

# Talking Points for Reasonable Opportunity Period (ROP) Termination Questions

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Effective 4/9/18, when entering an application or completing a case re-entry METS gives a ROP to applicants when it is unable to electronically verify the information for the following post eligibility items:

- **SSN:** Affects only the enrollee with the unverified SSN.
- **Citizenship:** Affects only the enrollee with the unverified citizenship.
- **Immigration status/lawful presence:** Affects only the enrollee with the unverified immigration status or MinnesotaCare lawfully present status.
- **Projected Annual Income (PAI):** Affects a MinnesotaCare enrollee and any person that is included in the household composition and eligible for MinnesotaCare.

The begin date of the ROP is the date the initial Standard Eligibility Notice (SEN) is generated. This notice informs the client of the outstanding verification item(s) on the case.

Enrollees have 90 or 95 days (depending on the verification item) to provide the requested verification documents.

- SSN, Citizenship, and Immigration Status/Lawful Presence: 95 day ROP
- PAI: 90 day ROP

## Selected for Termination due to ROP Expiring this Month

During the month the ROP is set to expire, METS will run a termination batch to end eligibility for public programs and redetermine eligibility for Unassisted Qualified Health Plan (UQHP) for enrollees who fail to verify one or more of the four post eligibility verification items. **Note:** if the outstanding item to verify is Citizenship the client is not eligible for UQHP.

How to know if a case was affected by the ROP termination batch:

1. Check Case Notes: A systematic case note generates once the termination batch runs. The case note will state an ROP has expired, and whose public program eligibility will be ending.

Example: "ROP Expired: [Post eligibility verification item] for [client's name] has expired. Eligibility will end for [client's name] on Medical Assistance PDC [PDC number]."

2. Review the Transaction History: A transaction message generates when a ROP has expired.

Example: "ROP Expired: [Verification Item] ROP is expiring for [client's name] on [ROP expiration date]."

3. Review Notices: Two system generated notices will create when an enrollee is selected for termination due to a ROP expiring.

- Termination Notice: Contains program termination reason for affected household member(s), and effective date of program closure.
- SEN: Contains program redetermination information and lists the outstanding items to verify for the affected household member(s).

**Note:** The SEN alone is not a closing/termination notice. If a Termination Notice did not generate, send a manual closing notice.

4. Remind the client of the outstanding verification items and the acceptable proofs for each item. See the original SEN for acceptable proofs.
5. Once the case has been selected for termination the enrollee has two options to prevent their eligibility from ending:
  - Provide the requested proofs(s) before the last business day of the month to the servicing agency that originally sent the request for proof.
  - Request an extension.

## Requesting an ROP Extension

Enrollees can request an extension if they need more time to resolve outstanding verification items.

1. Refer the client to their servicing agency if a client is requesting an extension.
  - Extensions are allowed for all items except citizenship for MA.
  - Extensions are granted if the client is making a good faith effort to obtain the verifications. When asked, agencies should assist the client in resolving the discrepancies that are preventing an electronic match.



- Extensions are a manual process completed by the worker, and are granted in 1 month increments. The worker needs to apply changes when granting an extension and it is recommended to grant the extensions for all of the outstanding items for all household members.
- Enrollees can request and be granted multiple extensions as long as they are making a good faith effort to obtain the verification items.
- Enrollees can request an extension via phone, mail, or in person.
- After eligibility has ended, an extension can no longer be granted.

2. To see if an extension has been granted:

- Review Case Notes: A systematic case note generates when a worker grants an extension.
- Review Transaction History: A transaction message generates when the ROP has been extended.
- Review Notices: A systematic Extension notice generates when a worker grants an extension.

**Note:** A new SEN will generate if the extension was granted after the termination batch ran, but before the last day of the month the ROP is set to expire.

- Review the verification item's ROP details: A new Expiration Date will show when an extension is granted.

## After Eligibility Ends for Public Programs

If eligible, the client will be redetermined for UQHP for the month after the ROP expiration date. Review the IC and take the following actions:

1. If the IC is closed, the consumer will need to re-apply for health care coverage.
2. If the IC is open, the client will need to send in proof(s) for all outstanding ROP verification items to the servicing agency that originally sent the request for proof.
  - Remind the client of the outstanding verification items and the acceptable proofs for each item. See the original SEN notice for acceptable proofs.
  - Remind the client eligibility for public programs cannot be redetermined until the outstanding verification item is resolved. The sooner proof is submitted, the sooner eligibility can be redetermined.
  - The client may have a gap in coverage based on when proofs are received by their servicing agency.
  - The client may be eligible for retroactive coverage during the gap months depending on current MA eligibility.

**Reminder:** After eligibility has ended, an extension can no longer be granted.