



**STATE OF DELAWARE  
DELAWARE HEALTH AND SOCIAL SERVICES  
DIVISION OF MEDICAID & MEDICAL ASSISTANCE  
POLICY, PLANNING & QUALITY**

***M E M O R A N D U M***

REPLY TO  
ATTN. OF: Administrative Notice DMMA [A-05-2019]

TO: All DMMA and DSS Staff

DATE: 9/9/2019

SUBJECT: Verification of Factors of Eligibility for Medicaid

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**BACKGROUND**

The Affordable Care Act (ACA) and related federal regulations have established a modernized, data driven approach to verification of factors of eligibility for Medicaid and CHIP. States must utilize electronic data sources to confirm information included on an individual's Medicaid application, if available. In addition, States may only request verification from an applicant or recipient in certain situations when electronic data is not available or is not reasonably compatible with information provided by the applicant or recipient.

**DISCUSSION**

The purpose of this Administrative Notice is to provide guidance to staff about verifying factors of eligibility to ensure that DMMA is administering Delaware's Medicaid program in a manner consistent with federal regulations, simplicity of administration and the best interests of the applicant or beneficiary.

**POLICY AND PROCEDURES**

1. Staff must use electronic data sources if available to verify factors of eligibility for all Medicaid programs. Staff can request documentation from the applicant or recipient only if electronic data is not available or is not reasonably compatible with electronic data sources.
2. Staff must obtain and use data from the Federal data services hub ("hub") when available.

3. Staff must determine or renew eligibility without requiring additional verification from the applicant or recipient if information provided by the applicant or recipient is reasonably compatible with available data sources. Income information obtained through an electronic data match is considered reasonably compatible with income information provided by or on behalf of an individual if both are either above or at or below the applicable income standard.
4. If DMMA obtains information (other than income) that is needed for an eligibility determination or redetermination that is not reasonably compatible with the information provided by or on behalf of the individual, DMMA shall request additional information from the individual, including-
  - a. A statement that reasonably explains the discrepancy; or
  - b. Other specified documentation.

### **ACTION REQUIRED**

Staff should use the attached table to ensure that they are following the proper protocol for verifying factors of eligibility for Medicaid and CHIP.

Staff should also review the following Federal and State regulations pertaining to verifications.

[42 CFR §435.907\(e\) Application](#)

[42 CFR §435.945 General requirements](#)

[42 CFR §435.945 Verifying financial information](#)

[42 CFR §435.949 Verification of information through an electronic service](#)

[42 CFR §435.952 Use of information and requests of additional information from individuals](#)

[42 CFR §435.956 Verification of other non-financial information](#)

[DSSM 14800 Verifications of Factors of Eligibility](#)

### **DIRECT INQUIRIES TO**

Laura Hendrick, Social Service Administrator

[Laura.Hendrick@Delaware.gov](mailto:Laura.Hendrick@Delaware.gov)

Division of Medicaid & Medical Assistance

302-514-4456

9/9/2019

DATE

*Glyne Williams*

Glyne Williams, Chief

Chief of Policy, Planning & Quality

Division of Medicaid & Medical Assistance