

Medicaid Presumptive Eligibility Portal (MPEP)

Support Helpdesk Messages

This document is an archive of current and relevant Medicaid Presumptive Eligibility Portal (MPEP) Support Desk Messages that have been sent via email to Qualified Entities (QE) in the past 12 months. QEs should contact MPEP Support (1-855-889-7985; 8:00 a.m. - 5:00 p.m. Monday - Friday) if there are any questions regarding the information provided in this document.

IMPORTANT – Avoid Creating Duplicate Client Index Numbers (CINs)

Creating a new CIN for an applicant who already has one may result in delay in processing provider payments and unnecessary requests for information to the client from HHS with denial/cancellation. **The easiest way to avoid creating a duplicate CIN is to obtain and enter a Social Security Number (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.**

- 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.
- Make sure that the applicant's name, date of birth, and SSN 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 – Authorized Representatives

We have had received numerous inquiries from providers receiving customer Medicaid cards as well as applicants/recipients not receiving Medicaid cards. Please be aware when an Authorized Representative is designated on an application/case the household will receive the Notice of Action; however, **the Authorized Representative will receive the Notice of Action and the members Medicaid cards.** We understand there are situations when there is a need for an authorized representative.

REMINDER – Providing all available information when selecting that an applicant has eligible immigration status

We have found numerous applications that attest to having eligible alien status, but do not provide needed information for the worker to run system checks. Please provide responses on questions following eligible immigration status as listed on the application.

REMINDER – EMIYA Individuals now eligible for Presumptive Eligibility as of 1/1/23

As of January 1, 2023, it is mandatory that EMIYA (Expanded Medicaid for Independent Young Adults) coverage be provided for all former foster care youth **regardless of what state they aged out** of foster care. This population is also eligible for Presumptive Eligibility as of 1/1/2023.

- This new policy will only apply to youth who turn 18 on or after January 1, 2023.
- Another part of this change includes EMIYA coverage as it relates to eligibility for other coverage groups. Currently, an individual is only eligible for EMIYA if they are not eligible for another coverage group. Effective January 1, 2023, all former foster care youth who turn 18 on or after January 1, 2023, will be eligible under EMIYA regardless of their eligibility under another coverage group.
- Another recent change is Federal foster care youth who turn 18 on or after 1/1/2023, who were in foster care and receiving Medicaid in any state, may be eligible for EMIYA. Previously it included only those from the state of Iowa.

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 following steps:

1. Clear cookies and browsing history, and try this link <https://hhsmpop.iowa.gov/>
2. Take a screenshot documenting the time you are attempting to log in and save that where you save copies of the signed applications.
3. Try again in 30 minutes. If MPEP is still down for maintenance, take another screenshot documenting your second attempt, and include it with your signed application. The screenshots are needed for audit purposes.
4. 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
(This is needed in the case an application is reviewed for auditing.)
5. When MPEP becomes available again, you may enter the application using the date that you attempted to log into the system instead of the current date. Please enter the applications into the system as soon as the MPEP system becomes available.

If you are having trouble accessing the portal before 7:00pm Monday - Friday, please email the MPEP Support Helpdesk: imempepsupport@dhs.state.ia.us



As a reminder, the MPEP Support Helpdesk is not available on weekends or state holidays. If you experience an issue with MPEP during the weekend or on a state holiday, document your issue and take screenshots. When MPEP becomes available again, you may enter the application using the date that you attempted to log into the system instead of the current date. Please enter the applications into the system as soon as the MPEP system becomes available.

If you have any questions, please contact the MPEP Support Helpdesk at 1-855-889-7985 or by email: imempepsupport@dhs.state.ia.us