

APPENDIX C – MEMBER MAILING ADDRESSES AND CORRESPONDENCE

While incarcerated, Medicaid Reentry Program members may choose to have Medicaid correspondence (notices, member materials, and other mail) sent to either the carceral facility or their household in the community. This appendix explains the steps for designating a member's mailing address and, where appropriate, appointing an Authorized Representative for the purpose of ensuring correspondence is delivered to the carceral facility. This document describes preferred options and provides decision-making support for individuals supporting Medicaid Eligibility & Enrollment activities; however, the specific actions taken should always be made based on member preference and choice.

Note: Carceral facilities will have access to the MQD Navigator Portal to view current eligibility status, health plan enrollment information, and notices, as well as to assist members with Medicaid applications, report Changes of Circumstances, and complete required renewals. Carceral facilities are strongly encouraged to use the MQD Navigator Portal throughout the eligibility process to review notices, make case changes, and communicate eligibility-related information to members.

The following terms apply to Appendix C:

- **Authorized Representative (AR):** The individual or entity authorized to receive Medicaid correspondence on behalf of a member. Any AR using the carceral facility mailing address must be end-dated or the AR address updated to a community address immediately prior to the member being released from incarceration.
- **Carceral Facility (CF):** The state prison, jail, or youth correctional facility where the member is incarcerated.
- **Correspondence:** Medicaid notices, member materials, and other mail.
- **Mailing Address:** The address where the member receives Medicaid correspondence. The mailing address may be the address of the primary individual of the Medicaid case or the carceral facility.
 - **Note:** If a post-release mailing address is unknown, mail should be sent to a community organization verified to accept mail for individuals experiencing homelessness, such as a Federally Qualified Health Center.
- **Medicaid Case Composition:** Individuals affiliated with the member for Medicaid eligibility and enrollment purposes. Typically made up of individuals in a household.
- **Member:** Individual who is incarcerated and applying for or currently enrolled in Medicaid.
- **Primary Individual (PI):** A household contact person responsible for a member's Medicaid case, such as the member, head of household, or parent or guardian. The PI is the only person who can designate an AR.
- **Residential Address:** The address for the member pre-incarceration and/or post-release in the community.
 - **Note:** Member residential addresses should not be updated during incarceration unless there is a change in the planned post-release exit destination.

A. Key Time Periods for Correspondence-Related Eligibility and Enrollment Activities

This section describes Eligibility & Enrollment actions that must be taken during key time periods of incarceration, as shown in Figure 1 below. Key time periods include:

- **Upon or Shortly Following Intake:** Upon or shortly following intake, or prior to the member's pre-release period, the carceral facility must take several key Eligibility & Enrollment actions. These actions may include, as applicable:
 - Assessing the individual's pre-incarceration Medicaid coverage status and case composition;
 - Assessing the individual's planned post-release Medicaid case composition, including whether they will be on their own case or on a case with other household members;
 - Updating the member's mailing address;
 - Designating ARs; and
 - Submitting Changes of Circumstances.
- **Upon Facility Transfer:** When members are transferred between carceral facilities, the receiving facility must ensure that all member mailing addresses and AR addresses are updated and accurate upon or shortly following intake. Any instance where the sending facility address appears on the member's case must be updated to the receiving facility's address.
 - Note: If the receiving facility has not yet implemented the Medicaid Reentry Program the sending facility must update member mailing addresses and AR addresses prior to transfer.
- **Immediately Prior to Release:** Immediately prior to release, carceral facilities must take action to ensure that no member correspondence is being sent to the facility following release, and that correspondence is appropriately being sent to the member's post-release living destination. Any instance where the carceral facility's address appears on the member's case must be updated so that the carceral facility mailing address no longer appears on the case. This action is also critical to ensure MQD and QI Health Plans know where the member will reside and/or where the member may be contacted following release. These actions may include, as applicable:
 - Updating the member's mailing address to an address in the community (the member's post-release living destination or another location where the member can receive mail); and,
 - Removing AR or updating the address associated with an AR to an address in the community (the member's post-release living destination or another location where the member can receive mail)

B. Authorized Representatives

This section describes circumstances where it may be appropriate to designate an AR on a member's case for the purposes of ensuring correspondence is delivered to the carceral facility. The appropriate AR option depends on the member's Medicaid case composition, as described below:

- **Member-Only Case:** When the incarcerated member is on their own case without other household members, it is not necessary to add an AR for the purposes of receiving correspondence. The member's mailing address should be updated to the carceral facility mailing address for the duration of their incarceration.
- **Member is not PI on Household Case:** When the member is part of a Medicaid Case and is not the Primary Individual, the member is not allowed to make changes to their case, including updating their mailing address and other eligibility and enrollment actions. To make changes and/or to receive correspondence at the carceral facility, the member must request that the PI designate the member as an AR on their Medicaid case. The member (with support from the carceral facility, as needed) must contact the PI to request to be designated as an AR. The AR should be added using the carceral facility address as the member's AR address.
- **Member is PI on Household Case:** When the member is part of a Medicaid Case and is the Primary Individual, changing the member's mailing address will result in mail being sent only to the carceral facility, meaning that notices and other correspondence would not be delivered to household members living in the community. To create duplicate copies of mail that are delivered to the carceral facility, while ensuring that community household members continue to receive correspondence at their mailing address, the incarcerated member may be designated as an AR on their own case, using the carceral facility address as the member's AR address.

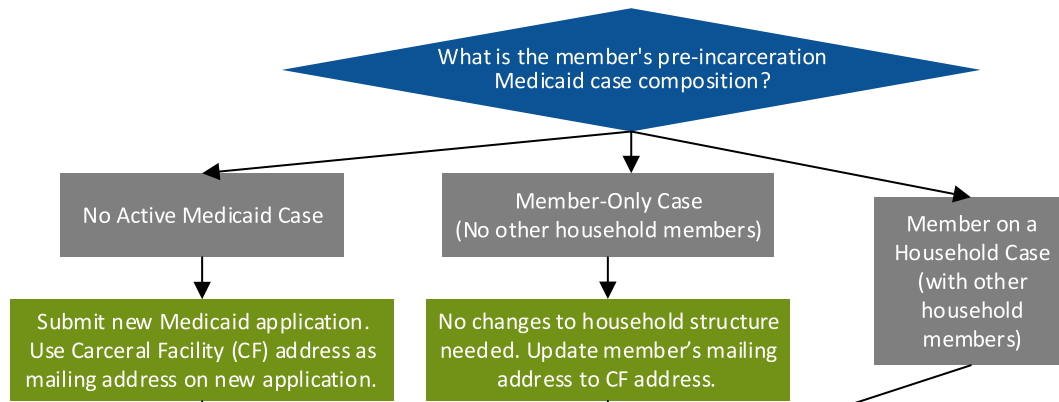
Note: If the member already has an AR acting on their behalf, an additional AR cannot be added. In this case, MQD will add the new AR as an AR in the system notes, and notices should be manually generated by MQD.

C. Mailing Address Matrix

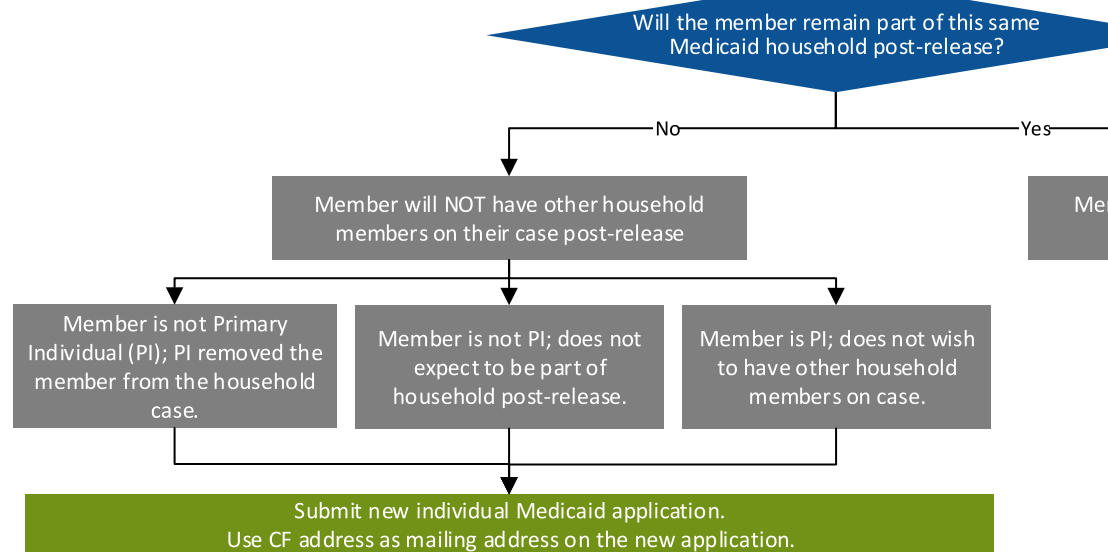
Figure 1 below illustrates preferred options and key questions to inform the appropriate Eligibility & Enrollment actions that should be taken to ensure correspondence is delivered to the carceral facility, as appropriate.

Medicaid Reentry: Case Composition & Enrollment Decision Tree

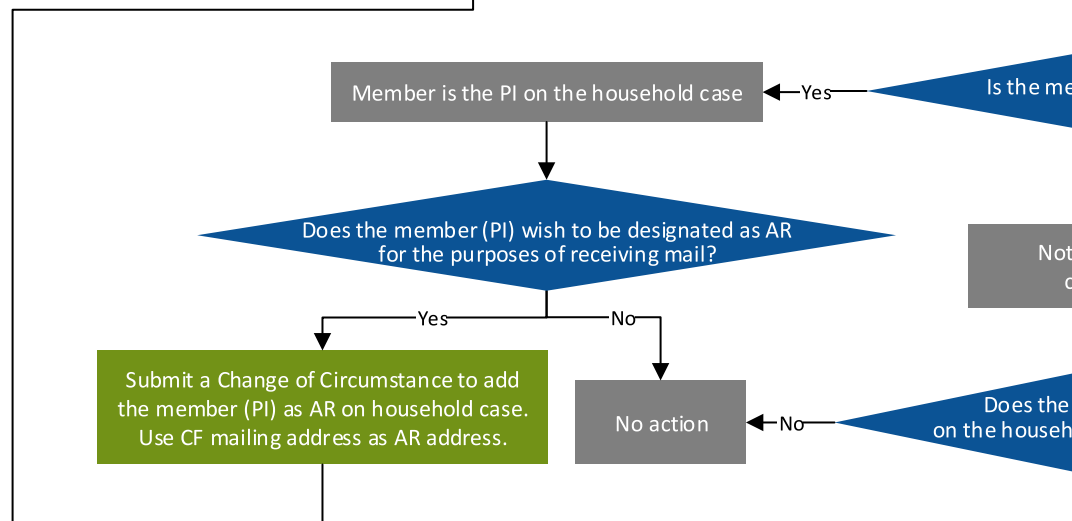
Step 1: Pre-Incarceration Medicaid Case Composition



Step 2: Planned Post-Release Medicaid Case Composition



Step 3: Authorized Representatives (AR)



Step 4: Eligibility and Enrollment Address Actions Immediately Prior to Release

Update the member's mailing address to be the member's post-release living address. End date any ARs effective the date of release. Remove CF address from record.