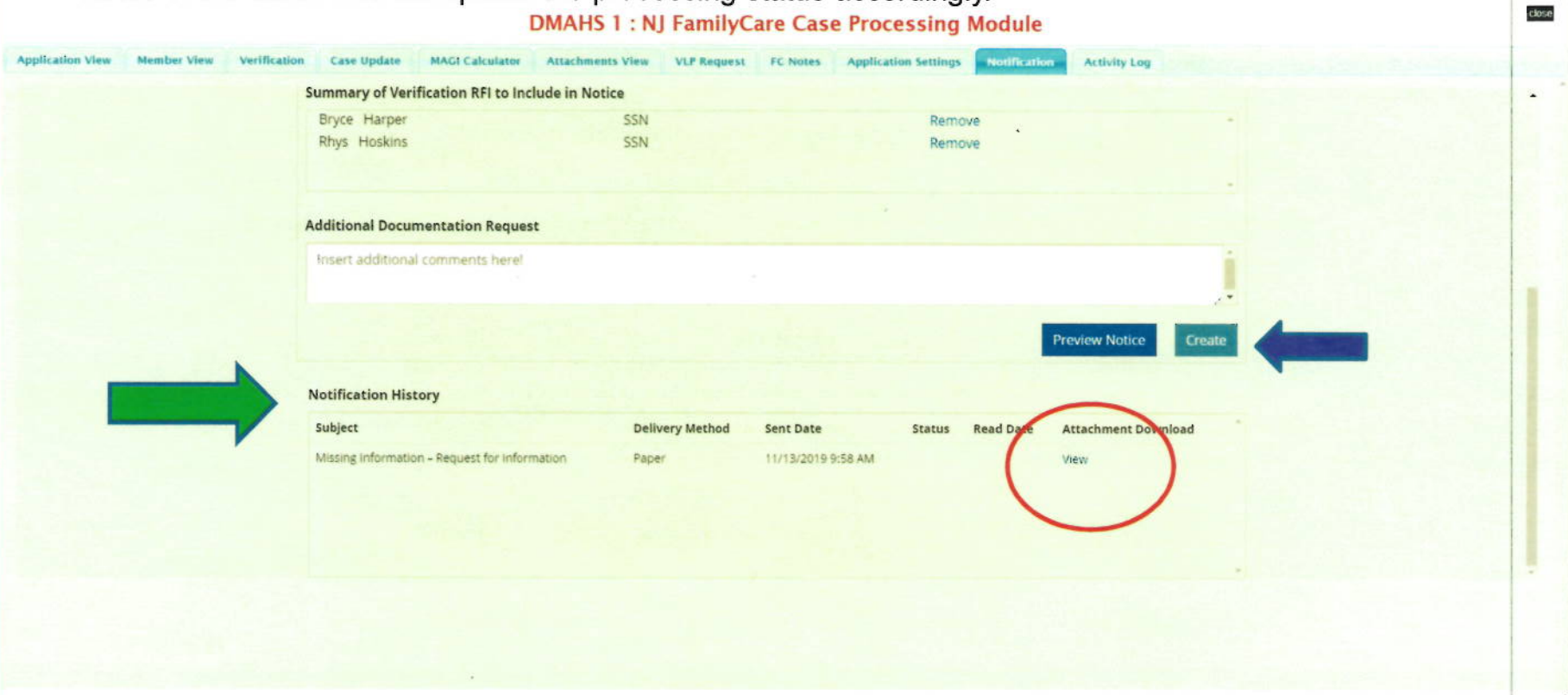


Workflow – Generating your RFI letter

- After clicking on the "Preview" button, a new tab will be opened in your web browser with the RFI letter.
- Verification requests and any additional documentation requests will be included in this letter.
- Note* This is NOT the letter that is to be printed and sent to the applicant as it is marked with "DRAFT ONLY"
- After reviewing the letter, click on the small "X" in the web browser tab to return to the application.

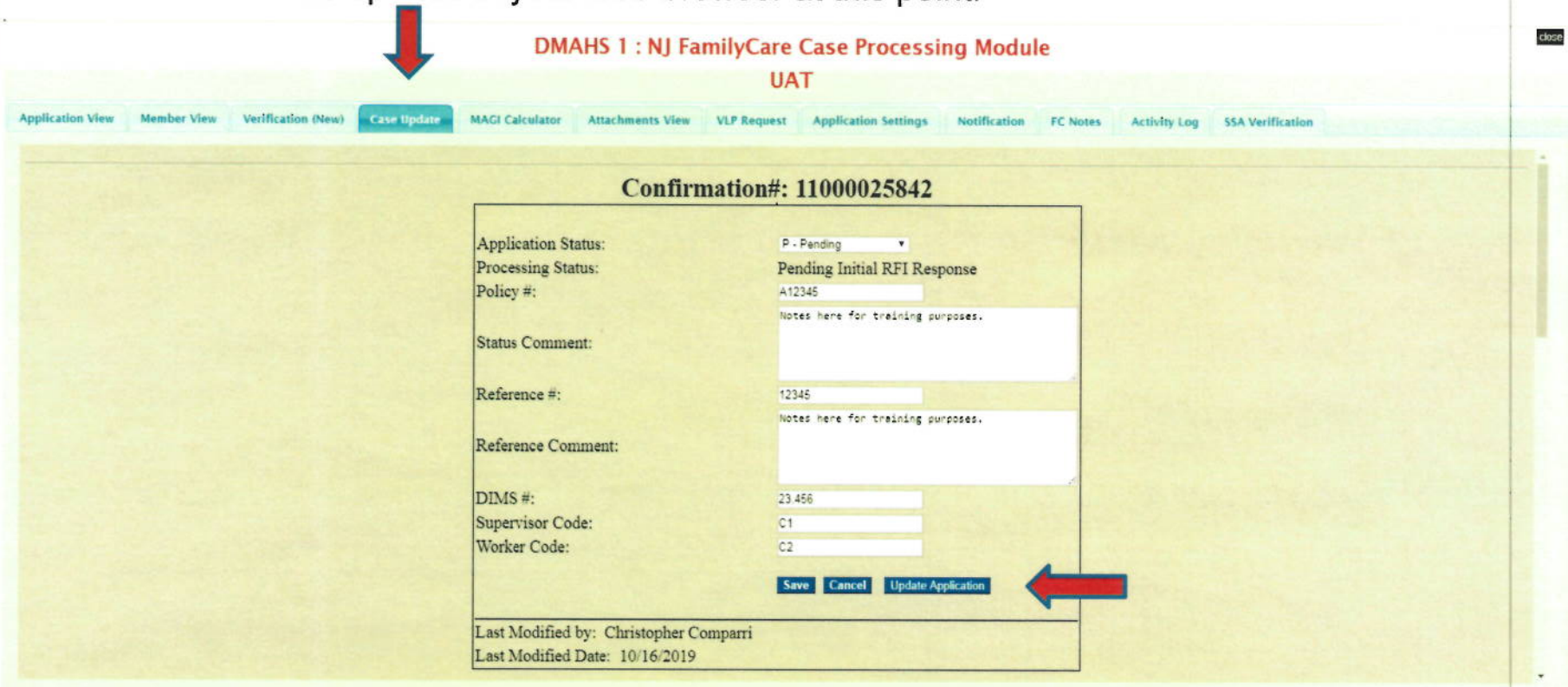
Workflow – Generating your RFI letter

- Click on the "**Create**" button to create the RFI letter.
- The "**Notification History**" will be generated time stamping the date it was done and which subject the letter was mailed out requesting information for.
- This letter will be printable by clicking on the "**View**" button under the attachment section of the "Notification History." This will open the letter in a new tab just as it did when you previewed the letter. It can be printed from there this time without the "Draft" watermark.
- Once the RFI letter is created, there is a 14 day client response window that is initiated.
- The system clock will count 14 days based on the date the letter was created. It will also update the processing status of the case. This will update the processing status accordingly.



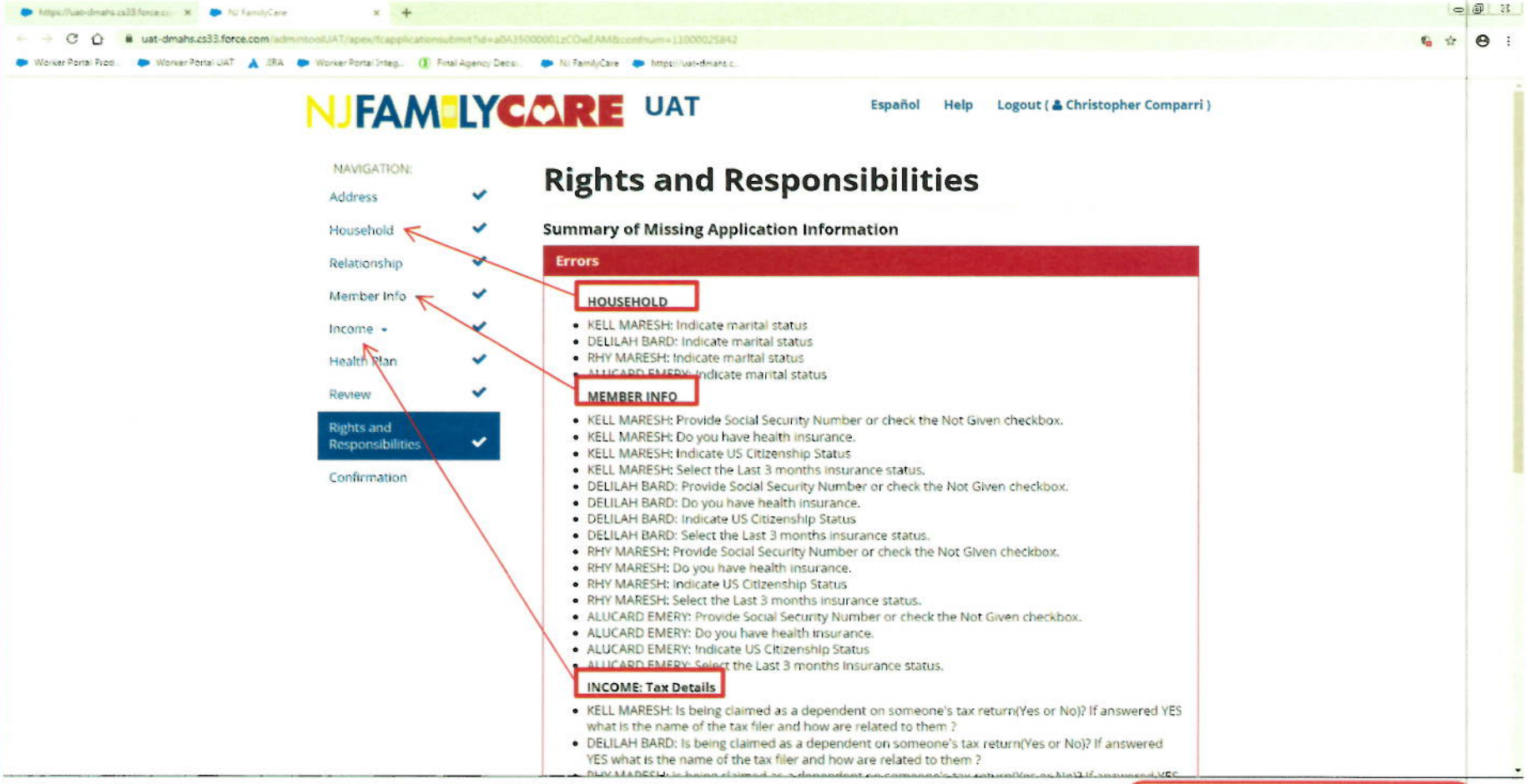
Workflow – Updating information

- First, find and select your application by searching for the confirmation number on the Worker Portal home page.
- After selecting your application, click on the "Case Update" tab.
- To update the information, click on the "Update Application" button.
- A new tab will be opened in your web browser at this point.



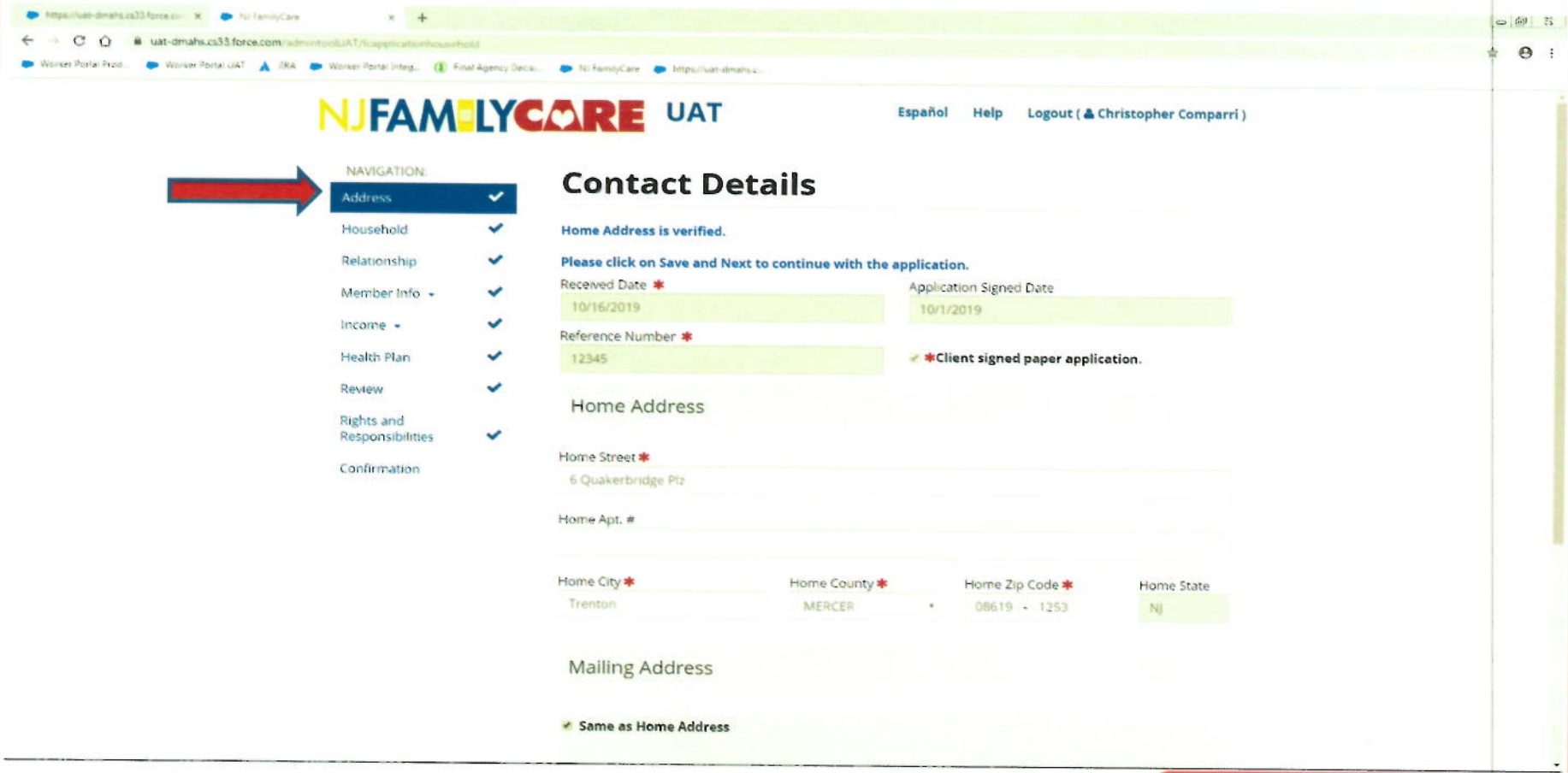
Workflow – Updating information

- In this new tab, a summary of the missing information is given and what section each piece of missing information can be found in is listed.
- To update information on the application, you must click on the corresponding field you wish to update.



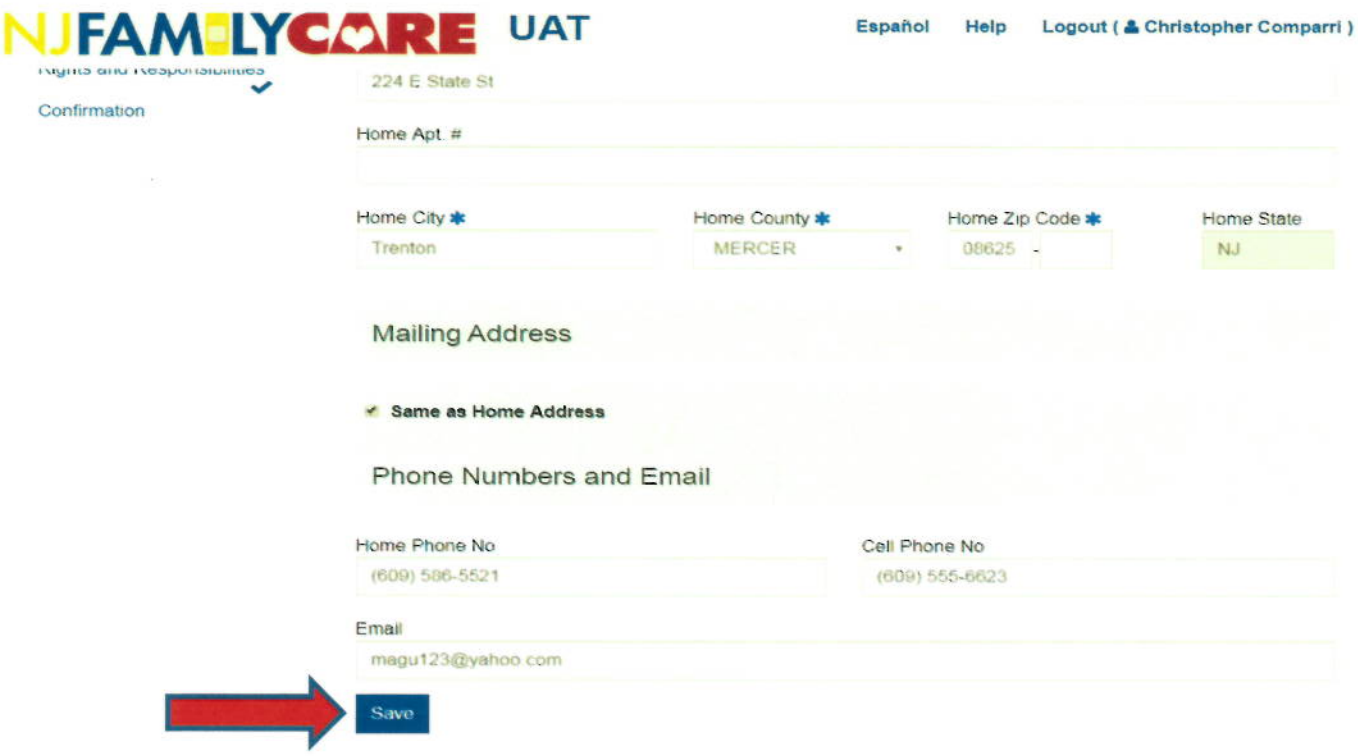
Workflow – Updating information

- To update address related information click on the “Address” tab.
- In the “Address” field, you can update the home street, apt #, city, county & zip code as well as the phone numbers and email addresses for the client.



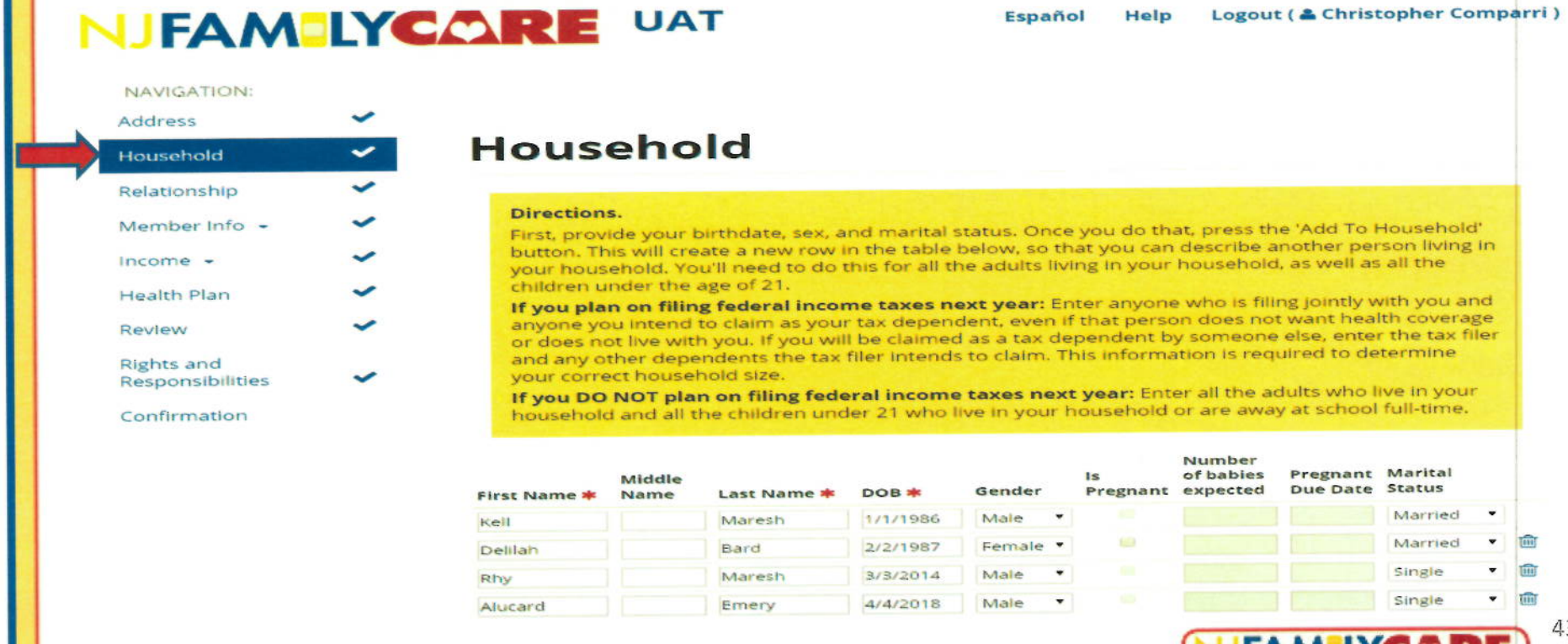
Workflow – Updating information

- Once you have updated the information, make sure to click on the “Save” button at the bottom.



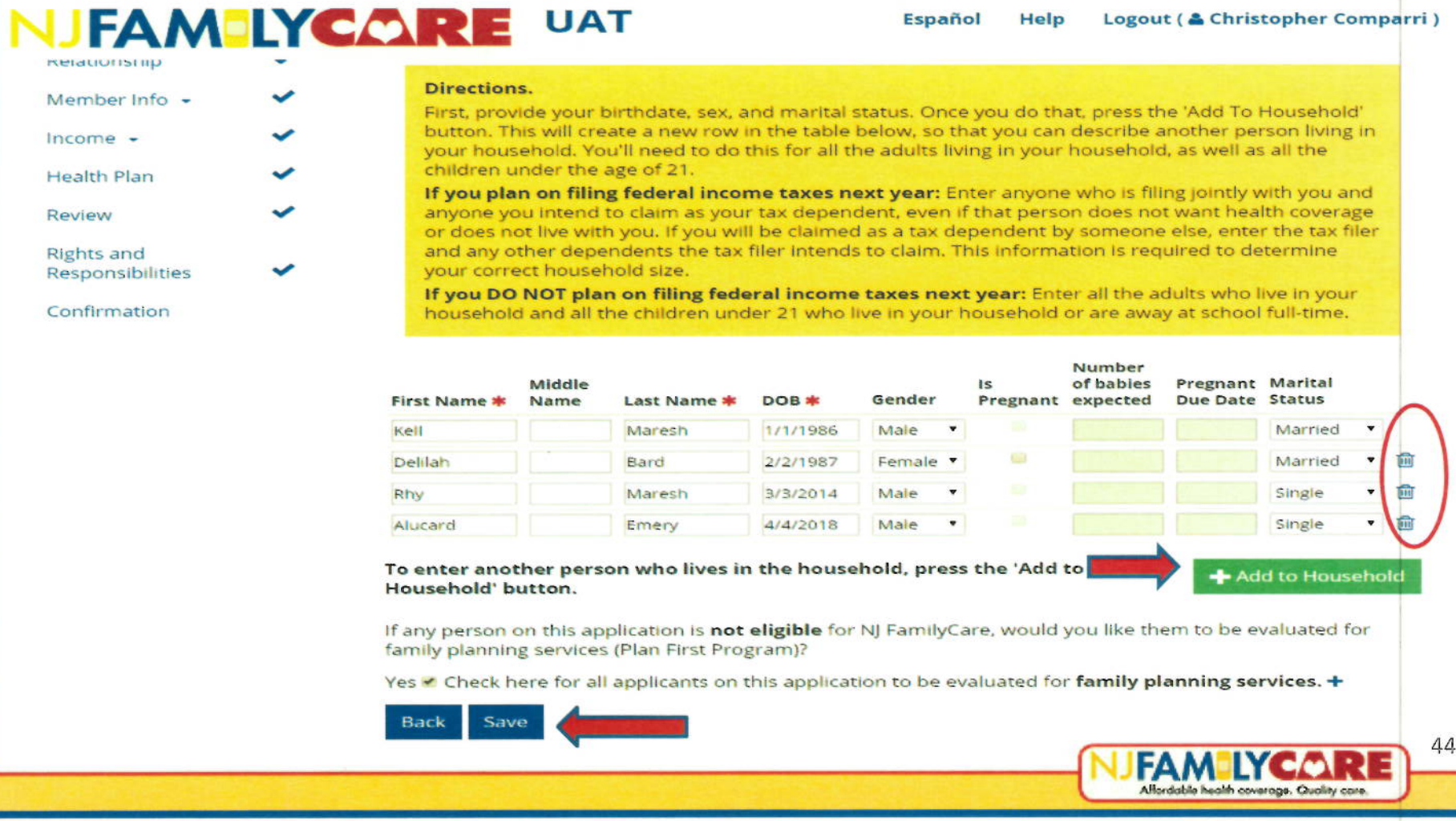
Workflow – Updating information

- To update household related information click on the "Household" tab.
- In the "Household" field, you can update:
  - First & Last Name
  - Date of birth (DOB)
  - Gender
  - If a member is pregnant (number of babies expected and due date)
  - Martial Status



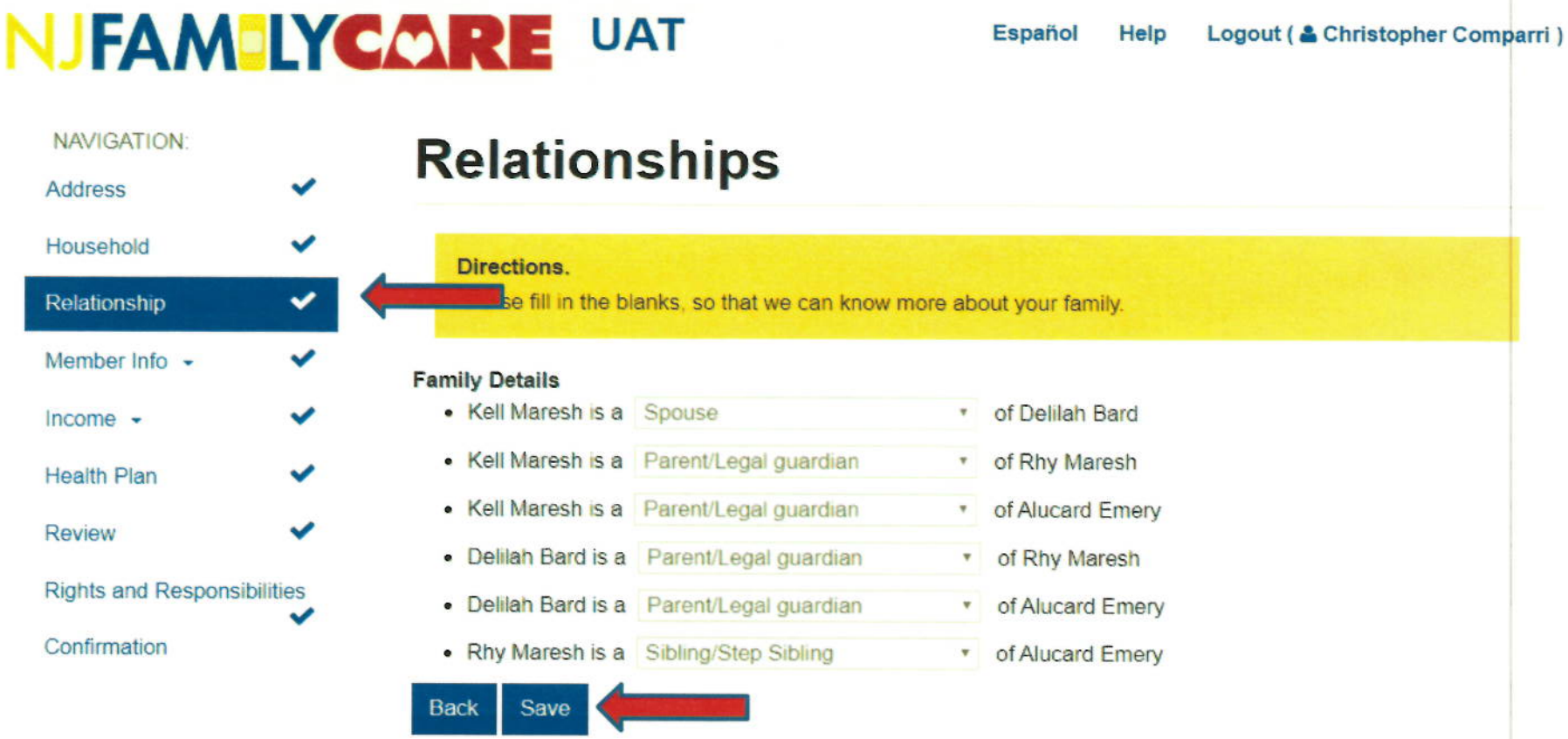
Workflow – Updating information

- You can also add or remove members from an application as well as change the response if the applicant wished to be evaluated for family planning services.
- As with all other fields, when updated with the new information, make sure to click on the "Save" button at the bottom.



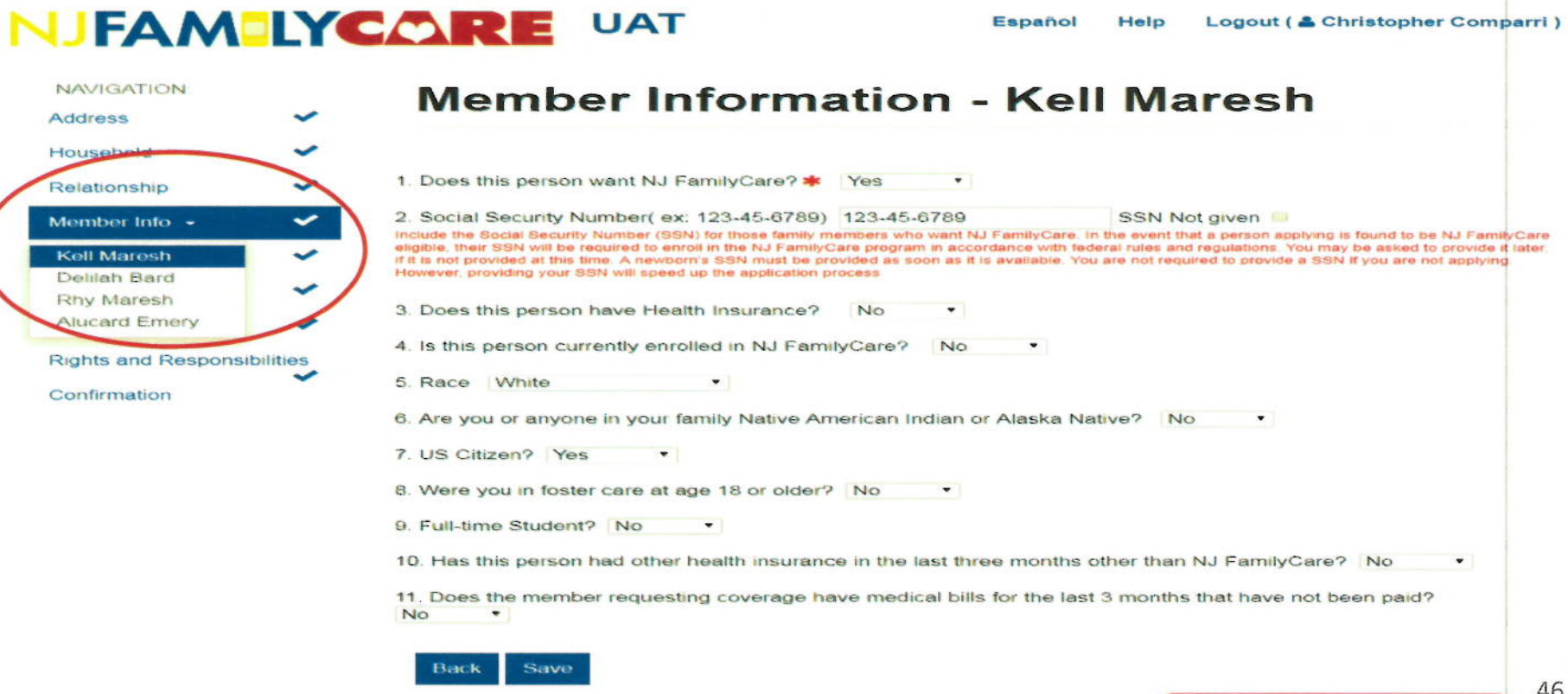
Workflow – Updating information

- To update relationships information, click on the "Relationships" tab.
- When a member is added to the application in the "Household" tab, you must come to this tab and update your relationships.
- As with all other fields, when updated with new information, make sure to click on the "Save" button at the bottom.



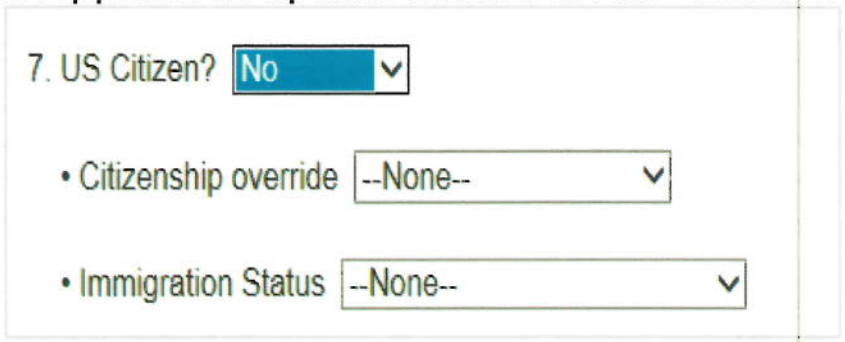
Workflow – Updating information

- To update member specific information, click on the "Member Info" tab.
- On the "Member Info" tab, you can update information such as: if the applicant wants NJ FamilyCare, SSN, citizenship status, if the applicants have other health insurance or if someone is a full-time student.
- *Note* **This information is sorted by each member individually**. You must click on the specific member name whose information you wish to update.
- As with all other fields, when updated with the new information, make sure to click on the "Save" button at the bottom.

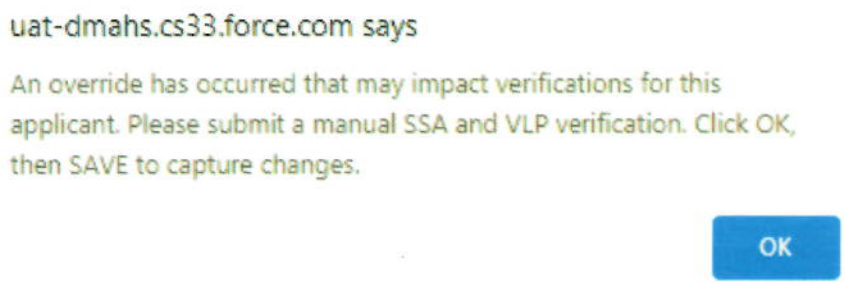


Workflow – Updating information

- Citizenship override will now be available in the Application update feature on the "Member Information" page of the application.



- If you make a change to the SSN (social security number) or citizenship status of an applicant, a pop up box (pictured below) will appear informing you that you will need to submit a manual SSA or VLP verification.
- This can be done after you enter in all of the updated applicant information, closed out of the application and gone back into it so that it is updated with all of the new information you entered.



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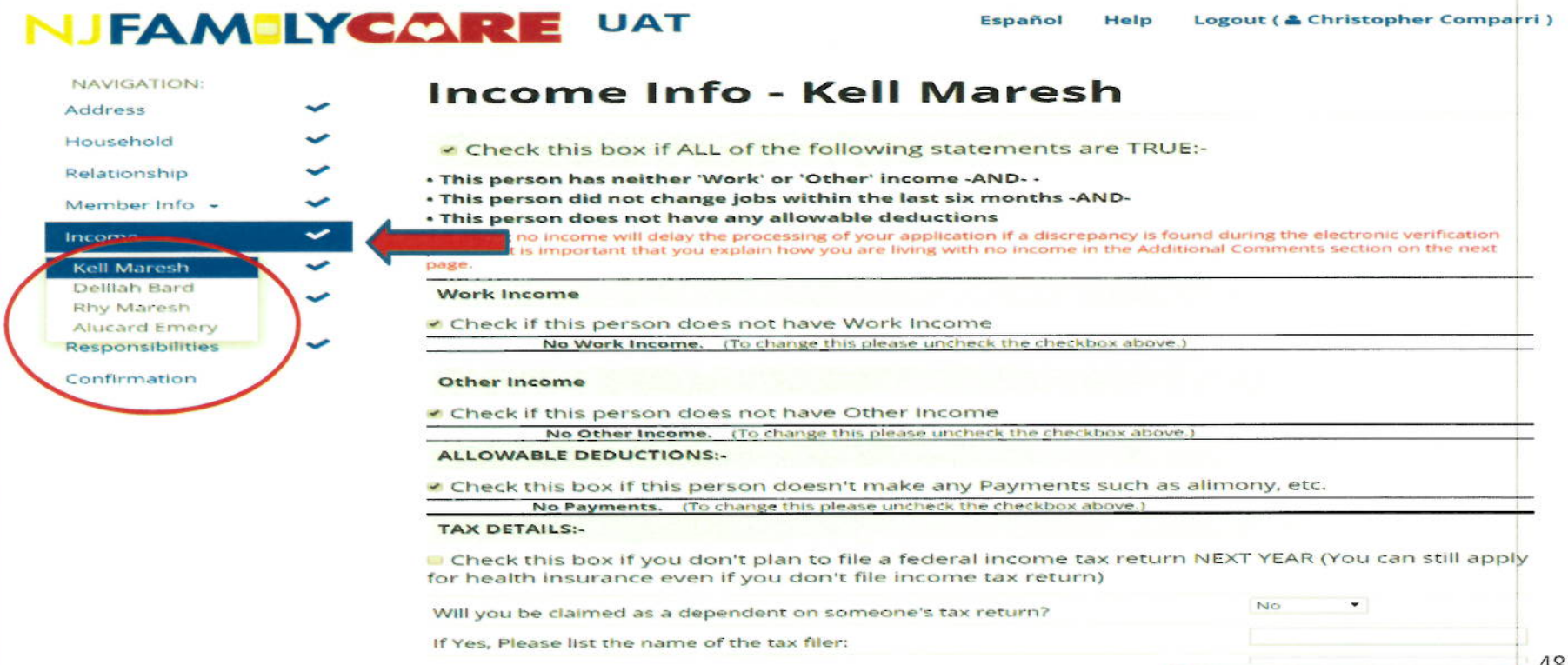
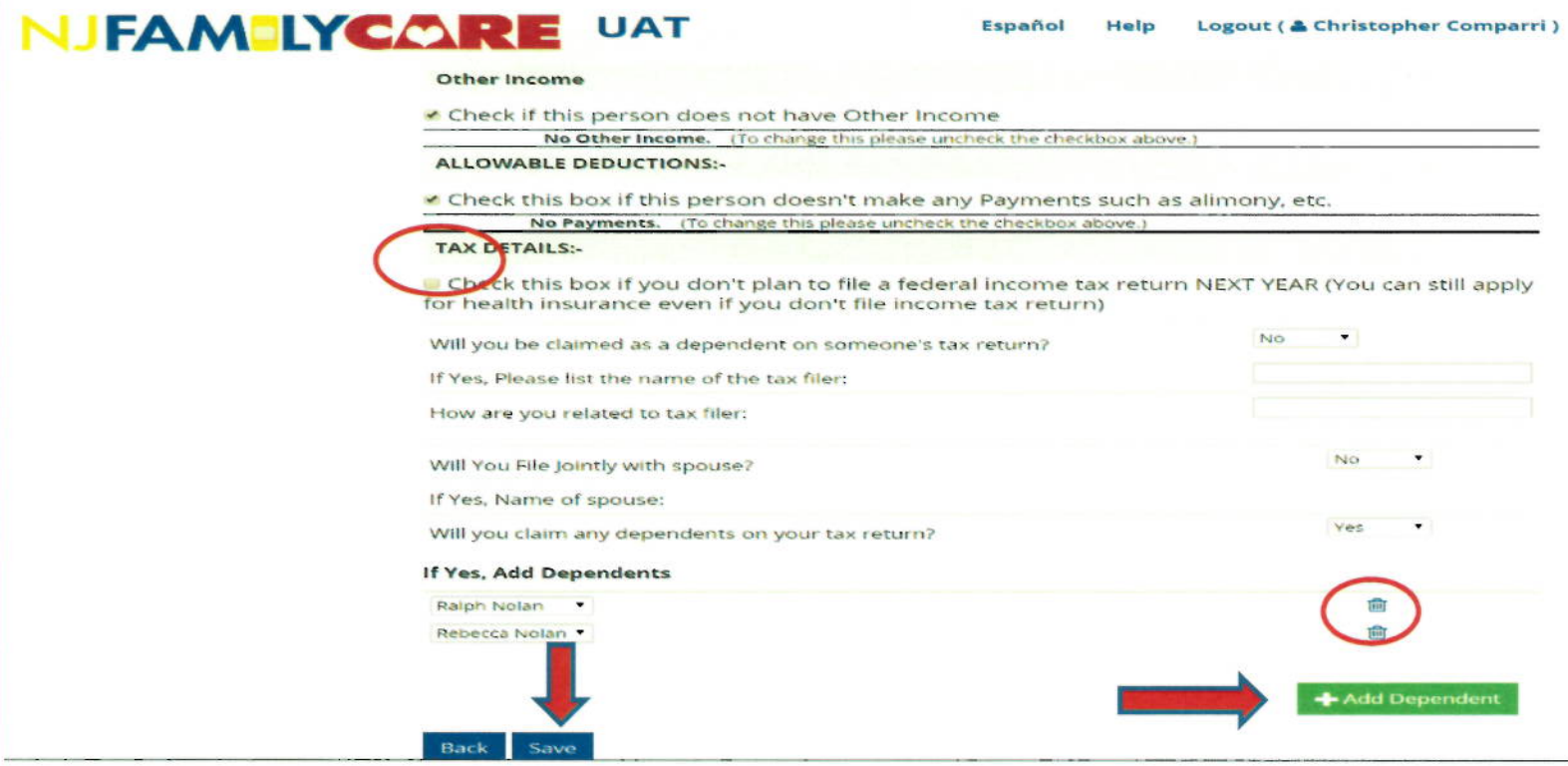
Workflow – Updating information

- To update income information, click on the "Income" tab.
- On the "Income Info" tab, you can update information such as work income, payment period, actual amount earned as well as adding additional work income.
- *Note* **This information is sorted by each member individually**. You must click on the specific members name whose information you wish to update.



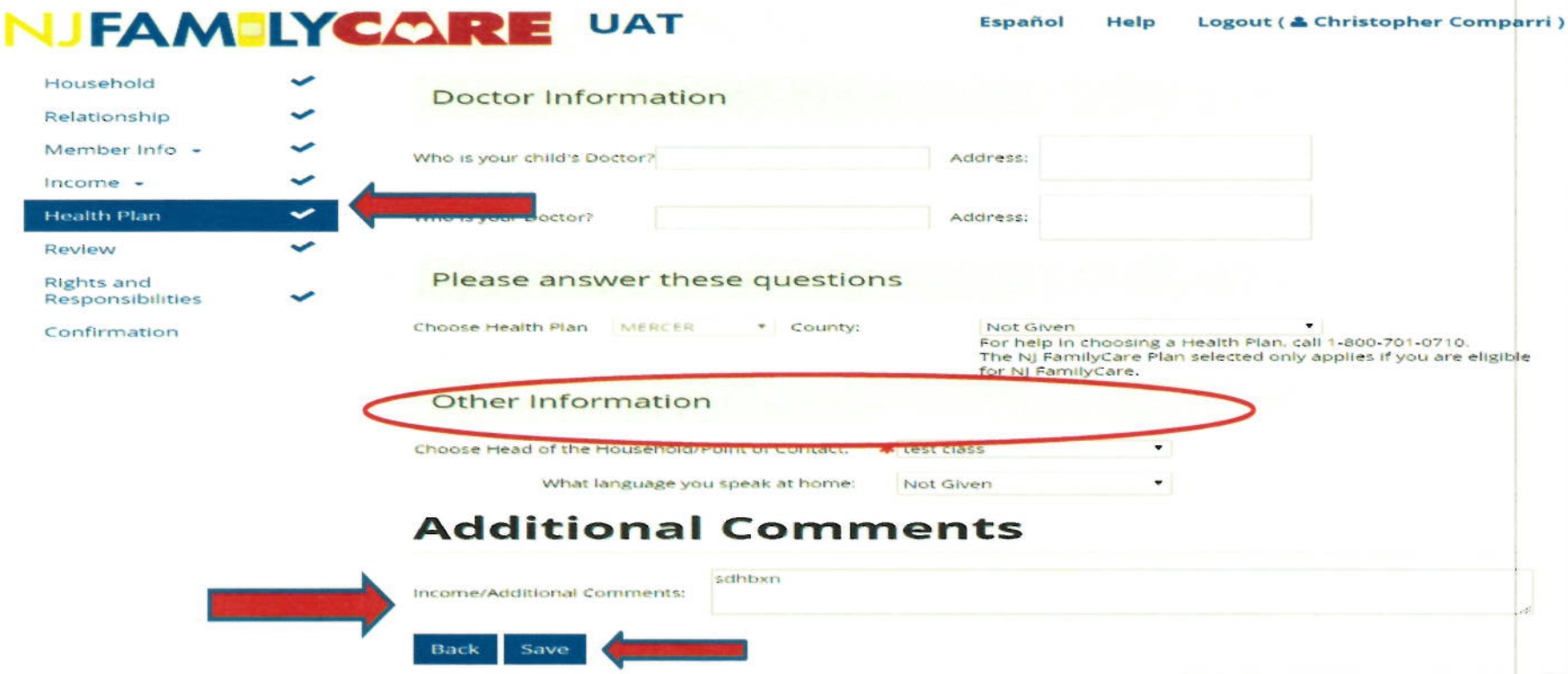
Workflow – Updating information

- On the "Income info tab" you can also update information by adding or removing tax dependents, including various deductions such as alimony, update a member's tax filing status and if they are filing jointly with a spouse.
- As with all other fields, when updated with the new information, make sure to click on the "Save" button at the bottom.



Workflow – Updating information

- To update Health Plan information, click on the “Health Plan” tab.
- On the “Health Plan” tab, you can update information such as a clients MCO selection (if not chosen), the head of household and add any additional comments.
- As with all other fields, when updated with the new information, make sure to click on the “Save” button at the bottom.



Workflow – Updating information

- When you're finished updating information in the application, simply close out of that tab in your web browser and click on the "close" button on the application.
- When you go back into the application, any changes you make will be recorded in the "Activity Log" tab in the application.
- The "Application Override" tab is going to be removed! The PE Override tab will remain.
- Older applications with field values that have utilized the application override feature will have a one time update done to accept those values so that they aren't lost.
- The field values that were changed using the "Application Override" tab will be logged under the "Activity Log" tab.
- *Note* **ANY** action you take will be recorded in the Activity Log and will be time stamped, dated, have your name on it as well as the members name (if applicable) and the value that was changed.

Date	Worker Name	Action	Member Name	Original Value	New Value
10/21/2019 11:56 AM	Christopher Comparri	Update - Spoken Language		Not Given	English
10/21/2019 11:56 AM	Christopher Comparri	Update - Health Plan		Not Given	AmeriGroup New Jersey
10/21/2019 11:56 AM	Christopher Comparri	Update - Claimed as Dependent	Alucard Emery		No
10/21/2019 11:56 AM	Christopher Comparri	Update - Claimed as Dependent	Rhy Maresh		No
10/21/2019 11:55 AM	Christopher Comparri	Update - Claimed as Dependent	Delilah Bard		No
10/21/2019 11:55 AM	Christopher Comparri	Update - Claimed as Dependent	Kell Maresh		No
10/21/2019 11:44 AM	Christopher Comparri	Update - Race	Alucard Emery		White

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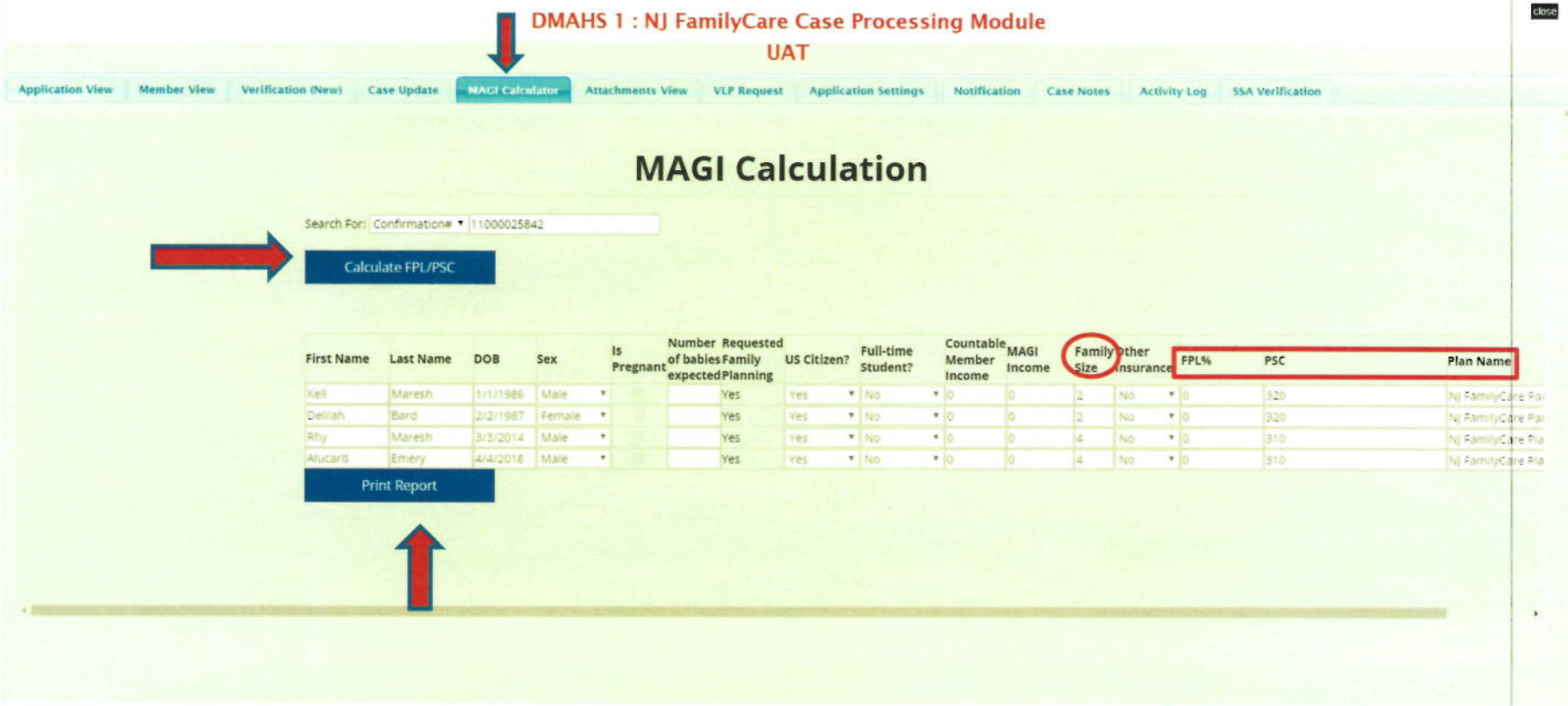
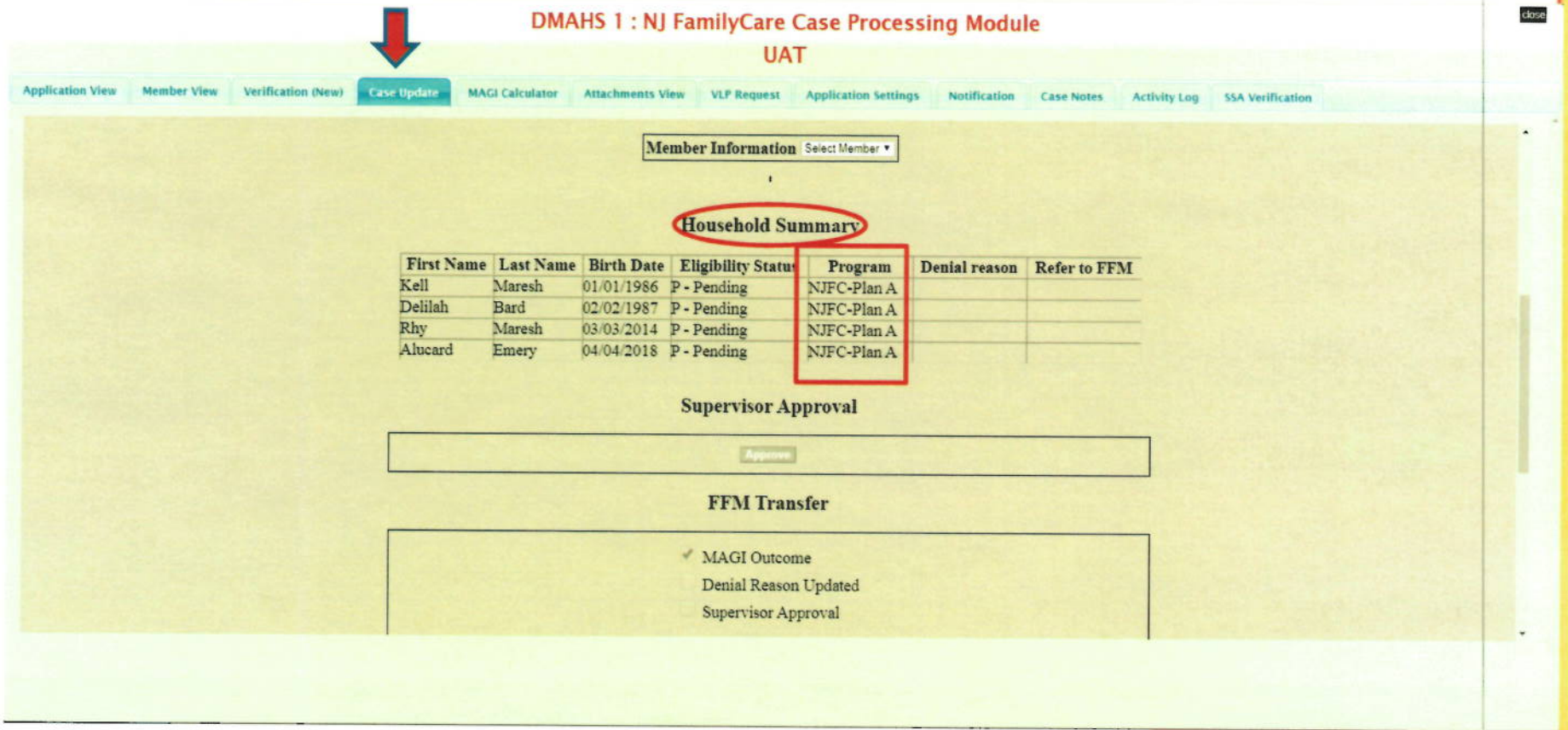
Workflow – MAGI calculator

- After checking or running your verifications you will need to run your MAGI calculator.
- Click on the "MAGI Calculator" tab.
- To run your calculation, click on the "Calculate FPL/PSC" button.
- Your FPL, PSC, MAGI household size and Plan name will all be generated.
- If you need to, you can print this report by clicking on the "Print Report" button.
- *Note* You can revisit this tab at any time to print out the report. You won't have to run a stand alone calculation!



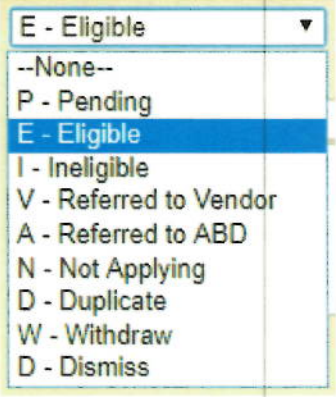
Workflow – Setting dispositions

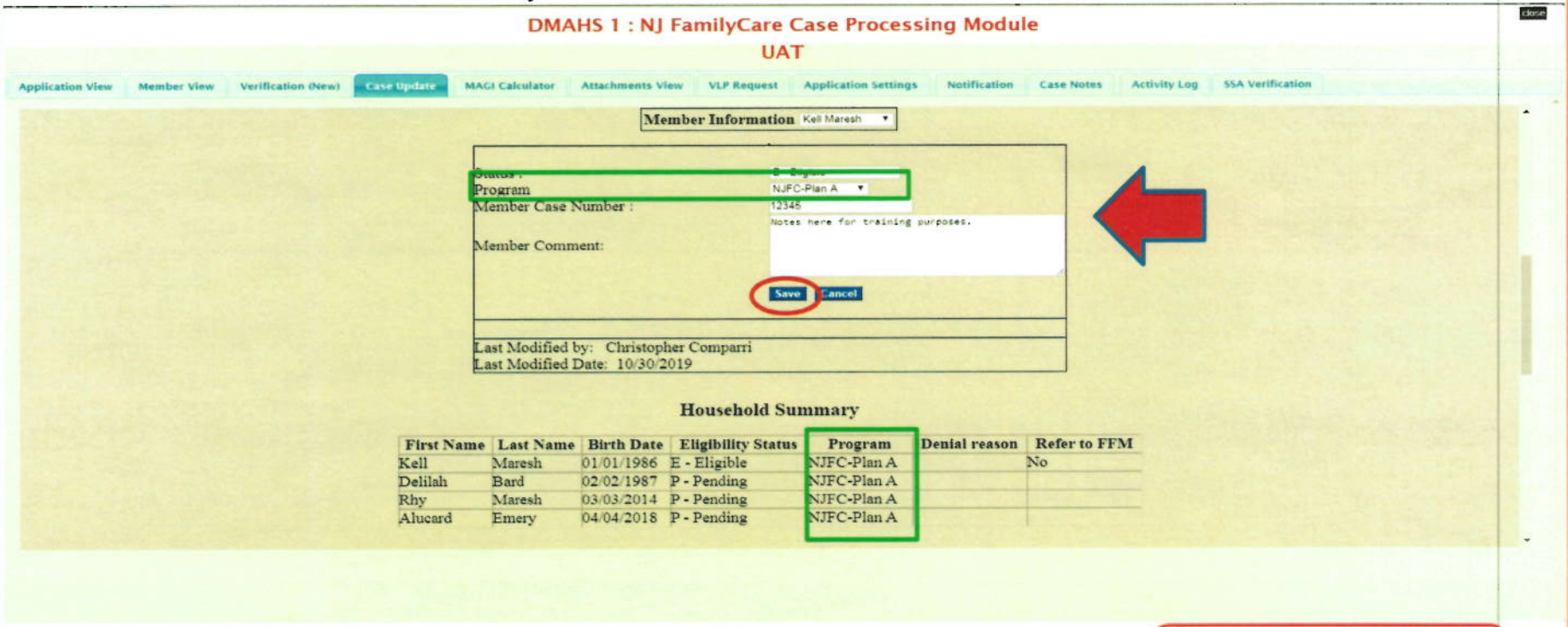
- After completing your MAGI calculation, you will need to set the disposition of eligibility for each member on the application.
- To set your dispositions at the member level, you will have to jump back into the "Case Update" tab.
- On this screen, scroll down and make sure that under "Household Summary" a program is being displayed. This information will be generated based off of the results of your MAGI calculation.



Workflow – Setting dispositions (Eligible!)

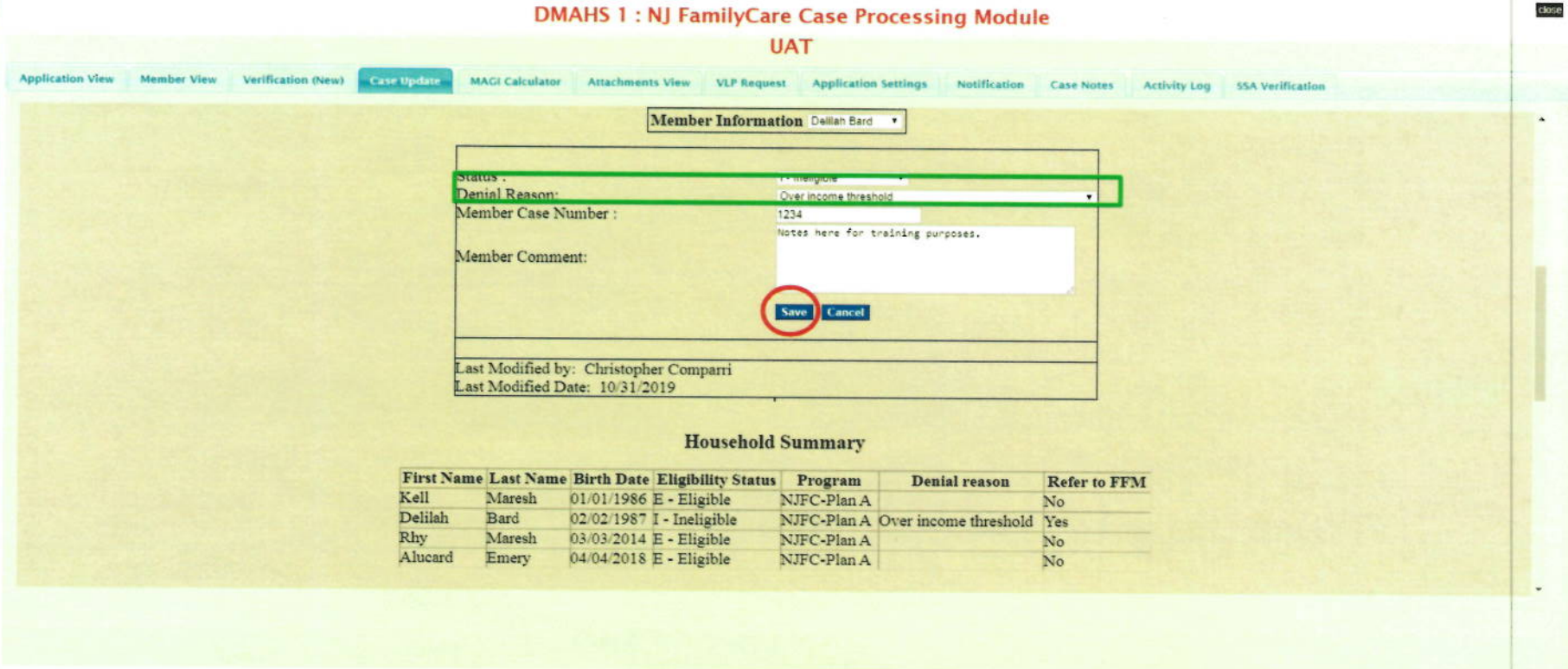
- Select a member that has been determined as eligible from the "Member Information" drop down box.
- In the "Status" dropdown box, select "E - Eligible."
- In the "Program" drop down box, the appropriate Plan should be prepopulated and match the Program listed below in the "Household Summary."
- Enter in the case number for the member in the "Member Case Number:" section and provide any additional member related comments in the "Member Comment" section.
- Click on the "Save" button when you are done.





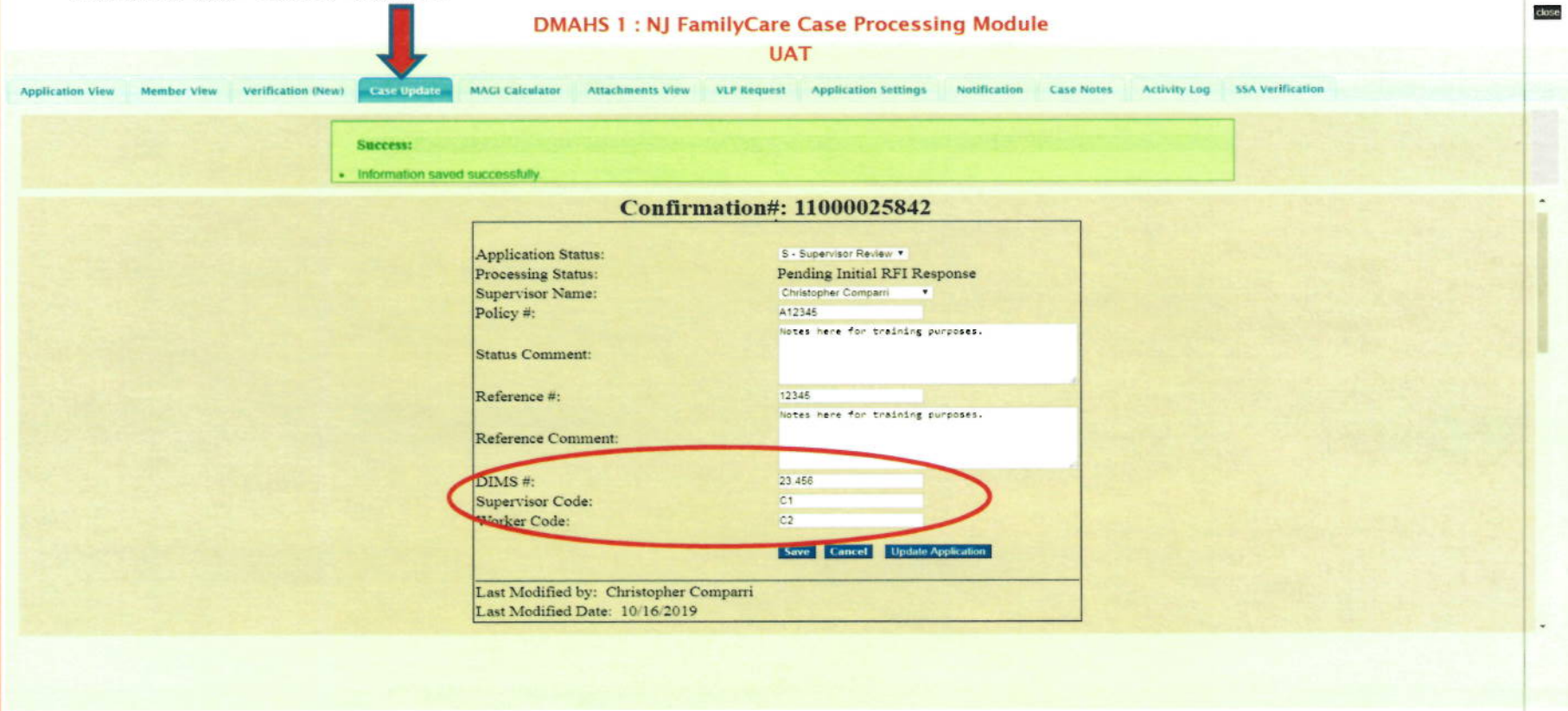
Workflow – Setting dispositions (Ineligible)

- Select a member that has been determined to be ineligible from the "Member Information" drop down box.
- In the "Status" dropdown box, select "I - Ineligible."
- In the "Denial Reason" drop down box, select the appropriate denial reason.
- Enter in the case number for the member in the "Member Case Number:" section and provide any additional member related comments in the "Member Case Number" section.
- Click on the "Save" button when you are done.



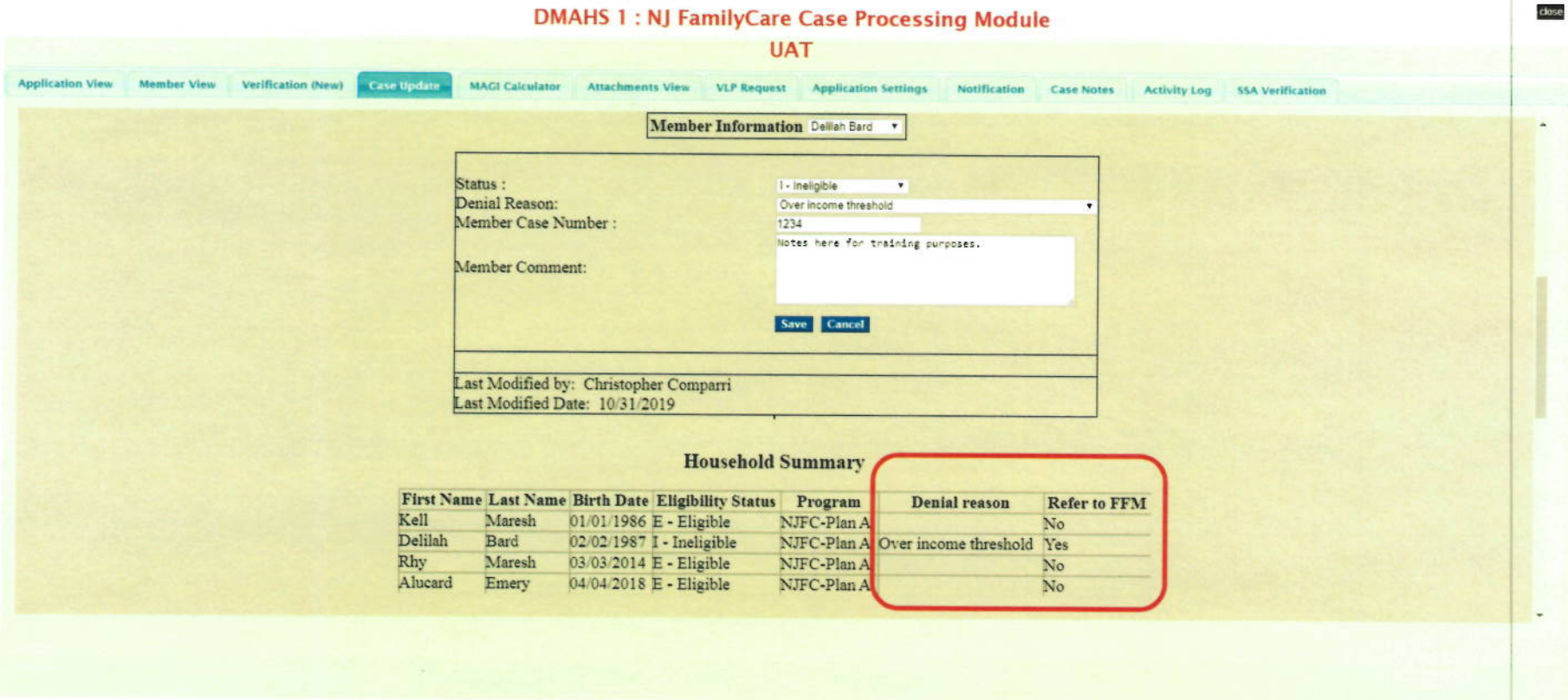
Workflow – Setting dispositions (Supervisor Review)

- Now that your dispositions have been set for each member, it's time to turn the case over to your supervisor.
- On the "Case Update" tab under the section "Application Status" use the dropdown box to change the case status to "S- Supervisor Review."
- Under "Supervisor Name" select your supervisor
- You will need to fill out your Supervisor Code and Worker Code.
- Click on the "Save" button.



Workflow – Setting dispositions (final notes)

- Dispositions must be set for each member on the application.
- You can have both ineligible and eligible members on the same application.
- Ineligible members will have a denial reason generated in the "Denial reason" column. This column is left blank for eligible members.
- An ineligible member will be referred to the FFM. This is noted by a "Yes" in the "Refer to FFM" column.



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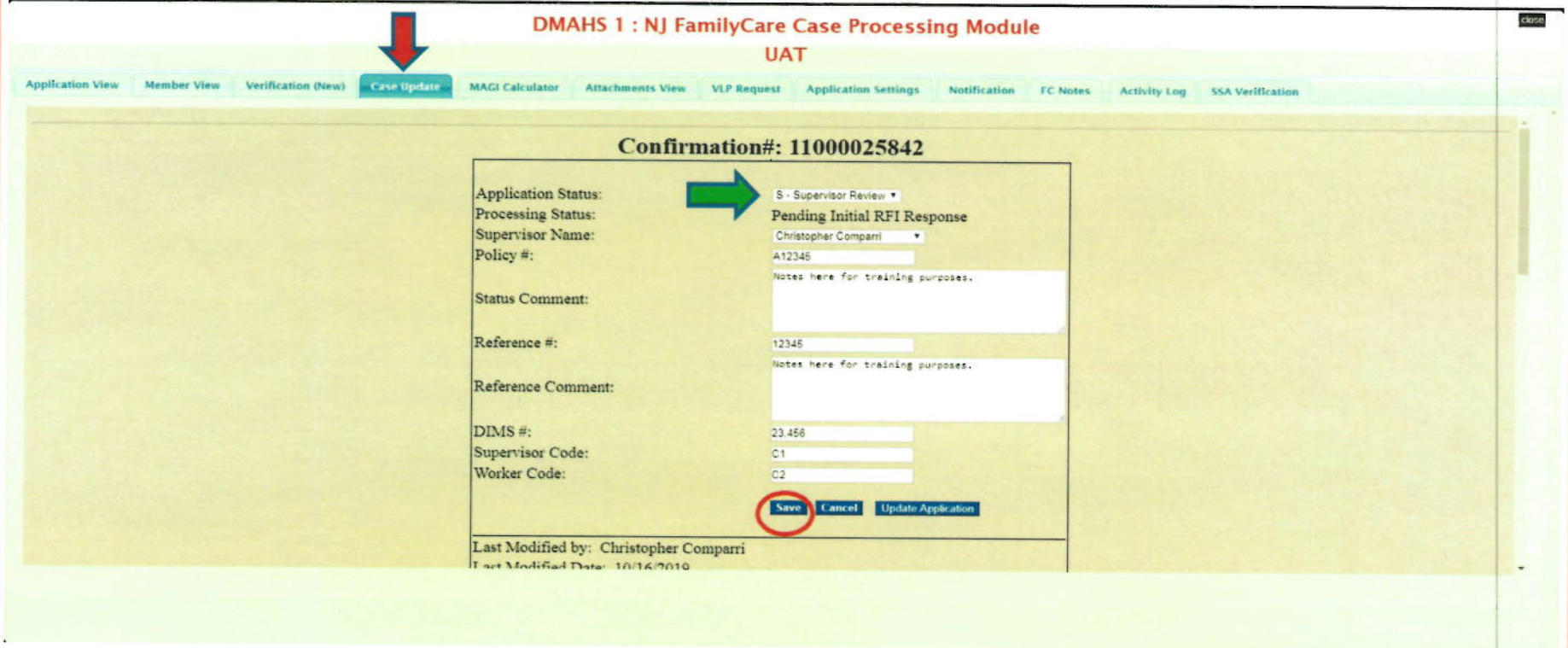
Workflow – Supervisors & the Worker Portal

Supervisor Workflow – Searching for your case

- On the home page under "Case Status" you'll want to click on the button labeled "Supervisor Review", making sure to click on the "New" button as well to turn off that search parameter.
- Click on the "Search By:" button and choose "Confirmation Number" from the drop down menu.
- If your case is still not appearing in the results below, click on the "Deep Search" button.
- After you have found your case, click anywhere on the application to jump right into it.

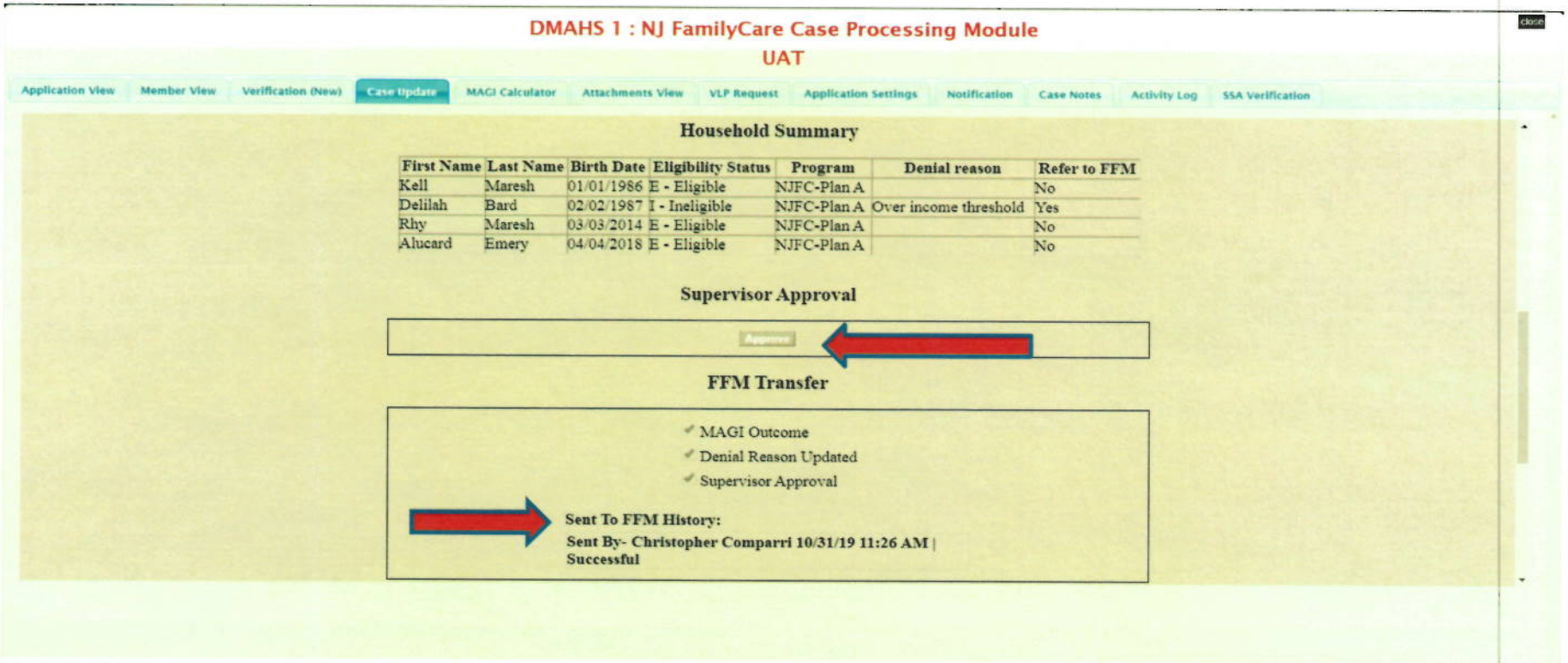
Supervisor Workflow – No approval

- Go to the "Case Update" tab and scroll down to the "Member Information" section.
- Review the work and case notes input by the worker to determine if you agree with the disposition they set for each members eligibility.
- After reviewing the case, if you do not agree with the disposition set by the worker and believe that they need to go back to re-work the case, go back to the "Case Update" tab.
- At the top, choose the dropdown box under "**Application Status**" and set the case back to "P – Pending."
- Click on the "Save" button.
- Email the worker with the confirmation number and instruct them to re-work the case.



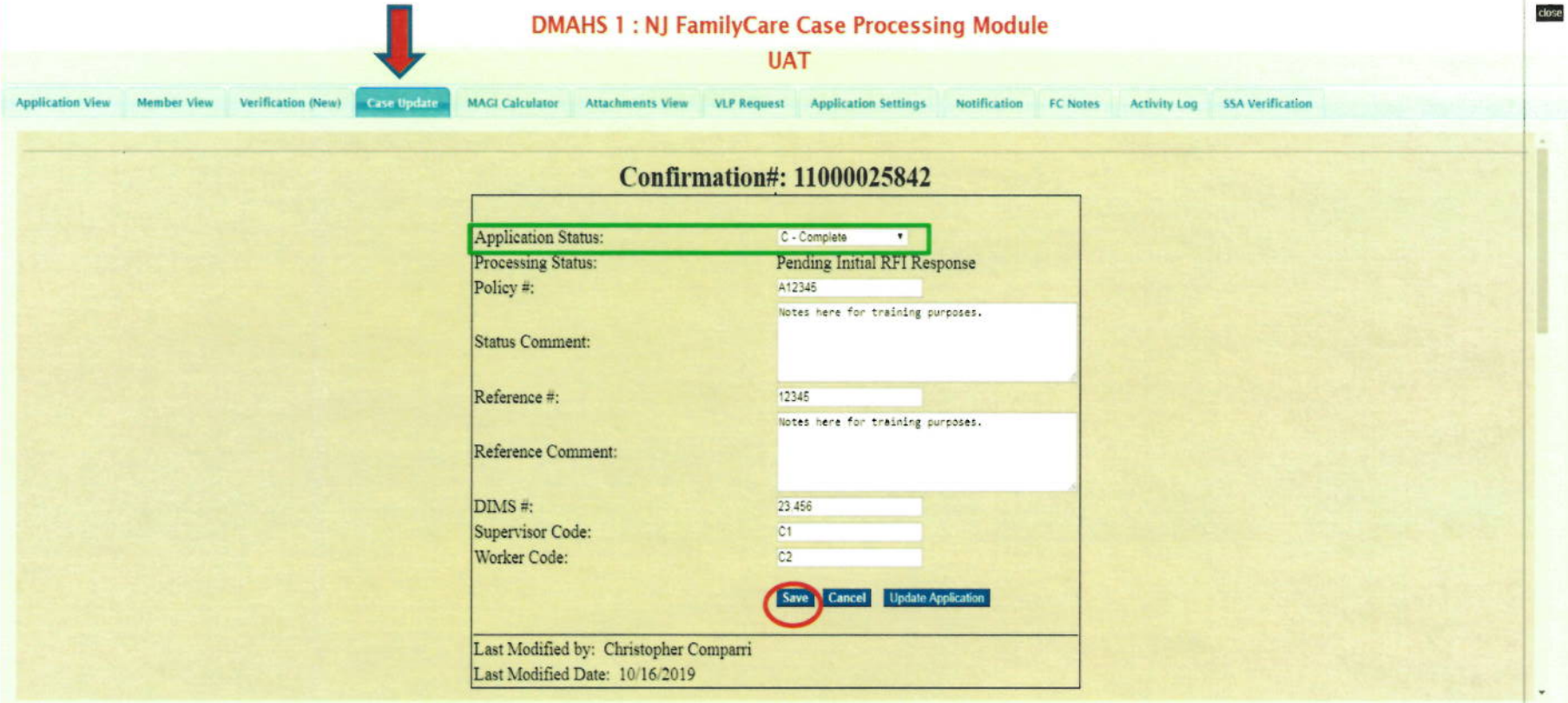
Supervisor Workflow – Approving the case

- First you must review the work and case notes input by the worker to determine if you agree with the disposition they set for each members eligibility.
- After reviewing the case, if you agree with the disposition set by the worker, you can scroll down to the section titled "Supervisor Approval" that is located above "Household Summary."
- Click on the "Approve" button.
- If any members are ineligible and need to be sent to the FFM, an FFM Transfer will occur automatically, sending the entire case to the FFM. A time stamp with that history will be generated.



Supervisor Workflow – Approving the case

- Scroll to the top of the "Case Update" tab after submitting your approval.
- Change the dropdown box under "**Application Status" to "C – Complete**" and hit the "Save" button.



Workflow - Recap

Workers

- Flip your case from "New" to "Pending"
- Run your verifications and generate your RFI if an alert appears.
- Run your MAGI calculator.
- Work the case by setting the disposition for each members eligibility.
- Flip your case from "Pending to "Supervisor Review"

Supervisors

- Review the case to see if you agree with the eligibility determination done by the worker.
- Set the case back to "Pending" if you believe further work is needed.
- Approve the case if you agree with the eligibility determination.
- Flip the case from "Supervisor Review" to "Complete."

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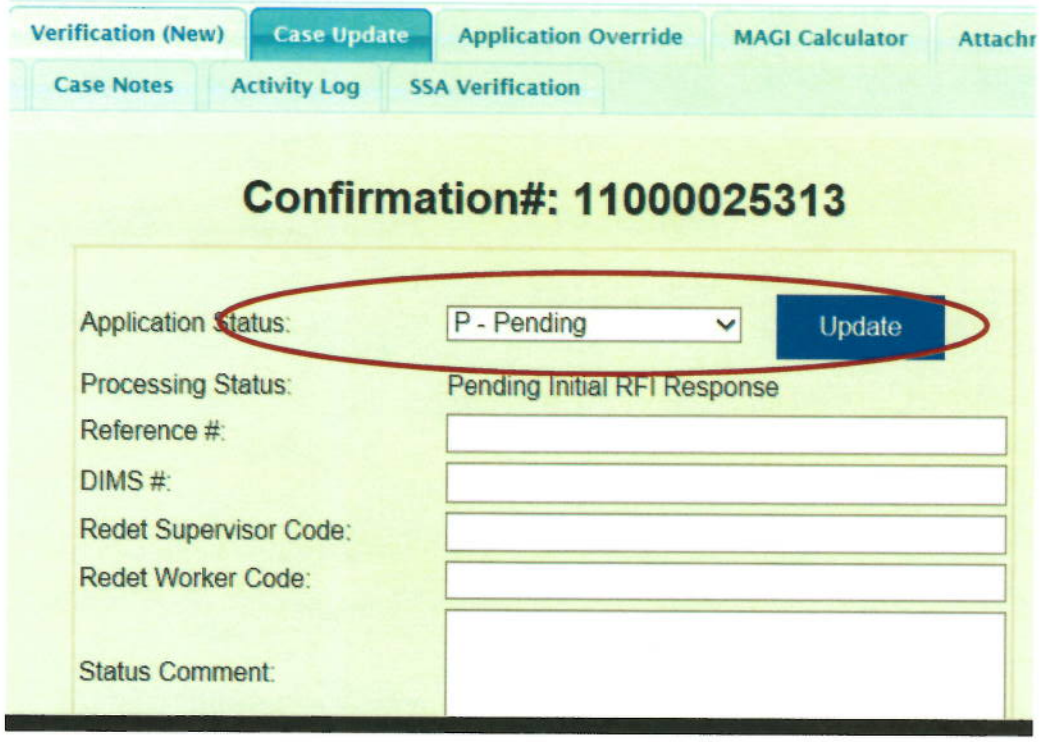
Denying a case for missing information

Workflow – Generating your RFI letter



Show 10 entries

Confirmation #	App Status	Processing Status	Received Date	Receiving Agency	Head of Household
11000025604	P - Pending	RFI Response Overdue	10/02/2019	11	flow, Notification
11000025313	P - Pending	Pending Initial RFI Response	09/24/2019	11	Zab, Kim
11000025314	P - Pending	Pending Initial RFI Response	09/24/2019	11	Zab, Kim

New "Processing Status" field added to show RFI workflow. Certain Processing Statuses must be evaluated daily such as:

Initial RFI

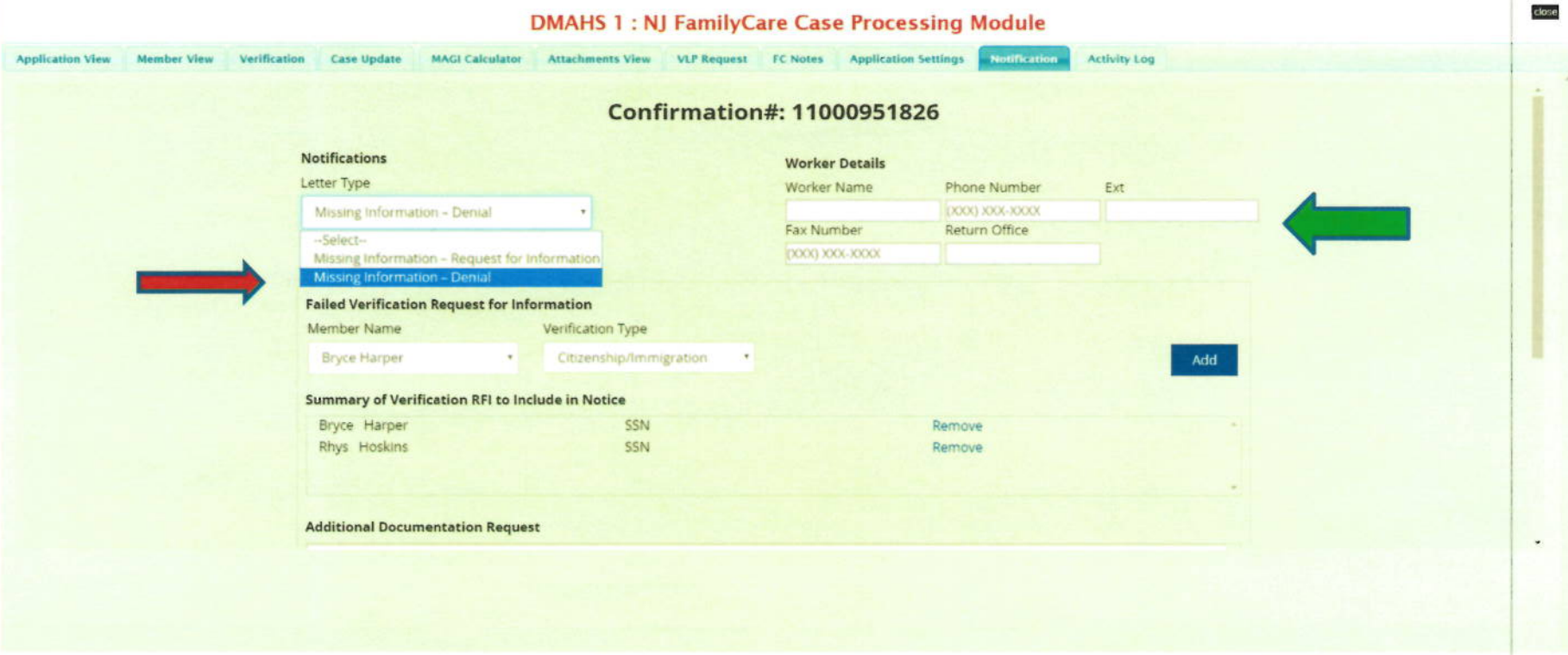
- Pending Initial RFI Response (waiting for additional information)
- When a case is in a processing status of Create RFI Denial 14 days have passed since initial RFI was sent. At this point, a worker must generate and preview the letter.

RFI Denial Notice

- Pending RFI Denial (waiting for additional info from second RF/Denial letter.)
- RFI Response Overdue
- System will automatically switch case to "Complete" status.

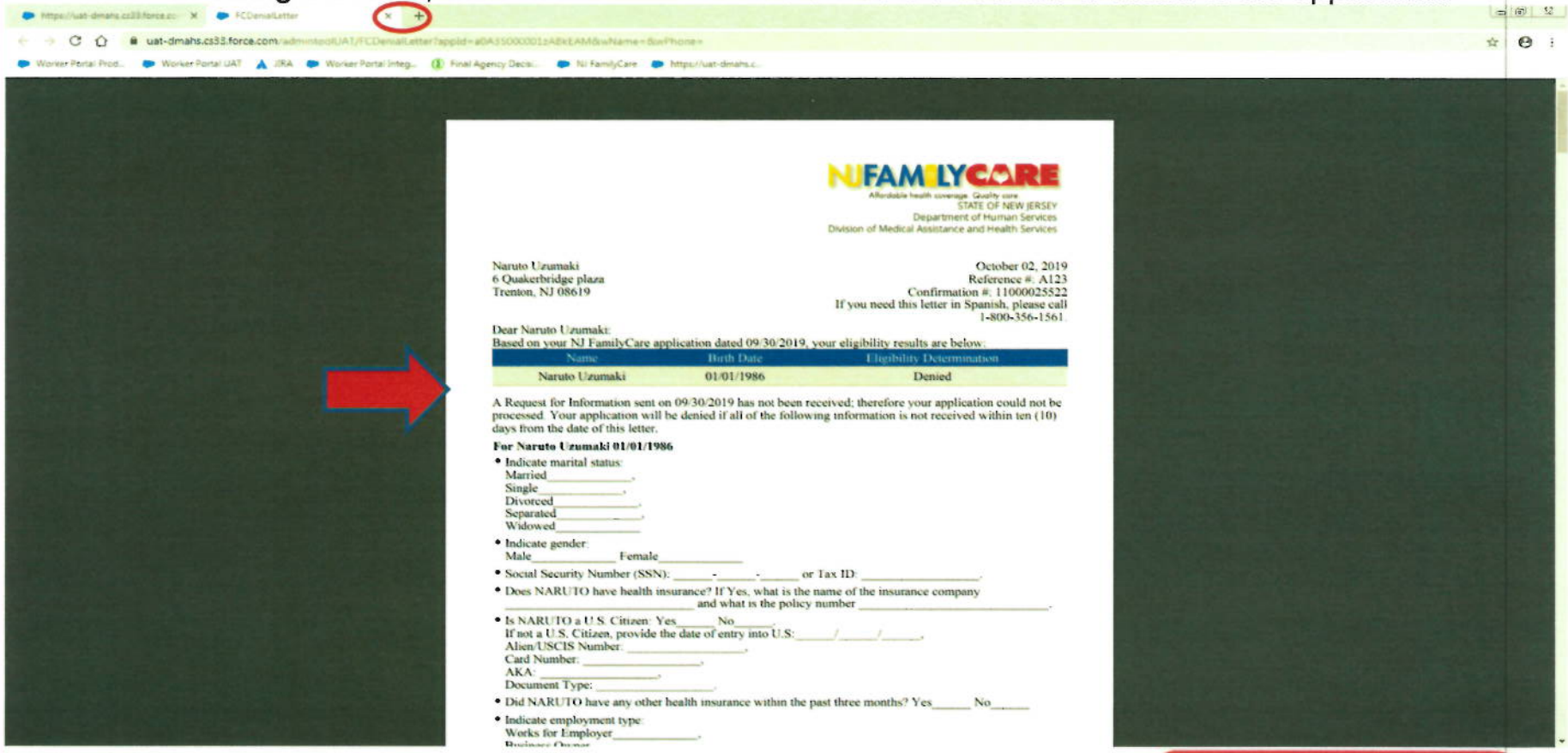
Workflow – Denial letters

- Prior to denying a case for missing information, you must generate a denial letter. Workers should create the preview for the denial letter.
- Denial letters for missing information can only be generated 14 days after the request for information (RFI) letter was sent out. To generate a denial letter, click on the "Letter Type" dropdown box and select "**Missing Information – Denial**."
- Workers must place their name, phone number, fax number and return office in the fields under the "**Worker Details**" section prior clicking on the "Preview Notice" button located at the bottom of the page.



Workflow – Denial letters

- After clicking on the "Preview" button, a new tab will be opened in your web browser with the Denial for Missing Information letter.
- Denial reason and fair hearing rights are included.
- Note* This is NOT the letter that is to be printed and sent to the applicant. Worker should review this letter to ensure accuracy before setting changing the case status.
- After reviewing the letter, click on the small "X" in the web browser tab to return to the application.



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STATE OF NEW JERSEY
Department of Human Services
Division of Medical Assistance and Health Services

Naruto Uzumaki
6 Quakerbridge plaza
Trenton, NJ 08619

October 02, 2019
Reference #: A123
Confirmation #: 11000025522
If you need this letter in Spanish, please call 1-800-356-1561.

Dear Naruto Uzumaki:
Based on your NJ FamilyCare application dated 09/30/2019, your eligibility results are below:

Name	Birth Date	Eligibility Determination
Naruto Uzumaki	01/01/1986	Denied

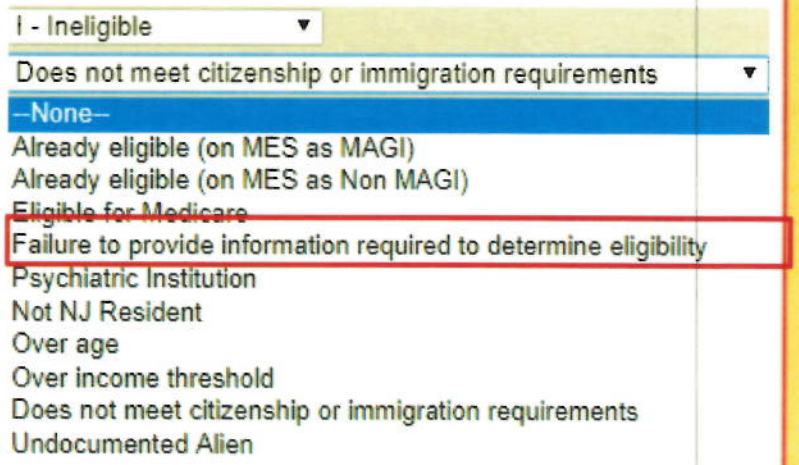
A Request for Information sent on 09/30/2019 has not been received; therefore your application could not be processed. Your application will be denied if all of the following information is not received within ten (10) days from the date of this letter.

For Naruto Uzumaki 01/01/1986

- Indicate marital status:
  Married_____,
  Single_____,
  Divorced_____,
  Separated_____,
  Widowed_____
- Indicate gender:
  Male_____ Female_____
- Social Security Number (SSN): _____-_____-_____ or Tax ID: _____.
- Does NARUTO have health insurance? If Yes, what is the name of the insurance company _____ and what is the policy number _____.
- Is NARUTO a U.S. Citizen: Yes_____ No_____
  If not a U.S. Citizen, provide the date of entry into U.S:_____/_____/_____,
  Alien/USCIS Number: _____,
  Card Number: _____,
  AKA: _____,
  Document Type: _____.
- Did NARUTO have any other health insurance within the past three months? Yes_____ No_____
- Indicate employment type:
  Works for Employer_____,

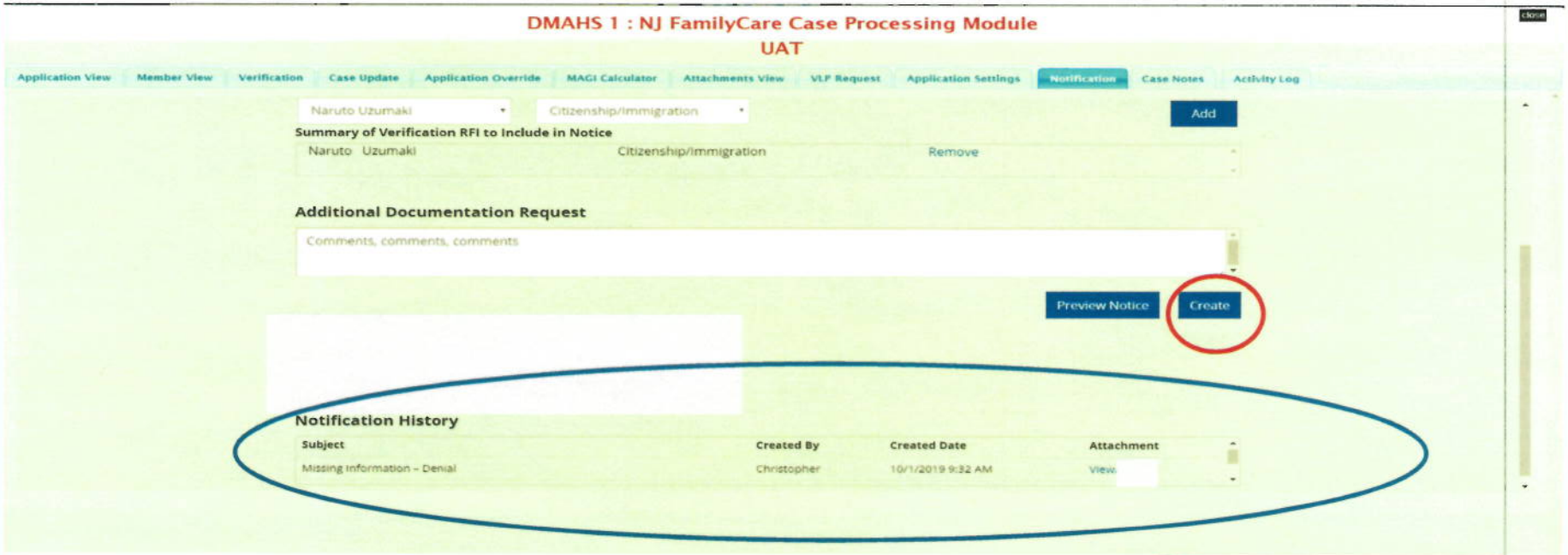
Workflow – Denial for missing information

- If the client fails to provide the information 14 days after the denial letter is sent out, it's time to deny the case.
- Workers must find your case by the confirmation number in the Worker Portal.
- Go to the "Case Update" tab.
- Select a member that has been determined to be ineligible from the "Member Information" drop down box.
- In the "Status" dropdown box, select "I - Ineligible."
- In the "Denial Reason" drop down box, select "Failure to provide information required to determine eligibility."
- Enter in the case number for the member in the "Member Case Number:" section and provide any additional member related comments in the "Member Comment" section.
- Click on the "Save" button when you are done.
- Flip the case to "S – Supervisor Review."



Workflow – Denial letters

- *Note* ONLY a supervisor can create a denial letter.
- Click on the "Create" button to create the denial letter.
- The "Notification History" will be generated time stamping the workers name who created the letter, the date it was done and which subject the letter was mailed out requesting information for or in this case, denying.
- This letter will be printable by clicking on the "View" button under the attachment section of the "Notification History."



NJ FamilyCare IES Functions (HBC Relevant)

- Currently Deployed
  - MAGI Online Application
  - PE Online Application
  - Mobile Client Access
  - Federal Data Services Hub Integration
  - MAGI in the Cloud Integration
- In Development
  - Online Renewal/Redetermination
  - DIMS Integration
  - Full Electronic Notification (limited to eligibility application)
  - State Based Exchange

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Questions

All questions must be submitted via NJ Start pursuant to the instructions in the RFP

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