

REV – Revenue Collections MEPD Premium Processing Procedure

Purpose: Medicaid for Employed People with Disabilities (MEPD) is a Medicaid coverage group implemented to allow persons with disabilities to work and continue to have access to medical assistance. Beneficiaries pay a monthly income-based premium and have access to all Iowa Medicaid benefits. Premiums are due at the end of every month.

Identification of Roles:

Wells Fargo Bank

- a) Receive premium payments from United States Postal Service (USPS).
- b) Deposit checks.
- c) Post payments to MEPD member's account via a file transfer.
- d) Premiums that will not load to the file are loaded into Wells Fargo CEO for Revenue Collections to work.

IME Core Unit

- a) Pick up packet containing payment coupons with notes on them or other miscellaneous documents daily from Wells Fargo Bank.
- b) Hand deliver packet picked up from Wells Fargo to Revenue Collections.

Revenue Collections

- a) Post payments to MEPD member's account for premiums loaded into Wells Fargo CEO under batch numbers 201-300, 401-500 and 999.
- b) Confirm that there are no live checks in the packet from Wells Fargo that's delivered to us by the IME Core Unit. Send documents to Karen Jones at the Hoover Building.
- c) Live premium check is indexed with a "Return" status in OnBase.
- d) Documentation which accompanied live check is printed out from OnBase.
- e) Live check is pulled from the safe and mailed with accompanying documents to the Wells Fargo MEPD Lock Box.
- f) Return bad check to MEPD member along with appropriate form letter informing member of what corrective steps need to be taken.

Fiscal Management

- a) E-mails Revenue Collections a copy of bad check.

Performance Standards: 6.6.6.3

a. For premium payment checks that are received, post the checks to the system designed to record MEPD or IHAWP premium information within one (1) business day of receipt from the bank.

Path of Business Procedure:

Step 1. The member mails the premium statement with a check to a P.O. Box administered by the Wells Fargo Bank.

Step 2. Wells Fargo deposits and posts the premium payments to the MEPD member's account via a file transfer. Premiums that will not load to the file are loaded into Wells Fargo CEO under batch numbers 201-300, 401-500 and 999 for Revenue Collections to work. If the check does not have adequate information to deposit, Wells Fargo sets the check aside.

Missing information includes:

- a) Wrong payee
- b) Post-dated or undated check
- c) Check not signed
- d) No dollar amount filled in
- e) Insufficient funds

Wells Fargo prepares a packet of checks without adequate information to deposit, payment coupons with notes on them and other miscellaneous documents that is picked up daily by the IME Core Unit.

Step 3. A Core representative picks up the packet each day and hand delivers the packet to Revenue Collections between 1:00 – 2:30 p.m. The packet contains:

- a) Verify that there are no live checks within the packet
- b) Payment coupons with notes on them
- c) Other miscellaneous documents

Revenue Collections returns any live checks without adequate information to deposit to the member. All other documents are sent to Karen Jones at the Hoover Building.

Step 4. If a member mails a premium check to the IME, the check will be scanned into OnBase→CHK01 – Checks LC→CHK01 – Misc Check Logging Queue and placed into the safe. After the check is identified as a MEPD premium payment, the check is logged and indexed as “Returned” in OnBase with Principle Classification of 23. A Revenue Collections

representative will remove the check from the safe and hand deliver to the MEPD Posting Specialist, who then mails the check to the Wells Fargo Lock Box for further processing.

Step 5. Revenue Collections performs the following actions on all received MEPD documentation **within 24 hours of receipt:**

Step 6. Premium payments are posted into the MEPD system.

- a) Access the MEPD System and post all premiums loaded into Wells Fargo CEO under batch numbers 201-300, 401-500 and 999. Batch 201-300 contains checks with full detail for processing purposes. Batch 401-500 contains multiple checks and/or payment coupons. Batch 999 contains checks without state ID's or addresses.
- b) If the member's State Identification number (ID) is not listed on the check, search the Medicaid Management Information System (MMIS) under the member's name to obtain the State ID and verify MEPD status.
- c) If the member cannot be located in the MMIS System, e-mail the check to Karen Jones at the Hoover Building. She will provide us with the member's State ID, if the check is actually a MEPD premium payment.

Step 7. Wells Fargo Bank returns bad checks that the bank cannot deposit for various reasons to Fiscal Management at the Hoover Building. Fiscal Management will email a copy of the check to Revenue Collections. The MEPD Posting Specialist will generate the appropriate form letter and mail to the member with a copy of the check. A copy of this correspondence will also be e-mailed to the member's Department of Human Services (DHS) caseworker. Hard copies will also remain on file at the IME. Print out copy of check received from Fiscal Management e-mail.

- a) Generate appropriate form letter and return to MEPD member along with copy bad check and documentation.
- b) Access State DHS Passport system to obtain the name and address of the MEPD member and worker information.

- c) E-mail copy of documents sent to MEPD member to member's DHS caseworker.

Step 8. Revenue Collections will balance the premium payments entered into MEPD system with amount deposited into Wells Fargo CEO on a daily basis.

- a) Verify that the MEPD Payment Balance Screen amount matches the amount deposited into Wells Fargo CEO.

Print out a copy of the MEPD Balance Screen that documents daily postings by Revenue Collections. The number of payments posted into the different batches is handwritten under the balance information

Step 9. Iowa Department of Revenue Checks

Purpose: This addendum is to provide guidance for Iowa Health and Wellness or MEPD checks received at the Iowa Medicaid Enterprise (IME) or Hoover building, but are meant for the Iowa Department of Revenue (IDR).

If a member has an outstanding debt that has not been repaid, the debt is transferred to the Iowa Department of Revenue (IDR). A notification is sent to the member by IDR of the debt with repayment detail. At times, Medicaid members do not send payments to IDR for deposit and clearing the debt. In those cases, the steps below are taken to ensure the debt repayment is sent to the IDR.

Steps:

1. Non deposited checks received by the IME or Hoover building with the attached IDR letter need to be routed to IDR for deposit and credit of the member's account. The contact for live checks is Larry Fox. Checks are sent interoffice mail to his attention.
2. If an IDR repayment check is received and deposited by either the IME or Hoover staff then a copy of the check and correspondence needs sent to Brenda Bengé. She will send IDR the account number to credit the member's account. In addition, a funds transfer is performed by Fiscal management so the repayment is credited to the IDR account. The fund code for IDR is 0001-990-6250-0176.
3. If an IDR check is received without correspondence and deposited by either the IME or Hoover staff, research will be done to determine what the check is for. Once the check is determined to be for IDR, a copy of the check needs to be sent to Brenda Bengé as she will send the IDR the account number to apply the check and clear the member's debt. In addition, a funds transfer is performed by Fiscal management so the repayment is credited to the IDR account. The fund code for IDR is 0001-990-6250-0176.

Forms/Reports: N/A

RFP References: N/A

Interfaces: CORE, MEPD, Wells Fargo

Attachments: See next page

Incomplete Check/Incorrect Payee Form Letter



Iowa Department of Human Services

<Date>

<Member Name>

<Member Address>

<Member City, State Zip>

Dear < Member Name>:

You recently sent in a MEPD payment. Unfortunately, we are unable to deposit this check because <reason for being unable to deposit check>. We are returning your check to you.

If you would like to continue your coverage under the MEPD program, please send a replacement check or money order within 60 days. The replacement check should be attached to the enclosed letter and sent to:

Iowa Medicaid Enterprise
MEPD Premiums
PO Box 10339
Des Moines, IA 50306-0339

If you have any questions, about this, call 1-800-338-8366. If you live in Polk County then you can call 515-256-4606

Sincerely,

Iowa Medicaid Enterprise
Revenue Collections Unit

CC: IME – Member Service

<Name of County> (<County Number>), Worker # <Worker Number>

NSF Form Letter



Iowa Department of Human Services

<Date>

<Member Name>

<Member Address>

<Member City, State Zip>

Dear < Member Name>:

You recently sent in a MEPD payment. Unfortunately, this check has been returned to us because of insufficient funds in the account. A copy of your check is being returned to you.

If you would like to continue your coverage under the MEPD program, please send a replacement check or money order within 60 days. The replacement check should be attached to the enclosed letter and sent to:

Iowa Medicaid Enterprise
MEPD Premiums
PO Box 10339
Des Moines, IA 50306-0339

If you have any questions, about this, call 1-800-338-8366. If you live in Polk County then you can call 515-256-4606

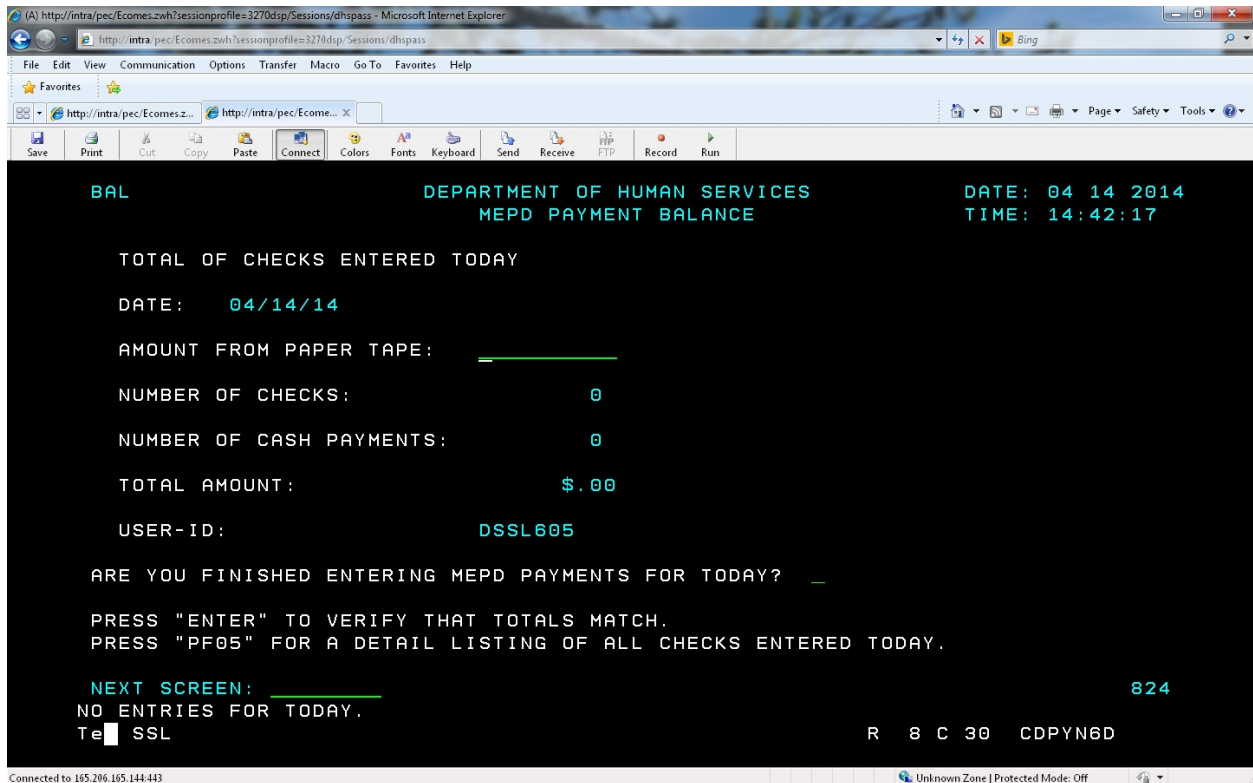
Sincerely,

Iowa Medicaid Enterprise
Revenue Collections Unit

CC: IME – Member Service

<Name of County> (<County Number>), Worker # <Worker Number>

Balance Sheet Screenshot from MIPS



Acronyms:

TPL – *Third Party Liability*

SSN – *Social Security Number*

IME – *Iowa Medicaid Enterprise*

DHS – *Department of Human Services*

MMIS – *Medicaid Management Information System*

Premium Statement: A form that provides information regarding the member's MEPD account and amount owed.