

Questions and Answers – Combined Application Submission and Process

COMBINED APPLICATION SUBMISSION and PROCESS

1. What is the Combined Application Unit's responsibility?
The Unit only determines eligibility and does not determine if services provided were related to the original diagnosis. That still remains a county responsibility.
2. What is the process for filing a combined application?
 - a. The combined application **can only** be used if the person is potentially eligible or is seeking assistance from Medicaid or county indigent assistance.
 - b. All combined applications must be sent to the Idaho Department of Health and Welfare (IDHW) to determine Medicaid eligibility within the timelines in Idaho law. Only two entities can submit applications to IDHW, hospitals and counties. Hospitals are required to submit applications to IDHW for emergency applications.
 - c. If an individual **does not** have the potential for county assistance but would like to be considered for Medicaid eligibility, the standard Idaho Department of Health & Welfare application for assistance must be completed.
 - d. Combined applications **cannot** be submitted to local IDHW offices, only to the combined application unit - P. O. Box 83720, Boise ID or by fax 208-528-3771. The local IDHW offices will only process the standard Idaho Department of Health & Welfare Application for Assistance.
3. Can additional documentation be submitted on a combined application?
Yes, the Combined Application Unit will upload any and all information provided with the combined application to the county.
4. How is a Request of Additional Services submitted?
To submit a request for Additional Services for the same diagnosis the Combined Application Unit needs to receive the Cover sheet, Pages 1, and 2.
Note: The Combined Application Unit only determines eligibility and does not determine if services provide were related to the original diagnosis that is the responsibility of the County.
5. What is the timeline for submitting combined applications?
Emergency Combined Applications: These will be sent in to IDHW by hospitals. If the individual patient completes the application and is within the timeline allowed in statute, they can bring to the county and the county can submit it to IDHW.
The timeline for county processing does not begin until the county receives the denial on the combined application from DHW.

Non-Emergency (10 day prior) applications: The applications will be submitted to the county who will then submit to IDHW.

6. Is there a date to show when IDHW receives an application?
Yes, it is shown on the fax they receive. The Combined Application Unit enters the applications into the IBES system within 2 working days of receipt; however the date of application shown is the day they actually receive the application.
7. What date does the county use for processing the application?
The county has to use the date they receive it in the upload from IDHW. The Department says that there could be a 1-day difference from the denial date to the date uploaded to the Counties.
8. Can surgical centers submit the combined application directly to IDHW? (In most cases these are for emergencies)
Yes. If the service were in fact an emergency, then the same answer would apply as in number 1. If the service was not an emergency then it would be considered a ten day prior.
9. How long can an application with the Department of Health & Welfare be in "Pending Status"?
The Department of Health and Welfare can leave an application in Pending Status for up to 120 days if there is a Disability Determination pending (no decision by SSA or the DDS unit). The 120 days is just the time frame the Department of Health and Welfare uses to allow a case to pend if no disability determination has been made.

Once the Department learns of an initial determination (this may be prior to the end of the 120 days) they will take appropriate action. This means if the customer is denied and must meet disability to receive Medicaid, IDHW will deny the application and forward on to the appropriate County. Again this may be prior to the end of 120 days.

Once a case is denied and if the customer appeals - this appeal can take an undetermined amount of time to work through the process finally ending with a decision by an Administrative Law Judge. Health and Welfare will not "pend" the case until the end of the appeal process. Once a decision is rendered on the appeal if it is favorable to the customer - IDHW needs to be notified. They then are able to go back to either the original application date, or the date used as the "onset" of disability established by the results of the appeal. (If the onset is later than our application, IDHW will still look at eligibility as of the date of onset. If the onset date is prior to our application, IDHW can look at eligibility up to 3 months prior to our application.)

11. How does a county access IBES?
Contact the Department of Health and Welfare's Partner Access at:
partneraccess@dhw.idaho.gov
If there is no response please contact the CAT who will assist the county.

10. Medicaid Denials/Application Open. Can the Department notify the counties when an applicant is open for Medicaid?

Counties should be able to utilize their IBES access to determine if an applicant is open for Medicaid.

Counties have asked for a Denial Notice when the denial is for Medicaid covered services - this is not something that the Combined Application Unit staff determines and they are unable to send a denial for services not covered by Medicaid. Counties will have to get this denial from the provider after the provider has billed Medicaid.

11. What happens when a person's name is entered into the IBES System incorrectly (examples: Betty instead of Bette; Steve instead of Steven)? When the county looks for the name they are unable to locate it.

There are times a client is already known in the IBES system and the name may have been shortened or spelled differently on a previous application. The state tries to watch this on new applications but there are times the name has to stay, as it is known in the IBES system to match with the social security office etc.

When you are searching in IBES you may find it helpful on the search screen to check the box at the bottom of the page, which says - Include Phonetic Search Results. This will return a broader result of choices for you.

12. My IBES password is expiring how do I renew it?

From the IBES log in screen click on the link below the sign on Reset Password, and follow the instructions. New passwords must be a minimum of 8 characters and contain 3 of the 4 following elements: Upper Case Alpha A – Z, lower case alpha a – z, numbers 0 – 9, Special characters (! @ #).

Passwords will expire every 90 days and the system keeps a history of last 15 passwords. New passwords must be “significantly” different from the previous passwords.

Passwords may not contain the user name.

13. We have not received an upload notification from the Department, how can we check if there are files uploaded for us.

When the Department uploads documents in the SCI system the system generates an e-mail notification. The notification comes from SCI to alert the user. If you are not getting notifications please check with the Department to ensure the correct e-mail address is on file. You can get a report from the SCI system that identifies all uploads. Here are the steps:

Log on to the SCI website:

From the main menu on the left select Reports:

From the options provided select SCI:

You should see a box labeled Processing:

From the options provided select Any Project Doc Type:

Choose the To and From Dates:

Select Generate:

This will generate a list of all documents uploaded during the time frame specified.

14. Occasionally we get documents that are out of sequence or we are missing numbers when several uploads occur. Are we missing an upload?
When the Department assigns numbers there will be occasions when a number will need to be voided. While this is infrequent it does occur. To ensure you have not missed an application the County should use the directions provided to run a report of all uploads. If this does not answer the questions about the numbering contact the Combined Application Unit at 208 528-3770 or e-mail the unit SRCU-CntyHospApp@DHW.idaho.gov
15. How can we check the Status of an Application?
For counties and hospitals IBES access is granted and should be used to check status of an application. If the Combined Application Unit is contacted they will refer the caller back to their IBES access.
16. Approvals of previously Denied Applications. How is the County Notified?
When an applicant who was previously denied is later approved and found eligible for Medicaid the unit will notify the County of the approval and provide the county a copy of the approval notice to facilitate the processing of the county application.