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DENYING AN APPLICATION

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EIS 2150 - DENYING AN APPLICATION  
REVISED 10/01/96 - CHANGE NO. 2-96

**I. GENERAL INSTRUCTIONS**

- A. Deny all applications using the DSS-8124I Application Turnaround, with the exception of an application being denied at the same time it is being entered into EIS. For applications being denied at the time of entry, use the original DSS-8124.
  
- B. Once a Medicaid application is registered as a two part application (requesting both retroactive and prospective coverage) both parts must be dispositioned. Each piece of a two part Medicaid application may be dispositioned (approved/denied/withdrawn) at any time for any reason regardless of whether the other part is being dispositioned.

**NOTE: FOR KEYING INSTRUCTIONS, SEE EIS VOLUME IV, SECTION 4900.**

TURN PAGE

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Is the application which you are denying an Application Type 1, 2, or 6?	If no ⇒ If yes ↓
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**II. DENYING ONE PART APPLICATIONS (APPLICATION TYPES 1, 2, AND 6)**

Use the following instructions to deny a one part application.

- A. For one part ongoing applications, complete entries in the PROSPECTIVE DISPOSITION fields.  
  
For one part retroactive Medicaid applications, complete entries in the RETROACTIVE DISPOSITION fields.
- B. Check the denial block in the TYPE field.
- C. Enter a DISPOSITION DATE. This is the date all factors have been verified that the applicant is ineligible. This cannot be a future date.
- D. Enter a denial code in the REASON field. See the Codes Appendix for the appropriate denial code.

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Is the application which you are denying an Application Type 1, 2, or 6?	If no ⇒ If yes ↓
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**III. DENYING TWO PART APPLICATIONS (APPLICATION TYPES 4 AND 5)**

- A. Each piece of a two part Medicaid application (Application types 4 and 5), may be dispositioned (approved/denied/withdrawn) at any time for any reason regardless of whether the other part is being dispositioned.
- B. Complete entries in the RETROACTIVE DISPOSITION fields if you are denying the retroactive part of an application; and/or  
  
Complete entries in the PROSPECTIVE DISPOSITION fields if you are denying the ongoing part of an application.
- C. Check the denial block in the TYPE field.
- D. Enter a DISPOSITION DATE. This is the date all factors have been verified that the applicant is ineligible. This cannot be a future date.
- E. Enter a denial code in the REASON field. See the Codes Appendix for the appropriate denial code.

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**IV. NOTICE OVERRIDE**

- A. If you want an automated notice generated, no entry is required.
- B. Enter a "Y" for NOTICE OVERRIDE if you do not want the system to produce the DSS-8109A, Notice of Denial or Withdrawal of Public Assistance. In this situation, you must send a manual DSS-8109.

**NOTE: YOU MUST COMPLETE A MANUAL DSS-8109 IF YOU ENTER A DENIAL CODE LISTED WITH AN ASTERISK (\*) IN THE CODES APPENDIX. THERE IS NO SYSTEM GENERATED NOTICE FOR THESE DENIAL CODES.**

**V. SIGNATURE AND DATE**

- A. Sign the Application Turnaround in the CASEWORKER'S SIGNATURE field.
- B. The county director or his designee must sign and date the form in the DIRECTOR'S SIGNATURE and DATE field.

**VI. SUBMIT THE DSS-8124 TO DATA ENTRY THE DAY YOU COMPLETE THE DENIAL ACTION FOR KEYING.**

**VII. OUTPUTS**

- A. A DSS-8124I Application Turnaround is produced and forwarded to the county the next workday. It shows the denial information for the application.
- B. CASEWORKER SUPERVISOR REPORT  
  
The denial is reported on the Caseworker Supervisor Report. The number of denials completed is determined from the **WORKER NUMBER**.

**VIII. GENERAL INFORMATION FOR AUTOMATED DENIAL NOTICES**

- A. The DSS-8109A, Notice of Denial or Withdrawal of Public Assistance, is a system generated notice. Unless an override is requested, the automated notice is mailed directly to the applicant.
- B. The DENIAL REASON CODE entered on the DSS-8124 determines the text of the notice.
- C. The system calculates the 60th calendar day for the notice.
- D. The date of the automated notice is the next state workday after the DSS-8124 processes. This is the date the notice is mailed to the recipient. A copy of the notice is not mailed to the county.
- E. A Notice Register Report is produced each night and is mailed to the county the following workday. This report lists vital information

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VIII. E. (CONT'D)

related to all automated notices produced for that day. See EIS 2304 for more information regarding the Notice Register Report.

IX. SYSTEM GENERATED DSS-8109A

- A. The format is designed for a two-window envelope. The applicant's address is printed on the right with the county DSS's address printed in the upper left corner of the notice.
- B. The system prints the information for the DSS-8109A based on the data entered on the DSS-8124 and keyed in EIS. The printed information includes:
  - 1. Date Mailed
  - 2. Worker Number
  - 3. County DSS's Phone Number
  - 4. County Case Number
  - 5. Case ID
  - 6. Date of Application
  - 7. Aid Program/Category
  - 8. Applicant Name and Address

The system indicates the application is denied and prints the reason for denial. The reason text printed on the notice is the same as the text in the denial codes table. Refer to the Codes Appendix for the appropriate denial code. The appropriate policy manual reference number is also indicated, as well as the 60th day from the date of the notice.

- C. For two part Medicaid applications, the system issues notices based on the disposition action.
  - 1. If both parts are dispositioned on the same day with the same reason code, one notice is produced.
  - 2. If both parts are dispositioned on the same day with different reason codes, two notices are produced.
  - 3. If one part is dispositioned and the other pending, the notice produced refers to the part being dispositioned. For example: "Your application for retroactive Medicaid is being denied." In the space following this sentence, the system prints a message confirming that one part of the application is still in pending status.

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**X. THE MANUALLY ISSUED DSS-8109**

- A. Certain denial codes do not trigger an automated notice as a more specific explanation of the denial is required. The codes which require manually issued notices are marked by "\*" in the Codes Table.

**NOTE: TO ENSURE THE APPLICANT IS NOTIFIED IN A TIMELY MANNER, YOU MUST ISSUE A MANUAL DSS-8109 FOR ANY DENIAL THAT YOU OVERRIDE OR IF A CODE IS USED WHICH REQUIRES A MANUAL NOTICE.**

- B. Overrides:

Enter "Y" in **NOTICE OVERRIDE** on the DSS-8124 to prevent the issuance of an automated denial notice. When you request an override, you must manually issue the denial notice.