

## **MPEP Support Helpdesk Messages**

This document is an archive of current and relevant MPEP Support Desk Messages that have been sent via email to Qualified Entities (QE) in the past 12 months. QE's should contact MPEP Support (1-855-889-7985; 8:00am-5:00pm M-F) if there are any questions regarding the information provided in this document.

7/11/2022

### **Reminder MPEP Release (Spanish NOA's)**

A system release occurred on April 3, 2022 that included Spanish approval and denial NOAs when Spanish is selected for the question 'What is your preferred language?' in MPEP.

With this update, if 'Spanish' is selected as the response to the question 'What is your preferred language?' for the Primary Applicant, then when the QE/PP clicks on the 'Print PE Notice' button on the 'Confirmation' page, they will see a combination Spanish/English NOA. This means that the document first includes the Spanish version of the NOA, then a page that says 'THIS PAGE IS INTENTIONALLY LEFT BLANK', followed by the English version of the NOA all within the same document. This includes NOAs where all individuals are approved, all individuals are denied, or a combination of approved and denied individuals.

The Medicaid Presumptive Eligibility Policy and MPEP Training document available on the PE website will be updated soon by adding a new slide page at page 75 to reflect these changes.

### **REMINDER – Avoid Creating Duplicate Client Index Numbers (CINs)**

Creating a new CIN for an applicant who already has one may result in unnecessary requests for information to the client from DHS with denial/cancellation if no response, denial of claims, or the need to continually reapply for Medicaid.

Revised July 11, 2022

**The easiest way to avoid creating a duplicate CIN is to obtain and enter an SSN whenever possible!** The MPEP system is designed to recognize existing clients and prevent duplicate CIN creation when an SSN is entered on the application in MPEP.

If the QE has tried but is unable to obtain and enter an SSN for an applicant, other helpful hints to avoid creating a duplicate CIN are to:

- Ask the applicant if they have received Medicaid in Iowa before. This may be an indicator that they have an existing CIN and information may need to be modified on the application if not found when searching for a CIN.
- Make sure that the applicant's name, date of birth, and SSN (if they have one) are entered correctly. Note: If you are expecting a CIN to appear in the search and it does not, it may be that the applicant is giving you a nickname (Mike instead of Michael). Clarify with the applicant if they go by a different name than what is on their Social Security card, immigration documents, etc.

#### **REMINDER – Social Security Number (SSN)**

Although SSN is not marked as a "required" field in MPEP, QEs are required to obtain and enter an SSN whenever it is possible to do so without delaying the PE application date. QEs should encourage PE applicants as well as other household members who are not applying to provide their SSN whenever possible. Providing SSNs for all household members is beneficial to clients because it speeds up processing of the ongoing Medicaid application and it allows DHS to verify more information through data matches. When SSNs are provided on the PE application, DHS is often able to approve ongoing Medicaid without having to ask the applicant to provide any additional information. Providing SSNs on the PE application increases the number of clients that DHS can approve and reduces the number of applicants from whom additional information must be requested and who will be denied if requested information is not provided.

#### **REMINDER - System Availability**

The MPEP system is available overnight. MPEP goes down for routine maintenance each evening Monday – Friday at 7:00pm. This is routine downtime and is expected to be a brief 15 minutes. If you are in the process of entering an application, please make every attempt to complete the MPEP entries prior to 7:00pm Monday – Friday. On some evenings, the MPEP system may remain down for an extended period of time. We are aware that this extended system downtime may cause issues.

If you need to enter an application and MPEP remains down after 7:30pm Monday – Friday, complete all of the following steps:

- Clear cookies and browsing history and try this link <https://dhsmppep.iowa.gov/> first
- Take a screenshot documenting the time you are attempting to log in and save that where you save copies of the signed applications.

Revised July 11, 2022

- Try again in 30 minutes. If MPEP is still down for maintenance, take another screenshot documenting your second attempt and also save that with your signed application. The screenshots are needed for audit purposes.
- Send a copy of your second screenshot with the applicant's name and date of birth to the MPEP Support Helpdesk: [imempepsupport@dhs.state.ia.us](mailto:imempepsupport@dhs.state.ia.us) This is needed in the case an application is reviewed for auditing.
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If you are having trouble accessing the portal before 7:00pm Monday - Friday, please e-mail the MPEP Support Helpdesk: [imempepsupport@dhs.state.ia.us](mailto:imempepsupport@dhs.state.ia.us)

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4/11/2022

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Revised July 11, 2022

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1/12/2022

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Revised July 11, 2022

10/22/2021

**REMINDER – Upcoming QE Annual Recertification**

The Iowa Department of Human Services (DHS) requires all Qualified Entities (QEs) to be recertified annually by December 31. All QEs will be separately notified of the steps required to recertify. Failure to complete the annual recertification requirements will result in decertification of the QE.

**REMINDER - ELIAS Release 2.8.7**

This release includes new functionality in MPEP allowing QEs to upload documents. (See slides 105-110 in the updated PE Training document). QEs are encouraged to use this new functionality within MPEP to assist applicants in supplying DHS with information needed to make ongoing Medicaid determinations. This may speed up processing of the ongoing Medicaid application, reduce the need for DHS to request information from the applicant, and reduce the number of ongoing Medicaid applications that DHS must deny when necessary information is not provided by the applicant.

This new upload feature should also be used by BCCEDP providers to submit BCCT information needed for ongoing Medicaid eligibility determinations. (See slides 13-15 in the updated PE Training document).

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