

REV – Iowa Medicaid Trust Program Processing Procedure

Purpose:

To insure Medicaid is the payer of last resort, Medicaid must insure all assets that are exempted under eligibility guidelines through the establishments of trusts are appropriately authorized, monitored and cataloged. Insure Probate Code 633C.2 regarding trust expenditures is applied in accordance with all applicable rules and laws.

Identification of Roles:

DHS Income Maintenance Worker (IMW)

- a) IMWs work for the Iowa Department of Human Services. An IMW determines eligibility for public programs using information they gather to determine whether someone is financially eligible to receive services or benefits. For example, an IMW might process applications for people who request cash, medical or and food assistance.

Iowa Trust Attorneys:

- a) Private Attorneys who create Trusts for potential and/or current Medicaid Members
- b) May act as Trustee

Trustees:

- a) Third Party agent who is responsible for managing the Trust on behalf of the Member.
- b) May be attorney, Family Member, Provider

Revenue Collections Medicaid Trust Program:

- a) Responsible for all aspects of Iowa Medicaid Trust Program
 - a. Trust Review and Approval
 - b. Trust expenditure review and monitoring
 - c. Trust Annual Reporting
 - d. Trust archive and repository

Types of Trusts Covered and Monitored:

- a) MAIT (Miller/Income Trusts)
- b) SNT (Special Needs Trusts)
- c) Pooled (Pooled Trusts)
- d) N.Q. (Not Qualified Trusts)

Performance Standards (Trust Program Operations):

- a) Within 30 days of contract commencement gather data from all known sources for manual inclusion
- b) Within 60 business days, submit draft work plan for approval by the Department

- c) Update draft documents with Department changes within 5 business days and resubmit for final approval
- d) Meet critical deliverable dates

- e) Within 14 business days of approval present draft training materials for Department approval
- f) Ongoing, update of documents within 2 business days of Department approval
- g) Monthly reports submitted to the Department by the 10th of each month following the end of the month
- h) Quarterly reports submitted to the Department by the 10th of each month following end-of-quarter
- i) Ad hoc reports reports/presentations in a timeframe as determined by Department

Performance Standards (Tracking Systems):

- j) Within 30 days of contract commencement gather data from all known sources for manual inclusion
- k) Within 60 business days, submit draft work plan for approval by the Department
- l) Update draft documents with Department changes within 5 business days and resubmit for final approval
- m) Meet critical deliverable dates
- n) Within 14 business days of approval present draft training materials for Department approval
- o) Ongoing, update of documents within 2 business days of Department approval
- p) Monthly reports submitted to the Department by the 10th of each month following the end of the month
- q) Quarterly reports submitted to the Department by the 10th of each month following end-of-quarter
- r) Ad hoc reports reports/presentations in a timeframe as determined by Department

Performance Standards (Program Outreach):

- s) Within 30 days of contract commencement gather lists of key stakeholders and groups to target with direct communications
- t) Within 60 business days, submit draft communications plan for approval by Department
- u) Update plan as dates change or as determined by Department
- v) Within 60 business days, submit draft communications materials for approval by Department
- w) Update draft documents with Department changes within 5 business days and resubmit for final approval
- x) Meet critical path milestones 100% of the time when control is within vendor's power
- y) Include outreach activities in periodic reports
- z) Ad hoc reports/presentations in a timeframe as determined by the Department

Path of Business Procedure:

Intake/Referrals:

- Step 1.** Receive referral information regarding all types of Trusts from DHS Income Maintenance Workers, DHS workers and Attorneys
- Step 2.** Enter all referral information into database noting date material was mailed/mailed and date DHS worker(s) or attorney sent email/mail to Iowa Trust Program
- Step 3.** All referrals from a DHS source need to have a clarification form attached w/referral information completed. This includes Case #, SSN#, Date of Birth, First Name/Last Name of Beneficiary (Member) and address or SID# if available.
- Step 4.** All Referrals need to be entered into MTI Database before Program Representatives can respond to Attorney, Trustee, or DHS workers. Before entering new referral, all names and SID# data must be checked against Estate Recovery Living Database and MTI Database to insure this information has not yet been received.
- Step 5.** Revenue Collections performs the following actions on all received MEPD documentation **within 24 hours of receipt:**

Review Process and Timetable:

- Step 1.** MAITs are reviewed the 1st of the month approximately one year after trust has been approved or entered in MTI Database

Once Annual Letters have been mailed on MAITs note in file so that a second annual review notice is sent two months from that date for all non-complying MAITs

SNTs are reviewed 15th of each month one year after the trust has been approved or entered in MTI Database

Once Annual Letters have been mailed on SNTs note in file so that a second annual review notice is sent two months from that date for all non-complying SNTs

Pooled Trusts are reviewed 20th of each month one year after the trust has been approved or entered in MTI Database

Once Annual Letters have been mailed on Pooled Trust note in file so that a second annual review notice is sent two months from that date for all non-complying Pooled Trusts

Trust Approval Process:

- Step 1.** Trusts are to be sent to the Iowa Trust Program for Review. When they are received they are first separated into MAIT's, SNT's, Pooled, and NQ's by the Staff Attorney. The NQ's are reviewed by the Operations Manager. If confirmed that the submitted Trust does not qualify as a Medicaid Trust, the file on that Trust is closed off the MT1 database and entered into the living database.
- Step 2.** Submitted SNT's and Pooled Trusts are reviewed by the Operations Manager for compliance with Iowa law and the checklist developed by the Medicaid Trust Program. If the Trust is approved as an SNT or Pooled Trust, an approval letter and checklist is sent to the DHS caseworker from whom the referral originated, with a copy to DHS policy. If the SNT's or Pooled Trusts are not approved, they may be placed in an "incomplete" category, if they only need minor corrections or require further information, or in a "denied" category, if they are likely to be resubmitted with more significant changes. A denial letter and checklist are sent to the IDHS caseworker, with a copy to DHS Policy.
- Step 3.** Submitted MAIT's are reviewed for approval by the Staff Attorney as part of the initial review to promptly move these trusts along. Any denied or incomplete MAIT's are further reviewed by the Operations Manager. A letter and checklist are sent to the DHS caseworker on all approved or denied MAIT's, and further information is requested from the caseworker on incomplete MAIT's.

Expenditure Review Process:

- Step 1.** Annual reports for SNT's and Pooled Trusts are received and reviewed by the Operations Manager. A Program Manager makes an initial review of

the MAIT's, and forwards any problem cases to the Staff Attorney or Operations Manager.

Step 2. SNT's and Pooled Trusts must have court approval for any distributions (over \$10), so if the balance in the trust has decreased since the last report without Court Approval, the Operations Manager will request the trustee seek court approval. If court approval has been requested, then the Operations Manager and Staff Attorney discuss whether the distributions comply with Iowa law. The Operations Manager or Staff Attorney will then file a Response to the Application for Approval of Expenses either objecting or not objecting to the proposed distributions.

Step 3. MAIT's often, and should, reach a zero balance every month. However, for any that carry balances from month to month, the MAIT's are reviewed and contact may be made with the Trustee, if there are any suspicious expenses or high balances retained in the trust.

Trust Closing:

Step 1. When closing a file off of MTI delete date entered in the "Next Review Date" box to insure this trust will not be sent further annual review requests.

Step 2. In the event the trust is closing due to the Beneficiary passing away, make sure that information is referred to the Estate Recovery Database. This will insure that trust has been flagged and will be included in Estate Recovery processing.

Forms/Reports: N/A

RFP References: N/A

Interfaces: MTI