

American Academy of Pediatrics

May 23, 2007

BLASTFAX

Dear Colleagues,

Income verification and citizenship verification will be required for children enrolled in PeachCare beginning July 1, 2007.

This is a new requirement, and it will apply to new enrollees as well as to those who are due for their annual re-determination of eligibility.

Due to the current enrollment freeze, if a family does not comply with these new rules, the child will lose PeachCare, and the child will be uninsured.

Therefore, you may wish to share with your families this list of “FAQ’s” regarding this new requirement.

The answers to these questions came from Michelle Mickey, Program Director, PeachCare for Kids.

Martin C. Michaels, MD, FAAP, President
GA Chapter American Academy of Pediatrics

Will parents receive a preliminary letter directly from DCH or the Vendor soon (June 2007?) about this upcoming change?

Yes, PeachCare will be sending a notice to all current members. The application, PeachCare website, and all relevant correspondence are being updated to reflect the new eligibility process. Current members will not be required to provide the new documentation until their regular annual renewal.

How soon before their redetermination date will they receive a request for income documentation from Policy Studies Inc?

Renewal letters will be sent two (2) months prior to the account renewal date (example – a letter is sent February 1 for accounts to be renewed for April).

Specifically, what is needed for income verification?

Documents required for income verification mirror those required in Medicaid. Proof of income verification includes:

All income information provided must be the most current or recent information

Earned Income – must show proof of money anyone in the household receives.

- Weekly pay – (4) weeks of pay stubs (one week after the other) - OR -
- Bi-Weekly pay – (2) pay stubs received every other week (one after the other) – OR -
- Semi-Monthly – (2) pay stubs received two times a month (one after the other) – OR -
- Monthly – (2) pay stubs received one time a month (one month after another) – OR -
- Paid in cash – Verification of Earned Income, form 809, must be obtained from DFCS or RSM Project and completed by your employer, verifying 4 weeks of pay stubs

Unearned Income – must show proof of money anyone in the household receives from any agencies, parents or relatives, friends, or any other sources.

- SSI or SSA – Current year award letter
- Unemployment check – (4) weeks of pay stubs (one week after the other)
- Workman’s Compensation – letter from insurance company stating amount received and how often received, provide contact name and number.
- Contributions – letter from person who gives you money, provide name, address, and contact number. Provide amount received and how often received
- Child Support (paid directly to you) – written statement from the parent who gives you money, provide the name, address, and contact number. Provide amount received and how often received.
- Child Support (paid through court) – court papers or letter stating amount of income received and how often it is received.
- Other Unearned Income – provide letter stating amount received and how often received. Provide name, address, and contact number or (4) weeks of pay stubs (one week after the other)

How will DCH ensure that parents are actually receiving these letters? Will there be an independent audit by DCH to test this?

DCH requests confirmation data from our vendors on member mailings on a random, ad hoc basis. The PeachCare enrollment system also provides the capability to view all correspondence, including date generated and mailed, related to a specific account. In addition, we monitor calls to our customer service center daily and look for increased activity when major mailings are sent.

If a parent is asked to mail in a birth certificate, how long does she have to do that? If the requested documentation is not received, is there a second or third warning before Peach Care benefits are cut off for the child?

All families will receive, at a minimum, 2 letters requesting the information before a cancellation notice is sent. Families that provide partial information will receive at least one additional letter requesting “missing information.”

The timeline is as follows:

- Initial request for information (ask for information within 30 days)
- Reminder letter sent 3 weeks after request (requesting response within 15 days)
- If partial information received, a missing information letter will be sent.
- Families who make an attempt to comply within the initial timeframe (2 months) can be granted an additional 30 days to provide information. In cases where effort to comply is in progress and more time is needed to obtain documentation, a supervisor can manually override the system to give a second 30 day period.

What happens if the mail is returned for incorrect address? Will DCH or the Vendor use other means to find the family? (check with the PCP for current phone contact?)

We have a standard procedure for returned mail that includes three letters and multiple phone contacts:

- Once a piece of mail is returned, three attempts are made to contact the family by calling the phone numbers on the account. If the parent is reached at any time, any information changes are made to the account.
- If the parent cannot be reached, the first letter is sent requesting the member contact PeachCare within 4 weeks. If this letter is returned, three attempts are again made to contact the parent.
- If the parent does not make contact, a second letter is sent giving the member 15 days to respond. Again, three attempts are made to reach them by phone.
- If the parent cannot be reached after the second letter, a cancellation letter is generated.