

Cash Delinking
Date Issued: April 30, 2020

The Department has recently identified a bug associated with the Cash Delinking process that occurred in February 2020. Attached is the systems notice regarding the cash delinking that caused the issue. The outcome has been at least 4,000 individuals' MCO enrollment being terminated in error that were included in the batch file update.

Issue:

Due to an error that occurred during the cash delinking process, individual records are terminating at the end of the month that cash delinking took place either 03/31/2020 or 04/30/2020.

Impacted recipients have ongoing MA eligibility, however their appropriate MCO enrollment coverage did not reinstate as expected. In addition, the managed care term record failed to report on the 834 daily files. As a result, the MCO's and impacted individuals are not aware of their current Fee-for-Service enrollment. During the public health emergency an individual's MA and managed care eligibility is required to continue without interruption. The Department is exploring the possibility of a data fix to reinstate coverage from previous plan end date. OMHSAS has identified the impacted individuals and has uploaded the list to the DocuShare Website per the individuals respective Managed Care Organization. We will provide an update once this issue has been resolved.