

## CORE Claims Team – Eligibility Status Turnaround Document (ESTD)

### Purpose:

Eligibility Status Turn-Around Documents (ESTD) are reports that are generated and sent to Income Maintenance (IM) Workers that detail a member's spenddown eligibility and spenddown dollar amount. These reports can be updated by the worker and returned to the Core unit to make updates in the Medically Needy sub-system in the Medicaid Management Information System (MMIS).

### Identification of Roles:

Adjustment Examiner – Processes returned/updated ESTD documents

Operations Coordinator - Serves as a back-up for processing ESTD documents

Operations Team Lead and Operations Manager – Monitors workload and ensures that work is completed in a timely manner

### Performance Standards:

None

### Path of Business Procedure:

Step 1: ESTD document is received via mail, email, or fax in OnBase from an Income Maintenance Worker

Step 2: Open file 17 in MMIS (Medically Needy Sub-System)

Step 3: Determine what type of change will be made

- a. Changing spenddown dollar amount
- b. Eligibility changes

Step 4: Make changes in MMIS file 17 as requested by the IM Worker on the ESTD

- a. If spenddown was already met and the IM worker requested changes, the ESTD should be returned to the IM Worker. The IM Worker letter should be completed in OnBase.

Step 5: Determine if adjustments are needed or if a claim needs resubmitted

- a. Adjustments will be made if changes are made to an expense amount
- b. Claims that have been denied due to spenddown should be resubmitted, for the dates that were updated in file 17 of MMIS
- c. If adjustments are needed to pharmacy claims an email should be sent to the Point of Sale (POS) unit.
  1. Include the National Provider Identifier (NPI)
  2. Member ID

3. Dates of Service
4. National Drug Code (NDC)
5. Spenddown dollar amount

Step 6: Complete the document in OnBase

- a. Enter keyword information for the document
  1. State ID is the only required keyword

### **Forms/Reports:**

IAMN1200-R001 – ESTD Report

### **RFP References:**

5.2.2.9.4.14, 5.2.2.9.4.6

### **Interfaces:**

IM Workers  
OnBase  
MMIS

### **Attachments:**

None