 Department of Children & Family Services <i>Building a Stronger Louisiana</i>	Division/Section	Family Support
	Chapter No./Name	00- Miscellaneous Issuances Manual
	Part No./Name	E- Executive Bulletins
	Section No./Name	E-2400 Executive Bulletins
	Document No./Name	E-2496-00 Performing MEDS Clearances
	Effective Date	March 21, 2013

Effective April 1, 2013, Child Support Enforcement field operations supervisory staff will perform mandatory MEDS clearances. In addition, referral deletion requests should be submitted by a supervisor using instructions included in this bulletin.

Supervisors will verify MEDS status by accessing DHH's system. Access will be granted by completing IT-CU1 New User ID Form, IT-Addendum F – DHH User ID Request and the CS2 Confidentiality of Federal Information Form. Information regarding completion of these forms has been forwarded to Program Operations Managers. District Attorney's staff who need to access DHH's system to perform the detailed actions should complete these forms and follow the current process for requesting access to other systems used by DCFS. To ensure that access is granted for the transition, original forms must be received by Systems, Research and Analysis at DSS-SES-LASES@LA.gov by April 1, 2013.

Procedures for updating the Mandatory MEDS Status:

After verifying the MEDS status through DHH's system, the supervisor removes the "Y" from the MAND MED REF field on CAS2 according to the situations below:

- The "Y" on CAS2 is **NOT removed** when verification from DHH reflects that the CP's case is mandatory and NOT sanctioned.
- The "Y" on CAS2 is **removed** when verification from DHH reflects the CP's case as:
 - not mandatory and not sanctioned,
 - mandatory and sanctioned, or
 - not mandatory and sanctioned.


Procedures for updating NON-COOP Status:

When NON COOP is populated on CAS2, it has been verified that the DHH case does not reflect that the CP was sanctioned, field staff must contact the appropriate MEDS Office to provide notice that the LASES case reflects NON COOP. The MEDS case in the DHH system will have to reflect that the CP has been sanctioned before the "Y" can be removed from CAS2 in LASES.

Procedures for updating PA Status

When a change is needed to update a PA 6 status to any other PA Status, status of the MEDS case must be verified prior to requesting the change.

1. If it is determined that the client is on MEDS, supervisors will need to:
 - Contact Medicaid using the [Louisiana Medicaid Directory](#) provided on the DHH Home Page.
 - Request a re-referral from DHH.

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2. If the client is not on MEDS, supervisor will request that the PA Status be changed with an email to [DCFS User Support \(dcfs.usersupportcenter@la.gov\)](mailto:dcfs.usersupportcenter@la.gov) requesting that a ticket be assigned to the SRA-CSE group to change the PA Status on the case.


Procedures for processing invalid referrals:

For MEDS referral:

1. If it has been determined that the information received in a referral is incorrect and a corrected referral is needed:
 - Examples of this are:
 - AP and Child have the same SSN.
 - CP is also listed as NCP.
 - SSN for the child, CP and/or NCP is known to LASES with a different name than included in the referral.
 - Original referral was cleared and NCP was not linked to his/her existing member number. New case was created and a referral is needed to link MEDS and LASES.
 - Supervisor Action:
 - Contact Medicaid using the [Louisiana Medicaid Directory](#) provided on the DHH Home Page.
 - The DHH representative should be provided with both the incorrect and correct names, dates of birth and social security numbers for all members in the referral. A request for re-referral must be made to DHH.
 - Once the new referral is received, email [DCFS User Support](#) to request a ticket be assigned to the SRA-CSE group for deletion of the incorrect referral. (Please note that no social security numbers may be submitted to User Support. Only one request per ticket is allowed.)

2. If it has been determined that the information received in a referral is incorrect and a corrected referral is not needed:
 - An example of this is when CP and minor child are the same (SSI child referral).
 - Supervisor Action:
 - If the referral is not associated with a foster care case, email [DCFS User Support](#) to request a ticket be assigned to the SRA-CSE group for deletion of the incorrect referral. (Please note that no social security numbers may be submitted to User Support. Only one request per ticket is allowed.)
 - If the referral is associated to a foster care case, see section below detailing instructions for foster care referrals.

3. If a referral cannot be cleared due to a RID error message which reads “Referral RID must be equal to ref History RID”, supervisors should:

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- Email [DCFS User Support](#) to request a ticket be assigned to the SRA-CSE group to correct the RID number. Email must include the information to identify the referral. (Please note that no social security numbers may be submitted to User Support. Only one request per ticket is allowed.)
- Once notification of the correction is received from SRA-CSE, the referral can be cleared.

4. If the referral does not meet one of the above criteria but is found to be inappropriate:
- Supervisor should review and request a policy clearance before a request for deletion is sent to User Support.
 - Once it is determined that deletion of the referral is needed, a request should be forwarded by email to [DCFS User Support](#) to request a ticket be assigned to SRA-CSE group for deletion of the incorrect referral. The request must include information to identify the referral to be deleted. (Please note that no social security numbers may be submitted to User Support. Only one request per ticket is allowed.)
 - Notice will be sent from SRA-CSE staff once deletion is completed.

For IV-A/IV-E (FITAP/KCSP/Foster Care) Referrals:

If it has been determined that the information received in the referral is incorrect and a re-referral is needed:

- Examples of this are:
 - AP and Child have the same SSN.
 - CP is also listed as NCP.
 - SSN for the child, CP and/or NCP is known to LASES with a different name than included in the referral.
 - Original referral was cleared and NCP was not linked to his/her existing member number. New case was created and a referral is needed to link MEDS and LASES.
- Supervisor Action:
 - Email [DCFS User Support](#) to request that a ticket be assigned to SRA-CSE for each re-referral needed. The request should include information to identify the referral and both incorrect and correct information for all members on the referral. If any additional information such as social security numbers is required, the SRA-CSE group will obtain that information directly from the field staff.
 - Notice will be sent from Systems staff once a re-referral is requested and deletion is completed.