



Medicaid Unwinding training for providers

Presented by:
Utah Department of Health and Human Services
Take Care Utah

November 1, 2023



Medicaid Unwinding

September 2023

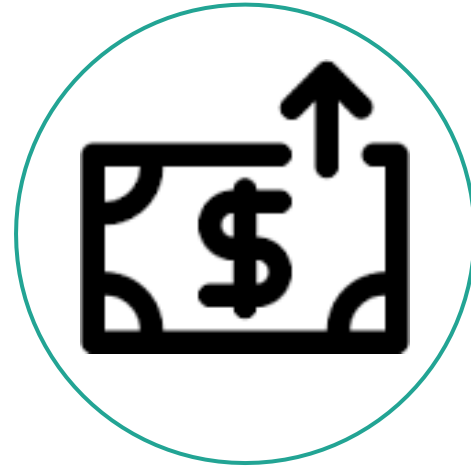
What is Medicaid?

- Medicaid provides comprehensive health coverage to hundreds of thousands of Utahns, including eligible low-income adults, children, pregnant women, elderly adults and people with disabilities.
- Medicaid is administered by states, according to federal requirements.
- The program is funded jointly by states and the federal government.

Utah Medicaid by the numbers (FY2022)



500,000+
members



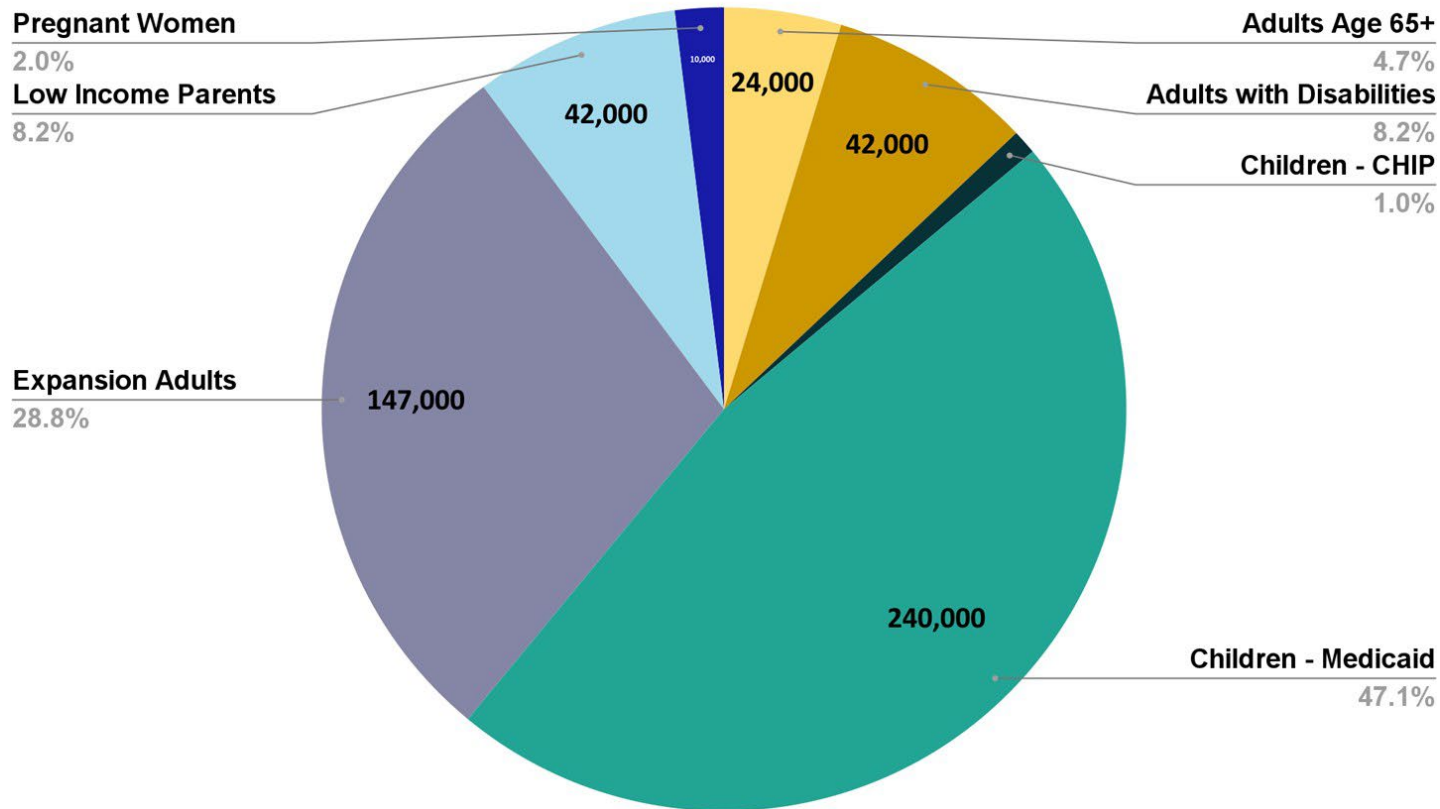
\$4.48 billion
(SFY22)
expenditures



316
employees

Medicaid enrollment in Utah

Members by Category of Assistance, April 2023



Total enrollment as of April 2023:

510,000 individuals (due to continuous enrollment requirement of the federal public health emergency)

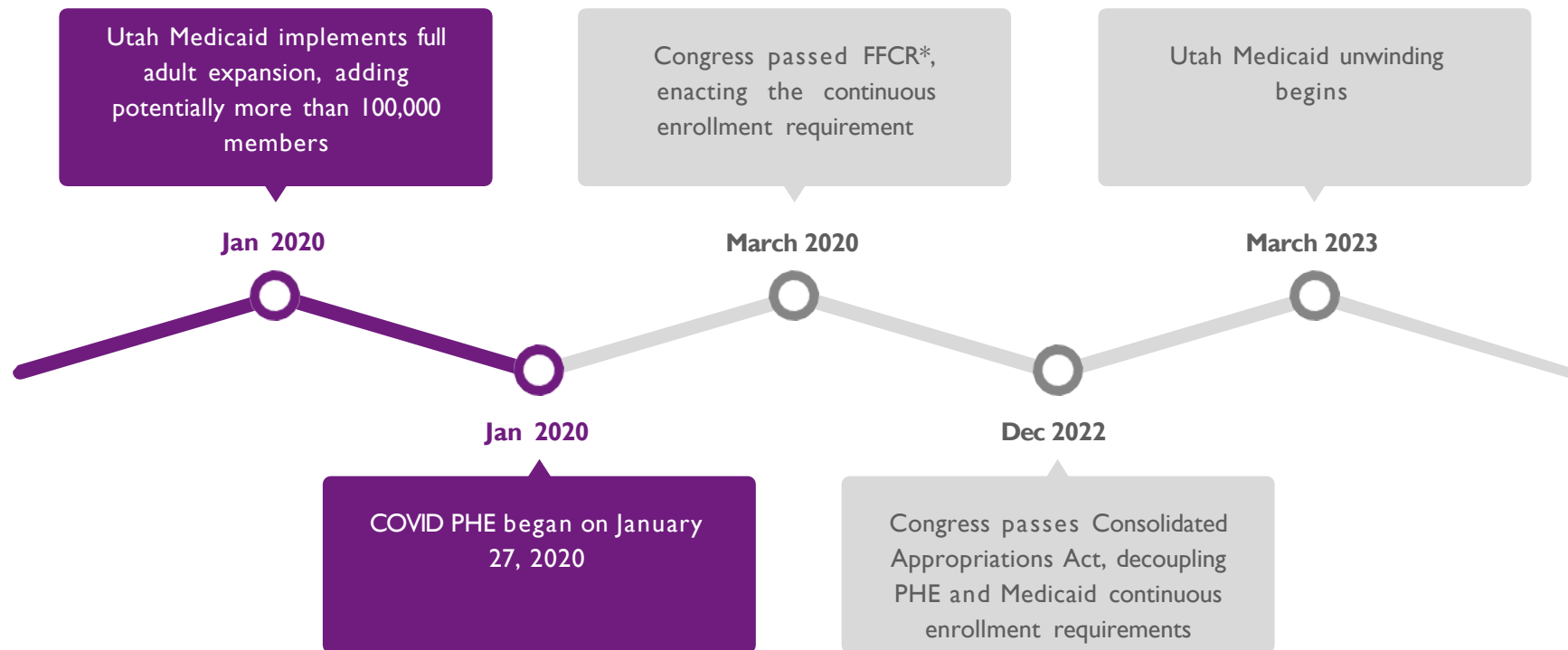
1 in 6 Utahns are covered by Medicaid

Utah Medicaid vision

Promote the health of Utahns through innovative, cost-effective strategies.

Address health equity and health outcomes through a focus on member experience and improved access and use of preventative services; facilitate whole-person care through integrated models that address physical, behavioral, and oral health; and where appropriate, transition fee for service payments to value based reimbursement methodologies.





*Families First Coronavirus Response Act

Background

Background

- COVID-19 PHE began on January 27, 2020
- Congress passed FFCRA* into law
 - A key provision allowed for continuous coverage of Medicaid through the PHE, starting March 2020 and ending April 2023
 - For 43 months, Utah kept all Medicaid cases open
 - Exceptions:
 1. Member requested their case closed
 2. Member passed away
 3. Member moved out of state
- The Consolidated Appropriations Act (CAA) sets the Medicaid continuous enrollment end date of April 1, 2023. Effectively de-linking the unwinding of the eligibility rule from the PHE.
- The state will review ALL Medicaid cases as we “unwind” this key provision and resume normal operations.

*Families First Coronavirus Response Act

A mention of other COVID-19 Flexibilities for Medicaid

In April of 2020, Utah submitted a request to CMS and was approved for several flexibilities, waived through Section 1135 of the Social Security Act, to implement during the COVID-19 PHE. Some of these included:

- Temporarily suspend Medicaid fee for service prior authorization requirements
- State fair hearing requests and appeal timelines
- Provider enrollment
- Tribal consultation timeframes
- Special allowances for non-emergency medical transportation
- Audio only telehealth
- Uninsured coverage of testing, treatment, and vaccination

How eligibility works for Utah Medicaid

Administration / operation of Medicaid eligibility is shared.

Medicaid, within the Department of Health and Human Services (DHHS), is the “single state agency” with authority and oversight of Medicaid eligibility determinations and issues policies, rules, and regulations on program matters.

The Department of Workforce Services (DWS) is a sister agency to DHHS / Medicaid and has been delegated the responsibility of performing all Medicaid eligibility determinations.



Medicaid operates numerous programs, some with varying lengths of eligibility

Month to month eligibility

Adult Expansion Medicaid

Child Medicaid

Aged, Blind, or Disabled Medicaid

12 month continuous eligibility

Children's Health Insurance Program (CHIP)

Utah's Premium Partnership (UPP)

Targeted Adult Medicaid (TAM)

Eligibility at the member level

How to apply for Medical benefits

- Online at [myCase](#)
- By Mail
 - Department of Workforce Services
 - PO Box 143245
 - Salt Lake City, UT 84114-3245
- By Fax
 - Department of Workforce Services
 - Fax: 801-526-9505
 - Toll-free Fax: 1-888-522-9505
- In Person
 - Click [here](#) to find nearest Employment Center
- Over the phone
 - 1-866-435-7414
- Paper Application
 - Medical Only
 - [English](#)
 - [Spanish](#)
 - Multi-Program Application
 - [English](#)
 - [Spanish](#)

Applying or reapplying for Medicaid

Medicaid Unwinding planning

March 2022- March 2023

CMS rules for Medicaid Unwinding

- States had 12 months to complete unwinding activities
- States could review no more than 1/9 of membership per month
- All individuals had to receive an ex parte review prior to a pre-populated review form being sent
- States had to submit a baseline and monthly reports to CMS on unwinding activities

Pre-Unwinding preparation: communication

Purpose:

To provide an overview of Medicaid's plan for Unwinding, the Medicaid eligibility continuous enrollment requirement, and returning to normal eligibility operations as defined by CMS Guidance.

Objective:

- Smooth member transition
 - Clear communication
 - Data transparency
 - Robust planning

Pre-Unwinding activities

Clear communication

- Messaged the importance of keeping member addresses and contact info current with DWS and completing eligibility reviews when possible
- DOH began to update addresses
- Data match with Equifax
- Shared closure lists with health plans

Data transparency

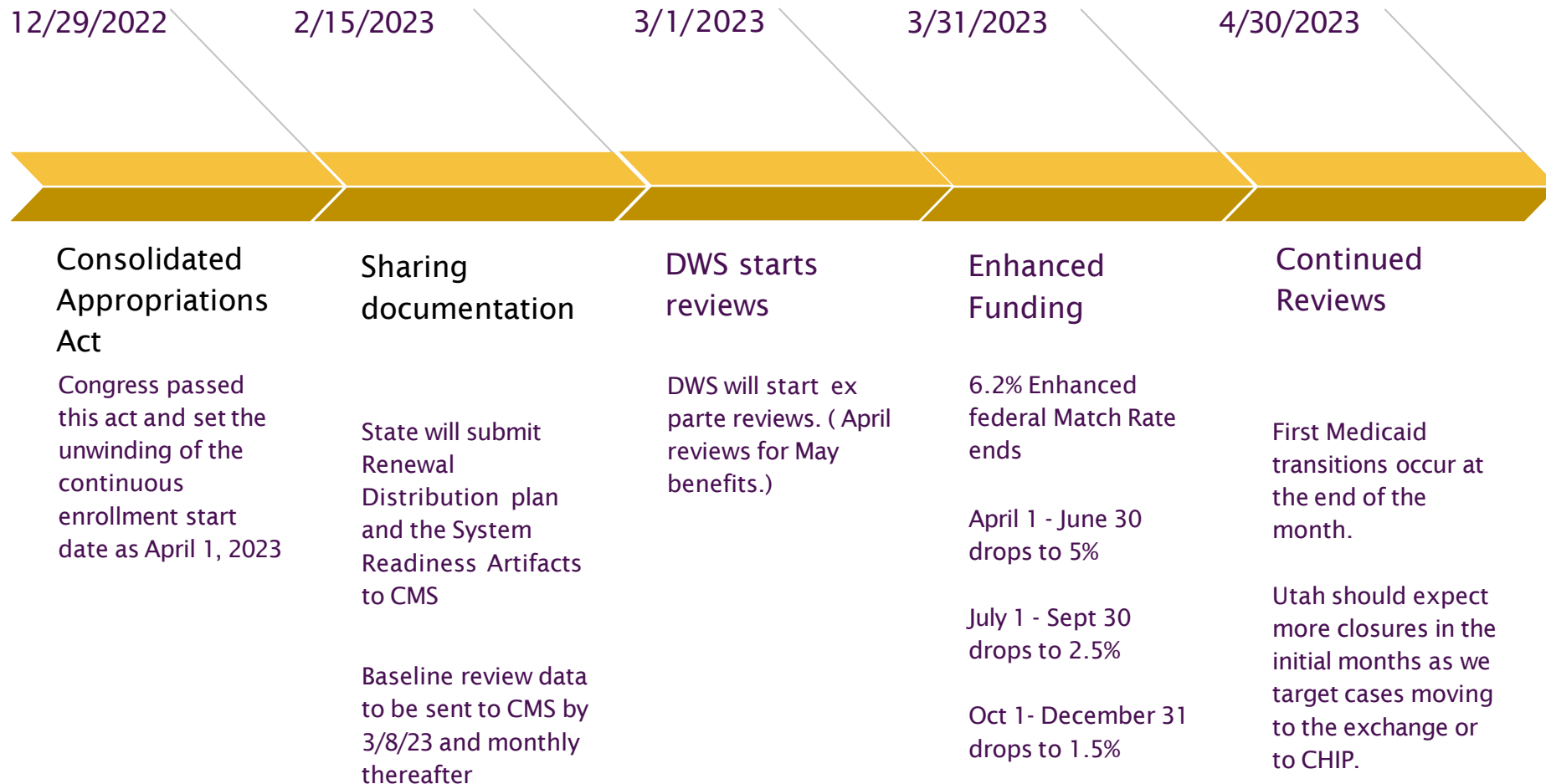
- Planned transparent reporting with defined metrics to meet CMS standards, legislative requirements
- Developed an unwinding dashboard, going live on 2/13/23

Robust planning

- Developed a comprehensive eligibility unwinding plan
- Multiple meetings with DWS, CMS, other stakeholders
 - Received some flexibility from CMS to help with the review process
- Proactive identification of cases held open (“flagged cases”)

Objective: Smooth member transition

Key Unwinding Dates



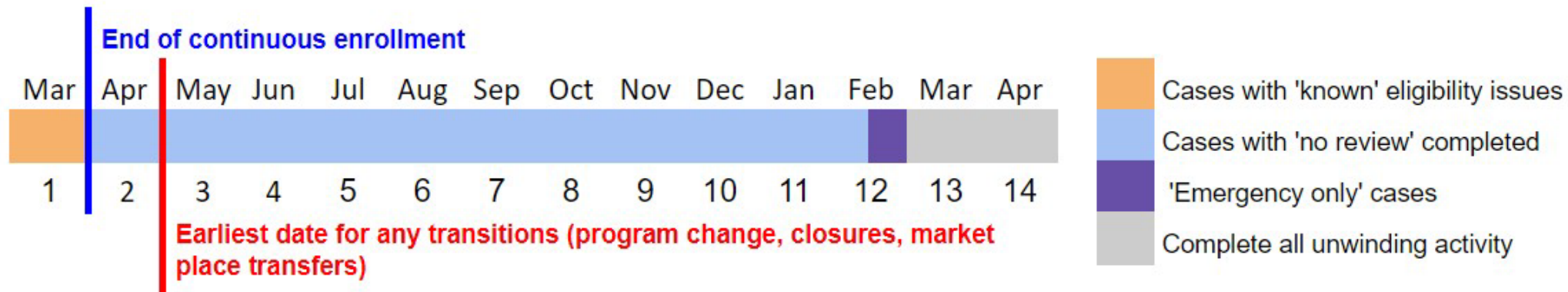
Case priority and review timeline

All cases will be reviewed in 12 months \approx 286,998 cases

- Most cases at their regularly scheduled review month
- Cases held open will be assigned a review month \approx 145,911 cases (263,469 members)

Backlog cases prioritized by:

1. Known ineligibility issues
2. No review completed
 - Length of time held open
 - Utilization of services
 - Broad program mix
3. 'Emergency only' cases



Note: Per CMS, states cannot review more than 1/9 of the total cases in any month

Stakeholder communication

New webpage and data dashboard:

medicaid.utah.gov/unwinding

- Overall review of progress
- Results of case reviews
- Other key metrics

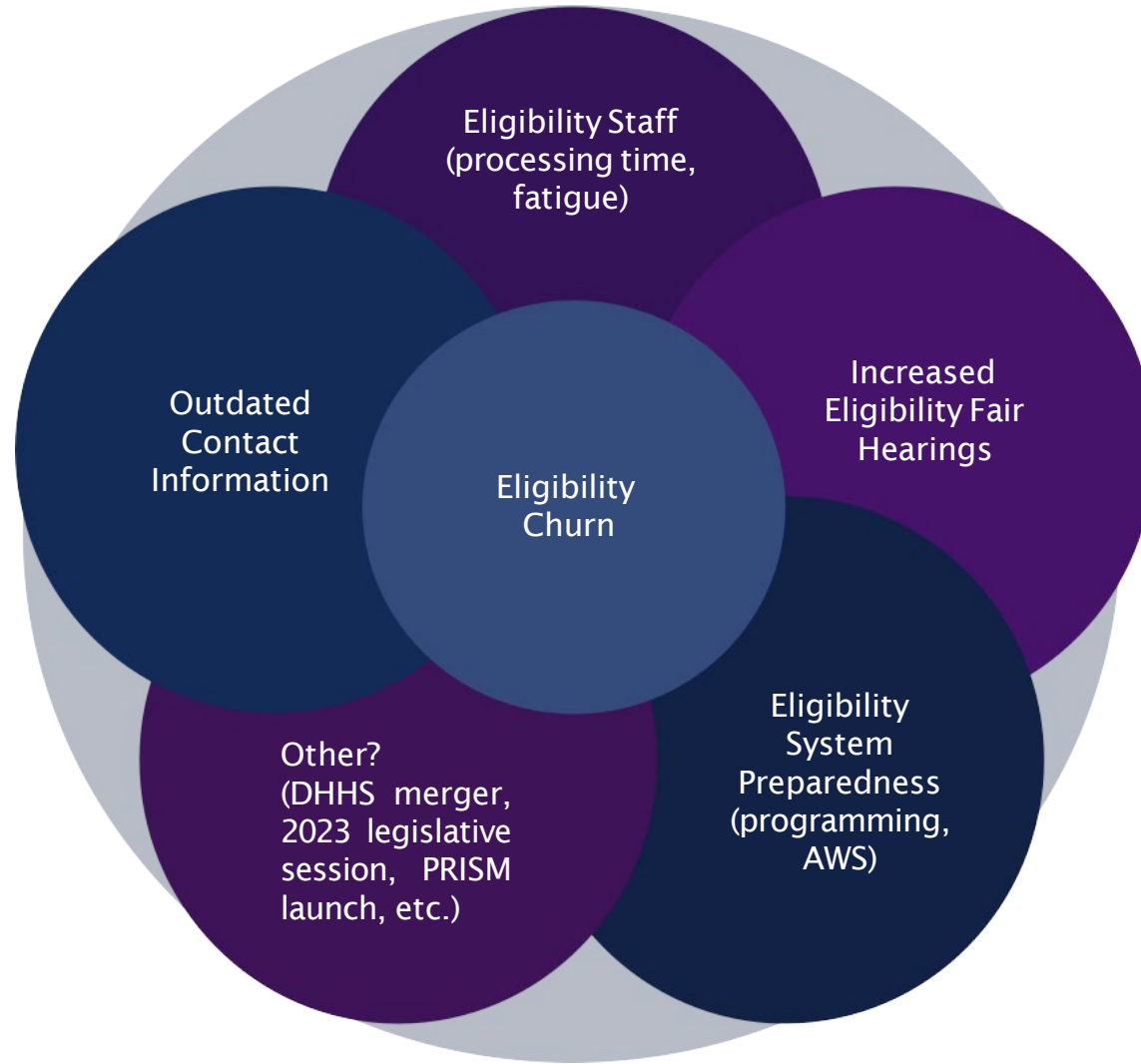


Member communication plan

DHHS sent informational notices to compliment the DWS eligibility notices.

01	COVID-19 Coverage Group	<ul style="list-style-type: none">• Notify the COVID-19 group that their coverage ends at the end of the PHE.• Informs them of how to apply for Medicaid• Sent 5/16/2022
02	General Notice	<ul style="list-style-type: none">• Sent to all Medicaid members• General information on what to expect with the end of Medicaid's continuous enrollment requirement• Sent 1/30 to 2/3/23 (light green paper)
03	CHIP Premiums	<ul style="list-style-type: none">• Notify CHIP members that quarterly premiums will resume starting in May 2023• Early February 2023 (light yellow paper)
04	Spenddowns/ MWI Premium	<ul style="list-style-type: none">• Notify Medically Needy members that their monthly spenddowns will be required following their first renewal.• Early February 2023 (light blue paper)
05	Emergency Medicaid	<ul style="list-style-type: none">• Notify Emergency Medicaid recipients that they can "raise their hand" when their citizenship status changes to be considered for full Medicaid benefits• Early February 2023 (light pink paper)

Potential eligibility risks



Learning assessment moment

Which of the following are Utah Medicaid's unwinding strategies

- a. Clear communication
- b. Data transparency
- c. Robust planning
- d. All of the above

Utah Medicaid Unwinding Begins March 2023

Key Tasks Completed

Key tasks completed

2022

- Launched unwinding webpage (June 2022)
- Met with stakeholders and legislative subcommittee to develop unwinding plan

February 2023

- Developed eligibility unwinding plan
- Launched online unwinding data dashboard
- Submitted Renewal Distribution Plan to CMS
- Submitted required system documents to CMS
- Trained eligibility staff
- Informational notices sent to members

March 2023

- **Started Unwinding all Medicaid and CHIP individuals***
- Submitted baseline report to CMS

April 2023

- First Medicaid transitions occur at the end of the month
- Submitted first monthly report to CMS

May 2023

- COVID-19 testing group ended

June 2023

- CMS released guidance for states to look at strategies to prevent procedural terminations

July 2023

- Planning for automation and other future improvements

August 2023

- Submitted and received approval from CMS for two additional flexibilities

September 2023

- Submitted updated Renewal Distribution form and update Unwinding plan

Current status of Medicaid eligibility reviews completed

Status March - August 2023

- 106,000 individuals renewed
- 178,000 individuals closed or denied*
- 284,000 individuals reviewed

*After closure, 55,000 individuals recertified eligibility

CMS Letter

- All states received letters dated August 9, 2023
- Letters contained state-specific May 2023 data
- Three areas of focus were identified:
 - a. Call center operations
 - b. Procedural terminations
 - c. MAGI application processing times
- Utah's letter expressed concern on first two areas of focus
- States are urged to make course corrections and adopt flexibilities to address areas of concern
- CMS will follow-up with all states

Course Correction:

Addressing procedural terminations and call center rates

Issue	Proposed solution
<p>Procedural termination rates</p> <ul style="list-style-type: none">● Data corrections● System correction● Worker corrections	<ul style="list-style-type: none">● Incorrectly labeled closures - rerun all data● Due process system fix● Additional / ongoing training<ul style="list-style-type: none">○ PRT process / follow-up research
<p>Call wait time and abandonment rates</p>	<ul style="list-style-type: none">● Ex-parte automation● SNAP P-EBT Issuance● Quick customer video helps● Pursuit of additional flexibilities

Utah strategies and flexibilities adopted

National average: 5.2

Utah: 7

- DHHS submitted and received approval for the following (e)14 Waiver and mitigation flexibilities:
 - Ex Parte Renewal for Individuals with No Income and No Data Returned (Beneficiaries with No Income Renewal) Approved 10/24/2022
 - Facilitating Renewal for Individuals with no Asset Verification System (AVS) Data Returned within a Reasonable Timeframe (Streamlined Asset Verification) Approved 10/24/2022
 - Partnering with Managed Care Plans to Update Beneficiary Contact Information (MCO Beneficiary Contact Updates) Approved 11/4/2022
 - Partnering with National Change of Address (NCOA) Database and United States Postal Service (USPS) In-State Forwarding Address to Update Beneficiary Contact Information (NCOA and/or USPS Contact Updates) Approved 10/24/2022
 - Extended Timeframe to Take Final Administrative Action on Fair Hearing Requests (Fair Hearing Timeframe Extension) Approved 12/6/2022
 - Permit Managed Care Plans to Provide Assistance to Enrollees to Complete and Submit Medicaid Renewal Forms (MCO Renewal Support) Approved 8/4/2023
 - Continuing to attempt ex parte after the pre-populated renewal form is sent. Effective March 2023

Implemented strategies

- DHHS has implemented the additional following strategies to help with unwinding:
 - Send lists to managed care plans and providers for individuals who are due for renewal and those who have not responded. Effective April 2023
 - Extend the 90-day reconsideration period for MAGI and/or add or extend a reconsideration period for non-MAGI populations during the unwinding period. Effective 2014, implemented with ACA
 - Inform all beneficiaries of their scheduled renewal date during unwinding. Effective January 2023
 - Use managed care plans and all available outreach modalities (phone call, email, text) to contact enrollees when renewal forms are mailed and when they should have received them by mail. Effective August 2023
 - Renew eligibility if able to do so based on available information, and establish a new eligibility period whenever contact is made with hard-to-reach populations. Effective April 2023
 - Extend the amount of time managed care plans have to conduct outreach to individuals recently terminated for procedural reasons. Effective April 2023

Risks of Unwinding

Risks of Unwinding

- Members not knowing when to expect their review
- Members not responding to notices
- Coverage gap

Medicaid Unwinding statistics today

September 2023 data

Individuals with highest closure rates:

- 43,267 children
- 24,345 Expansion adults without dependent children

Individuals whose primary language may not be English

How you can help

Case study

How can you help?

A 16-year-old patient with Type 1 DM approaches the pharmacy counter to pick up her monthly prescription for insulin.

The pharmacy technician tells her that her insurance, Utah Medicaid, says she is no longer eligible.

The patient walks away without her insulin. 7 days later, she presents to the ER in DKA and spends 5 days getting her blood glucose under control.

Call to action

Post signage of Medicaid
Unwinding in your waiting areas

Variety of materials are available on
the [Medicaid website](#), including
talking points, flyers, desk
references, and more.



Have Medicaid?

**Take these steps to
find out if you can
keep your coverage:**



Make sure Medicaid
& DWS have your
current contact
information.



Know your review
date by checking
myCase:
[jobs.utah.gov/
mycase](https://jobs.utah.gov/mycase)



Pay close attention
to your mail and
complete your
renewal form
(if you get one).

Call to action

Educate members on Medicaid Unwinding and steps they can take to be prepared

Important member education tips:

- Know your review date!
 - Members can access their review date online at [mycase](#)
 - Update your address with DWS by calling 1-866-435-7414 or a Health Program Representative at 1-866-608-9422
 - Respond to DWS eligibility notices
-

Call to action

Assist members who have lost coverage

Some members who have lost coverage may still be eligible for Medicaid:

- 90 days retro-enrollment after completing a new application
- After 90 days, re-enrollment requires a full application

Transitioning to other coverage through the [federal Marketplace](#)

- 60 days to apply for coverage after loss of current coverage

Communication tools that can help

Access helpful resources on the [Medicaid website](#)

- Unwinding talking points for customer service: [English](#) & [Spanish](#)
 - [Tips to help someone who lost Medicaid coverage](#)
 - Member flyer: [English](#) & [Spanish](#)
 - Toolkit in 10 different languages coming soon!
-

Thank you!

Michelle Smith
michellesmith@utah.gov



Reviews in the Unwinding Period

Helpful Information for the Review Process

Introduction

Medicaid Unwinding and Reviews

Review Process

Tips and Hints

Instructions

Helpful Information

Additional Resources

What is a Review?

An eligibility review is the process of verifying all factors of eligibility to determine if a member remains eligible.

Eligibility Review Frequency and Factors

All programs need to be reviewed every 12 months depending on the Medicaid program type.

Some reviewed factors are:

- Citizenship/Qualified Non-citizen status
- Utah Residency
- Household Composition
- Tax Filer Status
- Income
- Expenses or deductions
- Assets requirement for some programs
- Third Party Liability

Which Members will be Reviewed?

DWS must review all Utah Medicaid members over the next 12 months.

- Every member has an assigned review month.
- To see when the assigned review month is go to [myCase](#)
- The member can contact DWS eligibility to find out their review.

Valid Closures before Review

Some Medicaid programs can close prior to their assigned review date if it meets one of these reasons:

- Person is no longer a Utah Resident
- Member passes away
- Member requests to have their Medicaid program closed
- Presumptive Eligibility (PE) is temporary Medicaid and continues to close at the end of the PE period or when a Medicaid eligibility decision is made
- If coverage was approved in error during the Public Health Emergency

Review Process

1. Ex parte review (Is a redetermination of eligibility based on current, reliable information without member participation).
2. Prepopulated Review is sent if unable to complete through ex parte. This is mailed 4-5 weeks before the end of the review period.
3. Member provides their review and verification.
4. DWS determines if the member continues to be eligible for Medicaid.

Review Process Continued

At their eligibility review, Medicaid programs may close if the individual/family is determined ineligible.

- Some will qualify for other programs (CHIP, Medicaid, etc.)
- Some will be sent to the Federal Marketplace.

If the member does not respond to their medical review, the medical program will close at the end of the review month.

Note: If paperwork is not completed, we cannot consider other programs or forward them to the Marketplace. However, there is a Special Enrollment Period for those that lose Medicaid coverage.

Eligibility Review Tips and Hints

- Is the review signed? A completed signed review is required.
- Make sure the member answers every question, do not leave any blank or unchecked. At a minimum Indicate “NA”.
- If the member is having a hard time obtaining a requested verification, contact DWS and request an extension to the deadline.
 - 211 and take care Utah.
 - Verification examples include income, tax filer status.
- Some items can be electronically verified: social security income and disability status, recovery services information (child support and alimony paid through them,) unemployment income, and some income data.
 - This information needs to be reported on the review, but the amounts don't need to be exact.

Authorized Representatives

A member can designate an authorized representative on the application or review form, or by turning in a signed written statement. A 114AR form only assigns an authorized representative for medical programs.

Starting on October 1, 2023, assistors and other community partners (assistor) may be able to sign applications and reviews on the applicant or recipients (individual) behalf with verbal consent from the individual. The assistor will complete the form 114UNWINDING documenting the verbal consent.

The assistor will be acting as an authorized representative with limited scope to sign the application or review on behalf of the individual only during the Medicaid unwinding period.

Instructions to Complete the Review

Ways to complete a Review:

- myCase (Online), Fax, Mail, Telephone
- <https://jobs.utah.gov/mycase>
- FAX 801-526-9500 or toll free 1-877-313-4717
- Mail: Centralized Imaging Unit (CIU) P.O. Box 143250, Salt Lake City, Utah 84114-3250
- By phone: 801-526-0950 or 1-866-435-7414

Information for Members

If you moved recently or if any of your contact information like your phone number or email address has changed:

- Call your health plan, DWS (1-866-435-7414) or a Health Program Representative (1-866-608-9422) to update your information.

Pay close attention to your mail/email. After DWS reviews your Medicaid eligibility, they'll send you one of the following in the mail or in myCase:

- A letter telling you your Medicaid coverage is renewed, or
- A letter telling you that your Medicaid coverage is ending, or
- A Medicaid review form asking you for more information to see if you or a family member still qualify for Medicaid

Helpful Contact Information

- Department of Workforce Services:
1-866-435-7414 or jobs.utah.gov/mycase
- DHHS Health Program Representative (HPR):
1-866-608-9422
- Federal Health Insurance Marketplace:
1-800-318-2596 (TTY: 1-855-889-4325)
 - <https://www.cms.gov/technical-assistance-resources/temp-sep-unwinding-faq.pdf>
- HealthCare.gov
- Take Care Utah: 211 or takecare.utah.org



**WORKFORCE
SERVICES
ELIGIBILITY**

 **myCase**

**Community Partner
3rd Party Access**



Welcome●

Table of Contents:

-General Information about Third Party Access

-How to create a Third Party myCase account

-How to link your Third Party myCase account to a customer account

-How to access and view a customer's account





Third Parties have access to:

Current benefits

Notices

Verifications required

Documents received

Forms

Third Party Access





- **Easy to Use**
- **Each person must create their own unique myCase account**
- **Only one account is needed to access multiple customers**
- **Access lasts for up to 12 months**

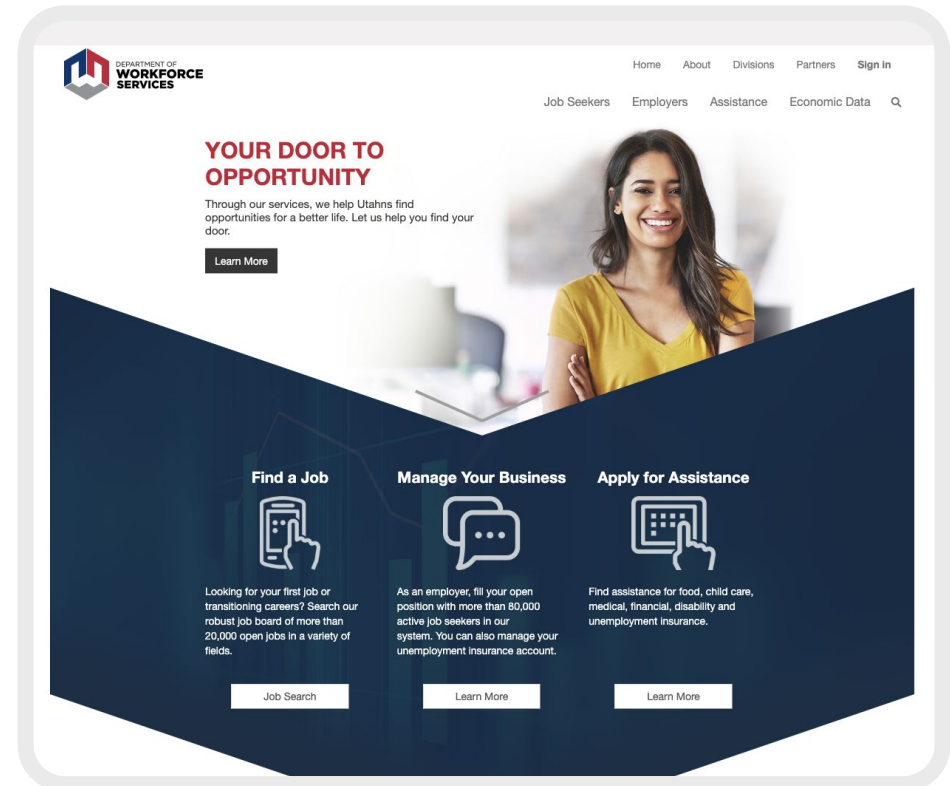
Customer can revoke access at anytime

Third Party Access



Creating a 3rd Party Account

- To begin, you need to create a myCase account
- Go to: jobs.utah.gov/myCase



Creating a 3rd Party Account

The screenshot shows the myCase website home page. On the left is a dark blue sidebar with the myCase logo and navigation links for Home and Resources. The main content area has a white background with a 'Home' breadcrumb and a 'Sign in' link. Three main action boxes are present: 'New to myCase?' with an 'Apply for Benefits' button, 'Already have a case number?' with 'Login with UtahID' and 'Create Account/Forgot Password' buttons, and '3rd Party / Authorized Rep?' with an 'Auth Rep Login' button. A green arrow points to the 'Auth Rep Login' button. Below these boxes is a section for 'Equal Opportunity Employer/Program' with contact information. At the bottom left, there is a chat icon and a note about disabling pop-up blockers. At the bottom right is a logo consisting of a stylized 'W' in blue and red.

myCase

Home Resources

Home Sign in

New to myCase?
If you don't have a case number, apply for benefits.
[Apply for Benefits](#)

Already have a case number?
Login into your account via UtahID.
[Login with UtahID](#)
[Create Account/Forgot Password](#)

3rd Party / Authorized Rep?
If you have been given access to another person's case or wanting to become an authorized rep.
[Auth Rep Login](#)

Equal Opportunity Employer/Program
Auxiliary aids (accommodations) and services are available upon request to individuals with disabilities by calling 801-526-9240. Individuals who are deaf, hard of hearing, or have speech impairments may call Relay Utah by dialing 711. Spanish Relay Utah: 1-888-346-3162.

Chat You may need to disable your pop-up blocker on your device

Creating a 3rd Party Account

Resources >

Chat

You may need to disable your pop-up blocker on your device

Login here if you are a 3rd party representative on a case, or create an account if you have not already. Once an account is created you will get an account number that you need to give to the customer.

IMPORTANT CHANGE: ALL USERS are required to create a UtahID to access our system.

If you already created a UtahID account, you won't need to do anything (as long as your email is the same for both systems - we will automatically migrate you to use the new login for UtahID).

If you don't have a UtahID, please create one ([here](#)) using the same email address as your current email for a Third Party/Authorized Rep. account. If you do not know your UtahID email or password, or need assistance with your UtahID, please go to <https://idhelp.utah.gov> or call 1-800-678-3440 or 801-538-3440.

Create Account

Auth Rep Login



Personal Info

First Name *

Last Name *

Address

Street 1 *

Street 2

City *

State *

Zip Code *

Account Information

Please use the same email for UtahID

Email *

Phone *

Provider Information

Are you part of an organization?

Are you a Medical Provider? *

Yes No

Organization Name

Are you a Child Care Provider? *

Yes No

- I understand that each Customer chooses who they allow access to, and the level of access they give to a third party.
- I understand that a Customer may grant me access to his/her case information. I understand I may have been given the right to view, alter, update, or otherwise make changes to the Customer's information.
- I agree that I will not view, alter, update or otherwise use the Customer's information for unauthorized purposes or in a manner not consistent with the Customer's best interests.
- I also agree that I will not release the Customer's information for unauthorized purposes or engage in malicious conduct intended to harm the Customer or jeopardize the benefits or services received by the Customer.
- I understand the Customer may withdraw his/her authorization at any time.
- I understand that DWS reserves the right to disable my access to a Customer's myCase information at any time.

I have read & agree to the terms

[Back](#)

[Continue](#)

[Chat](#)

You may need to disable your pop-up blocker on your device

All required fields (*) must be completed.



3rd Party Account Created

myCase

Home
Resources

3rd Party Account Created

Sign in

Congratulations!

You have successfully created an account as a 3rd Party/Authorized Representative.

Your account number is listed below. You will need to give this account number to the customer so they can allow you access to their case information.

You will need to create a UtahID account to login into your Third Party account. Click [here](#) to create a UtahID account.

Note: Please create a UtahID with the same email address that you used to create your Third Party Account in myCase.

Your account number is MC540791

[Back to Login Page](#)

Chat
You may need to disable your pop-up blocker on your device.

This number will be given to your customers so they can add you as a representative.

If you have not created a Utah ID you will need to create one using the same email address that was used to create your Third Party Account in myCase.

Linking 3rd Party Access to Customer Accounts.

Option A

- Customers must complete and sign the form 114MC.
- Third party must sign and provide MC number on the form 114MC.
- Form must be faxed to 1-877-313-4717 OR 801-526-9500.
- Must allow imaging team proper time to allow access.

Option B

- Customer can add the third party's MC number in myCase.
- Faster option.

Until either Option A or B is completed, the 3rd Party will not be able to access the customer's account information in myCase.



Option A: Faxing 114M

Customers can choose all programs or choose specific programs for 3rd party to have access to.



This form must be signed by the customer AND the Third Party requesting access. The Third Party's MC number should also be provided.

DWS-ESDI/WDD 114MC
Rev. 09/2019

State of Utah
Department of Workforce Services
**myCase AUTHORIZATION TO RELEASE
INFORMATION TO A THIRD PARTY**

Name: Customer's name Case Number: Case Number

I authorize the Department of Workforce Services and/or the Department of Health, Division of Medicaid and Health Financing to Release the information contained in the myCase database to the following third party:

LIST THE NAME OF THE PERSON/ORGANIZATION BEING ALLOWED ACCESS: _____

1. **I am granting the above-named Third Party access to my myCase information as follows: (CHECK ALL THAT APPLY)**

"View:" I am granting access to view my case information only. The third party may view my information relating to the following assistance programs:

All Programs Child Care Financial Assistance SNAP Medical Assistance

"Full Access:" I am granting access to update, alter, or otherwise make changes to my information, as well as view all case information. This also includes completing and signing my case review.

"Notices:" I am granting access to view any notice that was sent to me by the Department, regardless of the type of benefits I will, or have received.

"Verifications:" I am granting access to view any request for verification that the Department has asked me to provide, regardless of the type of benefits that I will, or have received.

2. The third party may have access to my information for the following purpose: _____

3. I understand that I am not required to grant access to any third party. I also understand that the Department of Workforce Services and/or the Division of Medicaid and Health Financing cannot deny eligibility if I refuse to grant access to a third party.

4. I understand that I will be responsible for any overpayments that may occur as a result of incorrect information being provided by an individual that I authorized to update, alter or make changes to myCase information.

5. I understand that I can choose to grant view only or full access to members of my household.

6. I understand I can choose to grant view only or full access to individuals who are not members of my household, such as my primary care physician or other healthcare providers.

7. By granting access to myCase, I specifically authorize the Department of Workforce Services to share all information regarding my case, including my medical applications, medical cases, and any medical application or case which was denied or closed to the above-named third party. I understand that if there is anything in my case that I do not want shared, I must not grant access to my case.

8. The Department may share limited information with my child care provider(s) through the provider website. If I choose to grant my child care provider access to view my case information, I specifically authorize access to information as it pertains to child care benefits to be paid to them for services provided. I understand if I grant my child care provider access to notices and/or verifications, the provider will be able to view any notice and/or verification regarding all benefits I receive, or have received.

9. I understand that once information is shared because of this authorization, it is possible that it will no longer be protected by privacy laws and could be re-disclosed by the person or agency that receives it.

10. I understand that the Department of Workforce Services and the Department of Health cannot control the information once it has been released to the above-named third party. As such, I specifically release the Department of Workforce Services and the Department of Health or any other state agency from any liability that may accrue as a result of the release or sharing of my information with those parties I have authorized to view, alter, or amend my information.

11. I understand that I may revoke this authorization at any time by removing authorization through my "myCase" account or by sending written notification to my Department caseworker. I also understand that a revocation will not change the fact that information may have already been shared before I revoked my consent. I also understand that the Department or another state agency may have relied on and acted on such information and that revocation may not affect the results of such action.

12. I understand that this authorization is effective from the date authorization is granted, until 12 months from the date granted, or until I revoke access in myCase or provide written notification to my Department caseworker, whichever is sooner.
Access will be granted within one (1) business day.

Customer Signature: Customer signs here Date: _____

Signature of Third Party: You sign here MC#: Your MC# goes here Date: _____

Printed Name of Third Party: _____ Phone: _____

Signature of Third Party: _____ MC#: _____ Date: _____

Printed Name of Third Party: _____ Phone: _____

D00620901850101

Option B: Customer adding an authorized representative as a contact to their myCase account.

myCase

Home
Case Summary
Benefits
Services
Documents
Resources
Settings
Paperless Options
3rd Party Contacts

3rd Party Contacts JS

Setting Up Who Can Access Your Case Information

- Below are the people that can access your information.
- If a worker added the person, you must also add them in myCase if you want them to access your information in myCase.
- You can delete people you no longer want to have access.
- You can edit people that YOU have added in myCase.
- To add someone, they need to register in myCase and give you their account number.

Currently, there are no contacts

Helpful Actions

Add Contact

Chat You may need to disable your pop-up blocker on your device



Option B: Customer adding an authorized representative as a contact to their myCase account.

The screenshot shows the 'myCase' web application interface. The left sidebar contains navigation links: Home, Case Summary, Benefits, Services, Documents, Resources, Settings, Paperless Options, 3rd Party Contacts (highlighted), and Webmaster. The main content area is titled '3rd Party Contacts' and includes a sub-header 'Setting Up Who Can Access Your Case Information'. Below this, there are instructions and a list of bullet points: 'Below are the people that can access your information.', 'If a worker added the person, you must also add them in myCase if you want them to access your information in myCase.', 'You can delete people you no longer want to have access.', 'You can edit people that YOU have added in myCase.', and 'To add someone, they need to register in myCase and give you their account number.' A status message indicates 'Currently, there are no contacts'. Under 'Helpful Actions', there is an 'Add Contact' button. A modal window titled 'Add Contact' is open, asking 'Do you have your contact's account number?'. It provides instructions for 'YES' (providing an account number like MC123456) and 'NO' (requiring the user to create an account at jobs.utah.gov/mycase). At the bottom of the modal are two buttons: 'No thanks' and 'I have an account #'. The bottom of the page shows 'Proxying as Padrina Case #4017930' and a 'Chat' button with a note: 'You may need to disable your pop-up blocker on your device'. A logo is visible in the bottom right corner.

myCase

Home

Case Summary

Benefits

Services

Documents

Resources

Settings

Paperless Options

3rd Party Contacts

Webmaster

3rd Party Contacts

Setting Up Who Can Access Your Case Information

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- You can delete people you no longer want to have access.
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- To add someone, they need to register in myCase and give you their account number.

Currently, there are no contacts

Helpful Actions

Add Contact

Do you have your contact's account number?

YES - If you have your contact's account number (example - MC123456) then continue by clicking on "I have an account #"

NO - The person that you want to add needs to go to jobs.utah.gov/mycase to create an account. This person will receive an account number that they will need to provide to you.

No thanks I have an account #

Proxying as Padrina
Case #4017930

Chat

You may need to disable your pop-up blocker on your device



Option B: Customer adding an authorized representative as a contact to their myCase account.

The screenshot shows the 'myCase' web application interface. The left sidebar contains navigation links: Home, Case Summary, Benefits, Services, Documents, Resources, Settings, Paperless Options, 3rd Party Contacts (highlighted), and Webmaster. The main content area is titled '3rd Party Contacts' and includes a sub-header 'Setting Up Who Can Access Your Case Information'. Below this, there is a list of instructions for adding contacts. A status message indicates 'Currently, there are no contacts'. A 'Helpful Actions' section contains an 'Add Contact' button. An 'Add Contact' modal is open, prompting the user to enter an account number. The modal text reads: 'Enter the account number that your contact gave you. It should look like this: MC123456.' Below this is an input field with 'MC' entered, and 'Back' and 'Continue' buttons. At the bottom left, there is a 'Chat' button and a note about disabling pop-up blockers. At the bottom right, there is a logo consisting of a stylized 'M' shape in blue and red.

myCase

3rd Party Contacts

Setting Up Who Can Access Your Case Information

- Below are the people that can access your information.
- If a worker added the person, you must also add them in myCase if you want them to access your information in myCase.
- You can delete people you no longer want to have access.
- You can edit people that YOU have added in myCase.
- To add someone, they need to register in myCase and give you their account number.

Currently, there are no contacts

Helpful Actions

Add Contact

Enter the account number that your contact gave you.

It should look like this: *MC123456*.

Account Number

MC

Back Continue

Proxying as Padrina
Case #4017930

Chat

You may need to disable your pop-up blocker on your device

Option B: Customer adding an authorized representative as a contact to their myCase account.

The screenshot shows the 'myCase' web application interface. A modal window titled 'Add Contact' is open, displaying the following content:

- 3rd Party Contacts** (Page Header)
- myCase** (Logo)
- Home**, **Case Summary**, **Benefits**, **Services**, **Documents**, **Resources**, **Settings**, **Paperless Options**, **3rd Party Contacts** (Navigation Menu)
- Webmaster** (Link)
- Proxying as Padrina**, **Case #4017930** (User Info)
- Chat** (Button)
- 3rd Party Contacts** (Page Title)
- Helpful Actions** (Section Header)
- Add Contact** (Button)
- Currently, there are no contacts** (Message)
- What type is this contact?** (Section Header)
 - Authorized Representative
 - Representative from an Organization
 - Attorney
- What type of access do you want to give this person?** (Section Header)
- Last date allowed access:** (Section Header)
- Terms and conditions** (Section Header)
- Back** (Button)
- Continue** (Button)



Option B: Customer adding an authorized representative as a contact to their myCase account.

The screenshot shows the 'myCase' web application interface. On the left is a dark blue navigation sidebar with the 'myCase' logo and menu items: Home, Case Summary, Benefits, Services, Documents, Resources, Settings, Paperless Options, 3rd Party Contacts (highlighted), and Webmaster. The main content area is titled '3rd Party Contacts' and contains an 'Add Contact' button. A modal window titled 'Add Contact' is open, displaying the following form fields:

- > What type is this contact?
- ▼ What type of access do you want to give this person?
 - Full access - View and report info
 - View pending verifications
 - View Notices
 - View ALL programs
 - View Child Care
 - View Financial
 - View Food Stamps
 - View Medical
 - View Special Payments
- > Last date allowed access:
- > Terms and conditions

At the bottom of the modal are 'Back' and 'Continue' buttons. The background shows a message: 'Currently, there are no contacts' and a 'Helpful Actions' section with an 'Add Contact' button. At the bottom left, it says 'Proxying as Padrina Case #4017930' and has a 'Chat' button with a note: 'You may need to disable your pop-up blocker on your device'. A logo is visible in the bottom right corner.

Option B: Customer adding an authorized representative as a contact to their myCase account.

The screenshot shows the myCase user interface. On the left is a dark blue navigation sidebar with the myCase logo and menu items: Home, Case Summary, Benefits, Services, Documents, Resources, Settings, Paperless Options, 3rd Party Contacts (highlighted), and Webmaster. The main content area is titled '3rd Party Contacts' and contains a list of instructions, an information icon with the text 'Currently, there are no contacts', and a 'Helpful Actions' section with an 'Add Contact' button. A white modal window titled 'Add Contact' is open in the center, containing the following fields and options:

- > What type is this contact?
- > What type of access do you want to give this person?
- ▼ Last date allowed access:
02/06/2024
- > Terms and conditions

At the bottom of the modal are 'Back' and 'Continue' buttons. The bottom of the page features a status bar with 'Proxying as Padrina', 'Case #4017930', and a 'Chat' button with a note: 'You may need to disable your pop-up blocker on your device'. A small red bear icon is visible in the top right corner of the main content area, and a stylized 'M' logo is in the bottom right corner of the overall image.

Option B: Customer adding an authorized representative as a contact to their myCase account.

The screenshot shows the 'myCase' web interface. On the left is a dark blue navigation sidebar with the 'myCase' logo and menu items: Home, Case Summary, Benefits, Services, Documents, Resources, Settings, Paperless Options, 3rd Party Contacts (highlighted), and Webmaster. The main content area is titled '3rd Party Contacts' and contains a list of instructions, a status message 'Currently, there are no contacts', and a blue 'Add Contact' button. A large white modal window is open, displaying a consent form with the following text:

type of benefits I will, or have received.

- "Verifications" means I am granting access to view any request for verification that the Department has asked me to provide, regardless of the type of benefits that I will, or have received.

3. I understand that I am responsible for any overpayments that may occur as a result of incorrect information being provided by an individual that I authorized to update, alter or make changes to my case information.

4. I understand that I can choose to grant view only or full access to members of my household.

5. I understand I can choose to grant view only or full access to individuals who are not members of my household, such as my primary care physician or other healthcare providers.

6. If I choose to grant access to medical program information, I specifically authorize Medicaid, CHIP, UPP, or PCN to share all information regarding my case, including my medical applications, medical cases, and any medical application or case which was denied or closed. I understand that if there is anything in my case that I do not want shared, I must not grant access to my case.

7. The Department may share limited information with my child care provider(s) through the provider website. If I choose to grant my child care provider access to view my case information, I specifically authorize access to information as it pertains to child care benefits to be paid to them for services provided. I understand if I grant my child care provider access to notices and/or verifications, the provider will be able to view any notice and/or verification regarding all benefits I receive, or have received.

8. I understand that once information is shared because of this authorization, it is possible that it will no longer be protected by privacy laws and could be re-disclosed by the person or agency that receives it. I also understand that the Department will not disclose controlled documents without the consent of the Department's Legal Department.

9. I understand that the Department or other state agencies cannot control the information once it has been released for purposes related to my case. As such, I specifically release the Department or any other state agency from any liability that may accrue as a result of the release or sharing of my information with those parties I have authorized to view, alter, or amend my information.

10. I understand that I may revoke this authorization at any time by removing authorization through my "myCase" account or by sending written notification to my Department caseworker. I also understand that a revocation will not change the fact that information may have already been shared before I revoked my consent. I also understand that the Department or another state agency may have relied on and acted on such information and that revocation may not affect the results of such action.

11. I understand that this authorization is effective from the date authorization is granted, until 12 months from the date granted, or until I revoke access in myCase or provide written notification to my Department caseworker, whichever is sooner.

I agree

At the bottom of the modal are 'Back' and 'Continue' buttons. In the bottom left corner of the page, there is a 'Chat' button and a note: 'Proxying as Padrina Case #4017930 You may need to disable your pop-up blocker on your device.'



Viewing Customer Accounts

The screenshot shows the myCase website home page. On the left is a dark blue sidebar with the myCase logo and navigation links for Home and Resources. The main content area has a light blue header with a Home link and a Sign in button. Below the header are three white boxes with different login options: 'New to myCase?' with an 'Apply for Benefits' button, 'Already have a case number?' with 'Login with UtahID' and 'Create Account/Forgot Password' buttons, and '3rd Party / Authorized Rep?' with an 'Auth Rep Login' button. A blue arrow points to the 'Auth Rep Login' button. Below these boxes is a section for the 'Equal Opportunity Employer/Program' with contact information. At the bottom left is a chat button with a note about disabling pop-up blockers.

myCase

Home Resources

Home Sign in

New to myCase?
If you don't have a case number, apply for benefits.
[Apply for Benefits](#)

Already have a case number?
Login into your account via UtahID.
[Login with UtahID](#)
[Create Account/Forgot Password](#)

3rd Party / Authorized Rep?
If you have been given access to another person's case or wanting to become an authorized rep.
[Auth Rep Login](#)

Equal Opportunity Employer/Program
Auxiliary aids (accommodations) and services are available upon request to individuals with disabilities by calling 801-526-9240. Individuals who are deaf, hard of hearing, or have speech impairments may call Relay Utah by dialing 711. Spanish Relay Utah: 1-888-346-3162.

[Chat](#) You may need to disable your pop-up blocker on your device.



Home

Resources

3rd Party/Auth Rep Sign-On

Login here if you are a 3rd party representative on a case, or create an account if you have not already. Once an account is created you will get an account number that you need to give to the customer.

IMPORTANT CHANGE ALL USERS are required to create a UtahID to access our system.

If you already created a UtahID account, you won't need to do anything (as long as your email is the same for both systems - we will automatically migrate you to use the new login for UtahID).

If you don't have a UtahID, please create one ([here](#)) using the same email address as your current email for a Third Party/Authorized Rep. account. If you do not know your UtahID email or password, or need assistance with your UtahID, please go to <https://idhelp.utah.gov> or call 1-800-678-3440 or 801-538-3440.

Create Account

Auth Rep Login



Chat

You may need to disable your pop-up blocker on your device.

- Home
- Case Summary
- Benefits
- Services
- Documents
- Resources

Public Notice Date Posted: 01/10/2023
February 2023 will be the last SNAP issuance to households eligible for the COVID-related Emergency Allotments. Beginning in March, SNAP households will return to their regular eligible issuance. Answers to frequent video explaining the end of pandemic programs can be viewed [here](#).

Helpful Links
Shortcuts to apply for benefits, report changes, complete your review, download your benefit report, and opt-in to paperless. Note: Some items may not be visible (or available) based on your case info or status.

[Apply for Benefits](#) [Report Changes](#) [24 Month Benefit Report](#) [Opt-in to paperless](#)

Review Items

Item	Status
Unread Notices	Review
Verifications Needed	Review

No Action Needed

Item	Status
Benefits stopping this month	None
Benefits stopped within 30 days	None
Payment Due	None
Review due	None
Interview Due	None

JT
Jimmy ThirdParty
Proxying as Padrina Ethele Messinground
Case number 4017930

English

Dark Mode

Log Out



- Home
- Case Summary
- Benefits
- Services >
- Documents >
- Resources >

Case Summary

Case Number	4017930
Primary Person	PADRINA ETHELE MESSINGROUND DOB: 01/01/1950
Case Members	SAMANTHA MESSINROUND DOB: 02/03/1994 Gender: Female Relationship: Daughter
	TEST R MESSINAROUND DOB: 05/25/1998 Gender: Male Relationship: Other Non Relative (Female)
	BUBBA MESSINGROUND DOB: 01/01/2008 Gender: Male Relationship: Son
	JOHNNY MESSINGROUND DOB: 05/23/2011 Gender: Male Relationship: Son
	MELISSA MESSINGROUND DOB: 08/15/2019 Gender: Female Relationship: Daughter
Upcoming Reviews	None
Open Programs	None
Pending Programs	None
Home Address	140 E BROADWAY RM 629 SALT LAKE CITY, UT 84111
Mailing Address	140 E 300 S FL 6


Chat

You may need to disable your pop-up blocker on your device.

BENEFITS TAB

This page displays:

- Current benefits
- Stopped Benefits
- Application Status



- Home
- Case Summary
- Benefits**
- Services >
- Documents >
- Resources >
- Settings >
- Webmaster >

Benefits Info

Current Month Benefits - February

Program	Names	Amount
MEDICAL - Children - Age 6-18		
MEDICAL - Children - Age 0-5		
MEDICAL - Children - Age 6-18		
Child Care		\$2,059.00
MEDICAL - Adult Expansion Medicaid - Adult Expansion Medicaid With Children		
SNAP		\$1,691.00

Important Program Information

Pending Programs None

Open Programs Child, Child, Child, Child Care, Adult Expansion Medicaid, SNAP

Upcoming Reviews None

Helpful Links

[View EBT Balance](#)

[24 Month Benefit Report](#)

Services Tab

This page displays:

- Pending Programs
- Open/Closed Programs
- Applications Submitted
- Reviews Submitted



- Home
- Case Summary
- Benefits
- Services**
 - Change Report
 - Online Application
 - Case Review
- Documents
- Resources

Services

Important Program Information

Quick summary of your pending and open programs, along with upcoming reviews. You can also view your past applications and reviews that you have submitted online.

Pending Programs None

Open Programs None

Upcoming Reviews None

Online Applications (6)

Submitted By	Programs Applying For	Application Date
myCase	Medical	02/03/2023
myCase	SNAP	02/02/2023
myCase	SNAP Medical	01/31/2023
myCase	Child Care Financial SNAP Medical	01/29/2023
myCase	Medical	01/09/2023
myCase	SNAP Medical	09/11/2021

Case Reviews (2)

Program Name	Date Submitted
SNAP	01/31/2023
SNAP	01/30/2023



- Home
- Case Summary
- Benefits
- Services
- Documents
- Notices**
- Forms
- Verifications
- Resources

Documents

Notices that we have sent to you in the last 90 days.

Status	Subject	Date Created	Date Viewed
	Telephone Interview for SNAP	02-02-2023	
	myCase	02-02-2023	
	Telephone Interview Missed	01-18-2023	

NOTICES PAGE
This page displays:
-Notices sent to the customer.

Viewing these notices does not impact the customer.

These notices can be viewed regardless if the customer is paperless or not.



Home

Case Summary

Benefits

Services

Documents

Notices

Forms

Verifications

Resources

Here's a list of forms you can print and send to us.

- Fax - 877-313-4717
- Mail - PO Box 143245, SLC, UT 84114-3245
- Drop off at an [office near you](#)

Form Name

630EN - Employment Information

631EN - Employment Termination

1062EN - Shelter/Landlord Statement

611CEN - Affidavit of Identity of Minor Child/Children

702EN - Statement of Contribution/Living Arrangements

476EN - Changes You Must Report

126EN - Verification of School Attendance/ Enrollment

980EN - Child Care Subsidy Worksheet

1049EN - Statement of Medical Need

19EN - Third Party and Insurance Information

61CEN - Application for Additional Persons

17EN - Statement of Head of Household

634EN - Tip Ledger

452EN - Self-Employment Information Sheet

619DEN - Child Support Enforcement

PRO1EN - License Exempt Provider Registration

FORMS PAGE
This page displays:
**-Commonly requested
3D barcoded forms.**

**Customers can print
requested forms from this
page.**

***3D Barcodes should ONLY be
used for the customer they are
requested for.***



Items	For	Received	Status
Employment	PADRINA ETHELE MESSINGROUND		Upload
Unearned Income	SAMANTHA MESSINROUND		Upload
Employment	SAMANTHA MESSINROUND		Upload
Educational Income	PADRINA ETHELE MESSINGROUND		Upload
Medical Expenses	PADRINA ETHELE MESSINGROUND		Upload
RCA Verification - Assistance History	PADRINA ETHELE MESSINGROUND		Upload
Medical Expenses	PADRINA ETHELE MESSINGROUND		Upload

- Home
- Case Summary
- Benefits
- Services
- Documents
- Notices
- Forms
- Verifications**
- Resources

VERIFICATIONS PAGE

This page displays:
-Items needed from the customer.

Some documents can be uploaded such as:

- Income*
- Assets*
- Shelter*
- Medical*
- Authorization Forms*

Questions?

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities
by
calling: 801-526-9240.

Individuals with speech or hearing impairments may call Relay Utah by dialing 711.
Spanish Relay Utah: 1-888-346-3162





**WORKFORCE
SERVICES
ELIGIBILITY**





UTAH HEALTH
POLICY PROJECT

Connecting Utahns to Coverage

Utah Health Policy Project

Advancing sustainable health care solutions for underserved Utahns

- Public Policy
- Education
- Access

Take Care Utah Enrollment Initiative

- Free assistance with Medicaid & Marketplace Insurance



Take Care Utah - Our Work

- Outreach in the community
- **FREE** one-on-one application assistance
 - Case management for Medicaid process
 - In person and virtual
- Connecting to primary care
- Understanding how to use benefits
- Advocating for health policies
- Vaccination outreach and education
- Referrals to other relevant agencies

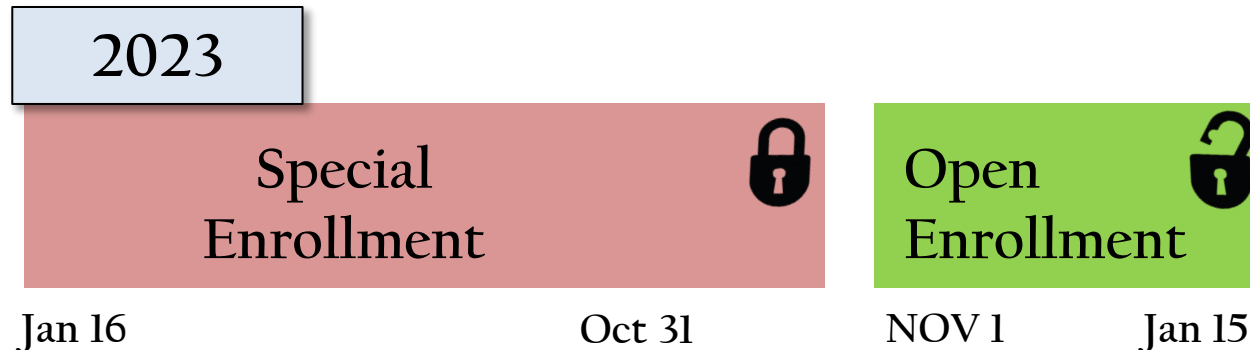
Marketplace Insurance

Who can apply?

- U.S. Citizens and Nationals
 - Anyone with legal documentation and is lawfully present in the U.S.

How to apply

- <https://www.healthcare.gov>
- Meet with TCU Broker
 - Plan selection based on client's medical & financial needs
 - Premium support programs available

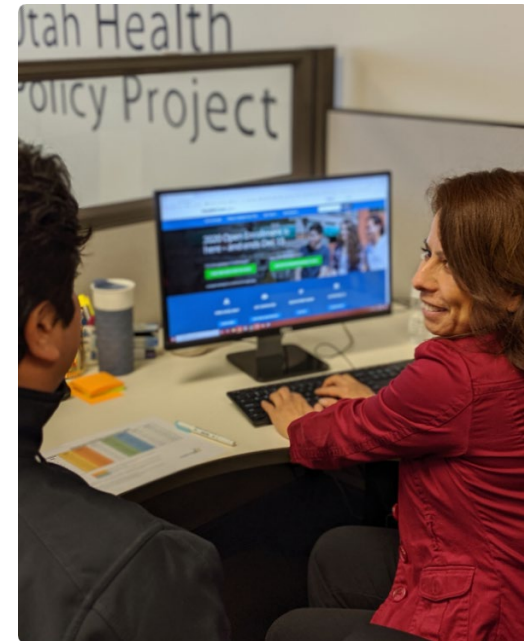


How Can TCU Help with the Unwinding?

Answering questions
Checking case status
Finding review date
Acting as an Authorized Representative

- Submitting forms
- Completing reviews
- Calling DWS

Getting connected to care



How Can TCU Help with the Unwinding?

Denied/no longer qualify for Medicaid? We can help...
Transition to Marketplace
Enroll in premium support
Answer questions about accessing employer sponsored coverage
Connect to CHCs, FQHCs, & other low-cost clinics
Make referrals to Medicare brokers



Websites

- <https://Takecareutah.org>
- <https://healthpolicyproject.org>

Office Phone

- 801 433 2299

Locations

- Ogden, West Valley, Logan, Provo



takecareutah.org/bookings

Overview of Medicaid Unwinding

- <https://takecareutah.org/medicaid-unwinding/>

Mycase Tutorial (on a computer)

- <https://takecareutah.org/review>

Linkage Coordinator Project

- Additional supports for adults with intellectual & developmental disabilities, traumatic brain injuries, or mobility limitations
 - <https://takecareutah.org/linkage-coordinator-project/>
 - Linkage@healthpolicyproject.org

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Additional Resources

DIY - Completing Reviews - Paper Reviews

https://youtu.be/Zpq_XRuLUYs

DIY - Completing Reviews - MyCase Reviews

https://youtu.be/xZY_M2ei6s0

FAQ – Frequently Asked Questions