

NUMBER

#22-21-11

DATE

December 19, 2022

OF INTEREST TO

County Directors

Social Services Supervisors and
Staff

Financial Assistance Supervisors
and Workers

Tribal Chairpersons and Tribal
Health Directors

Navigators, Certified
Application Counselors and
Brokers

ACTION/DUE DATE

Read and Implement
Immediately

EXPIRATION DATE

December 19, 2024

DHS Announces Temporary Policy to Accept Minnesota Address Updates on USPS Returned Mail for Minnesota Health Care Programs

TOPIC

Temporary policy to accept Minnesota address updates on United States Postal Service (USPS) returned mail for Minnesota Health Care Programs (MHCP).

PURPOSE

Provides information about updating an enrollee's address when the USPS includes a Minnesota forwarding address on returned mail.

CONTACT

Counties and tribal agencies should submit policy questions via HealthQuest. All others should direct questions to the following:

Health Care Eligibility and Access (HCEA) Division
PO Box 64989, 540 Cedar Street
St. Paul, MN 55164-0989

SIGNED



CYNTHIA M. MACDONALD
Assistant Commissioner/State Medicaid Director
Health Care Administration

TERMINOLOGY NOTICE

The terminology used to describe people we serve has changed over time. The Minnesota Department of Human Services (DHS) supports the use of "People First" language.

I. Background

During the COVID-19 public health emergency, which has been in place since January 27, 2020, and has not yet ended, some MHCP enrollee contact information, including residential and mailing addresses, may have become outdated. To help states update enrollee address information, the Centers for Medicare & Medicaid Services (CMS) is permitting states to temporarily accept an updated in-state forwarding address from the USPS without additional confirmation from the individual. Under this temporary authority, MHCP will treat an updated in-state address received with USPS returned mail as reliable, and will update the case record with the new information without first sending a notice to the address on file to confirm the accuracy of updated information.

This policy does not apply to out-of-state addresses received from USPS returned mail. This temporary policy is effective immediately and will remain effective until 14 months after the COVID-19 public health emergency ends. DHS will issue an announcement when it is time for this temporary policy to end.

The policy change in this bulletin applies to all MinnesotaCare populations and the following Medical Assistance populations and subprograms:

- Medical Assistance for Families with Children and Adults (MA-FCA)
- Medical Assistance for People Age 65 and Older, Blind or Disabled (MA-ABD)
- Medical Assistance for Employed Persons with Disabilities (MA-EPD)
- Medical Assistance under the TEFRA Option
- Medical Assistance Northstar Care for Children
- Medical Assistance for the Treatment of Breast and Cervical Cancer (MA-BC)
- Medical Assistance for People Receiving Services at the Center for Victims of Torture (MA-CVT)
- Medical Assistance for People Living in an Institution for Mental Disease (IMD), including state funded IMD
- Medicare Savings Programs (MSP): Qualified Medicare Beneficiaries (QMB), Service Limited Medicare Beneficiaries (SLMB), Qualified Individuals (QI) and Qualified Working Disabled (QWD)
- Emergency Medical Assistance (EMA)
- Minnesota Family Planning Program (MFPP)

II. Temporary Policy to Accept Minnesota Address Updates on USPS Returned Mail

Effective immediately, when undeliverable mail is returned to the agency with an in-state forwarding address label from the USPS, update the MHCP enrollee's contact information in the electronic casefile with the new address. Contacting the enrollee to confirm the new address is only necessary if there is inconsistent information about which household members have moved to the new address, or if the case file has a different recently reported new address.

This policy does not apply when undeliverable mail is returned by the USPS with an out-of-state forwarding address. If mail is returned with a forwarding address outside of Minnesota, the agency must contact the enrollee to verify the new address, before updating the case information. If the enrollee confirms a permanent move out of state, update the case file to reflect that the enrollee is no longer a state resident. During the COVID-19 federal public health emergency, do not close MHCP for an enrollee who fails to respond to a Request

for Information pertaining to a new address, unless that request was specifically prompted by receipt of a PARIS match. See [Bulletin #20-21-13 DHS Announces a Change to Processing PARIS Interstate Matches for MHCP Enrollees during the COVID-19 Public Health Emergency](#) for more information.

III. Action Required

County, tribal and DHS workers must follow the policies outlined in this bulletin and instructions issued in advance of, and following, the publication of this bulletin.

IV. Legal References

Social Security Act, Section 1902(e)(14)(A)

Americans with Disabilities Act (ADA) Advisory

This information is available in accessible formats for people with disabilities by calling 651-297-3862 or toll free at 800-657-3672, or by using your preferred relay service. For other information on disability rights and protections, contact the agency's ADA coordinator.