

Behavioral Health Extensions Override/Manual Processes Discontinued
Date Issued: April 29, 2021

We have recently had some inquiries about when you can begin to rely on enrollment information being sent on the Daily 834 files including coverage termination dates. Please share the following information with the appropriate staff in your organization.

In response to the COVID19 federal health emergency, you were instructed to continue providing healthcare coverage for individuals whose MA and MCO enrollment was inappropriately closed. You were also instructed to override the eligibility end dates provided on the daily 834 eligibility files, except in valid closure situations such as deceased, incarcerated, voluntary withdrawal of coverage, and movement out of state.

The Department has taken a variety of corrective actions to ensure individuals are not incorrectly closed as well as process reinstatements for those who were. The volume of incorrectly closed cases will continue to be closely monitored.

Due to the current low volume of incorrectly closed cases still needing to be corrected, the Department feels it is appropriate for you to begin using the information contained on the daily 834 eligibility files and stop any override/manual processes you have in place. Effective May 1, 2021, the daily 834 eligibility file should be used to process MA eligibility and MCO enrollment information.

The Department is requesting a file from each MCO identifying all the individuals that **received services** while their coverage continued through you even though their MA eligibility and MCO enrollment were closed according to the Daily 834. Each MCO can upload the requested file into DocuShare within their *COVID-19 - Eligibility Being Extended* folder. Please provide this file by May 31, 2021 and notify RA-PWELIGDISCREPANCY@PA.GOV once the file is sent.