



Department of Human Resources
311 West Saratoga Street
Baltimore MD 21201

**Family Investment Administration
ACTION TRANSMITTAL**

Control Number: #10-22

Effective Date: IMMEDIATELY

Issuance Date: March 3, 2010

TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF
DIVISION OF ELIGIBILITY WAIVER SERVICES

FROM: KEVIN M. MCGUIRE, EXECUTIVE DIRECTOR, FIA
DEBBIE RUPPERT, EXECUTIVE DIRECTOR, DHMH/OES

RE: LDSS, LHD AND DEWS POLICY ELIMINATING MANDATORY
FACE-TO-FACE INTERVIEW FOR APPLICANTS/RECIPIENTS IN
AN ABD COVERAGE GROUP

PROGRAM AFFECTED: MEDICAL ASSISTANCE

ORIGINATING OFFICE: OFFICE OF ELIGIBILITY SERVICES

SUMMARY: Relaxation of the interview requirement for Medicaid applications and redeterminations began June 30, 2008 with a regulation change (35:13 Md. R. 1179). The amendment removed mandatory language from COMAR section 10.09.24.04K concerning face-to-face interviews. We announced the change for FAC coverage groups, as enlarged by the Governor's Expansion, in AT 08-32. For LTC coverage groups, we announced the change in AT 09-19. This announcement for Community ABD coverage groups completes our directions for a more flexible Medicaid interview process.

ACTION REQUIRED: Effective with this issuance, case managers should no longer require all applicants/recipients, or their representatives, to participate in a face-to-face interview. Face-to-face interviews should only take place if determined necessary by the case manager on a case-by-case basis, or if requested by an applicant/recipient. DHMH expects that the majority of face-to-face interviews will result from customer requests.

If, after reviewing the application, the case manager needs additional information or further explanation of information submitted, the case manager is encouraged, for the applicant's convenience, to conduct a telephone interview before requiring a face-to-face interview.

INQUIRIES: For policy questions, contact the DHMH Division of Eligibility Policy at 410-767-1463 or 1-800-492-5231 (select option 2 and request extension 1463).

cc: DHR Executive Staff
DHMH Executive Staff
FIA Management Staff
DHMH Management Staff
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DHR Help Desk