



Eligibility Operations Memo 12-06  
September 15, 2012

TO: MassHealth Eligibility Operations Staff

FROM: Amy Andrade, Director, Member and Provider Services

RE: **New Department of Revenue (DOR) Job Update Process**

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### **Introduction**

In September 2012, in an effort to ensure income integrity through data-matching, MassHealth, in conjunction with the Department of Revenue (DOR), will implement a new DOR Job Update Process.

This process will identify households in MA21 based on the current verified income on MA21 and the reported DOR income. Once these households are selected, MA21 will send the new Job Update notice and form.

The purpose of this memo is to describe the new Job Update Process; identify which households will be affected; identify member responsibilities; identify MEC responsibilities; and explain the manual and automatic procedures associated with this new process.

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### **Job Update Process**

Based on specific criteria, when MA21 performs income matches with the DOR Quarterly Wage file, it will identify and select households that will receive the new DOR Job Update cover letter (DOR-7) and form (DOR-8).

MA21 will send the notice and form to households that

- include members receiving active benefits;
  - have gross verified income less than or equal to 300% of the federal poverty level (FPL) on MA21; and
  - have a match or matches with the DOR Quarterly Wage file showing gross family wages equal to or greater than 310% FPL in the most recent quarter.
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**Member  
Responsibilities**

Households that meet the criteria will receive both a cover letter (notice) and a Job Update Form (form). The notice explains how to fill out the form. Both the notice and the form have the job matches reported by DOR and include the employed individual's name; the employer's name and address; and the quarterly gross income reported by DOR. Job matches for all members of the household will appear on both the notice and the form. The member must review the information.

**If the DOR information is correct:** If the member agrees with the information reported by DOR, the notice advises that there is no need to return the enclosed form; our system will be updated automatically.

**If the DOR information is incorrect:** If the member disagrees with the information reported by DOR, the notice requests the member to complete the enclosed form and return it to MassHealth within 30 days. The form gives the member the option to

- update the gross wages for the individual who is working;
- report that the person is no longer working;
- report that the person never held the job reported by DOR;
- report that the person is receiving unemployment compensation; or
- report any additional jobs and/or health insurance.

The member is responsible for completing the applicable sections of the form for each household member who has a DOR employment match.

Once the form is returned, it will be manually processed by a worker authorized to view and process DOR-related information.

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## MA21 Process

MA21 will send the Job Update notice and form to households meeting the criteria. Each selected household will be identified as being in "Profile Status." Workers will be able to see in the PRF (profile) event that a form was sent. **Note:** Only one Job Update notice and form will be sent per household.

**Job Update Form Not Returned:** If the member does not return the form within 30 days, MA21 will automatically update the case record with the DOR-reported income and redetermine eligibility for MassHealth, Commonwealth Care, or Health Safety Net.

MA21 will create a new job in the Earned Income (EIN) event and populate this event with the employer name and the DOR quarterly wages. The amount of hours will automatically populate to full time (173 hours per month).

To avoid any duplication of earned income, MA21 will end the current employment information for any household members who were on the Job Update Form. It will also end any linked employer health insurance associated with that employment.

MA21 will indicate the job as verified based on the user's access to DOR information:

- **For DOR-authorized users:** MA21 will indicate that the job was verified by DOR with a "D" at the Verified field on both Data Entry (V column) and Query (VER column) screens.
- **For non-DOR-authorized users:** MA21 will indicate that the job was verified with a "V" at the Verified field on both Data Entry (V column) and Query (VER column) screens.

This process satisfies the Annual Eligibility Review. Therefore, MA21 will establish a new review date for one year from the end of the review period.

**Job Update Form Returned:** The form will be manually processed by the MEC workers.

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## MEC Procedures

**Job Update Returned within 30 days:** The form will be logged into MyWorkSpace (MWS) as a “pending document,” which will stop the automatic 30-day clock. Only DOR-authorized users will be allowed to view and process the returned Job Update Forms.

The MEC worker will update the member’s response(s) in the PRF Event by choosing the appropriate profile select date; typing “M” for “record member response”; and then updating the member’s response with one of the following codes based on the member’s response.

- AN: Working, but does not provide verification of income
  - MEC worker will enter EIN unverified, business as usual.
- AV: Working and supplies current income/employer info
  - MEC worker will enter EIN verified, business as usual.
- B: Agrees to prior employment, but no longer working
- C: Claims to have never worked at this job
- NL: Member no longer in household
- UE: Receives unemployment
  - MEC worker will enter information into Unearned Income (UIN) event, business as usual.

The MEC worker will then update the Earned or Unearned Income (EIN/UIN) events with the appropriate information. **Note:** To avoid any duplication of earned income, the MEC worker must end the current employment information for any household members who were on the Job Update Form.

Entering a code of AN or AV satisfies the Annual Eligibility Review. MA21 will establish a new review date for one year from the receipt of the Job Update Form.

Entering a code of B, C, NL, or UE will not satisfy the Annual Eligibility Review Requirement.

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**Additional  
Information**

There has been no change in the following procedures:

- changes in eligibility (households will continue to be notified of any changes in eligibility with a notice that includes appeal rights);
  - returned mail; and
  - MEC worker changing member's mailing address.
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**Attachments**

The following attachments are included with this memo:

- sample DOR Job Update Cover Letter (DOR-7); and
  - sample DOR Job Update Form (DOR-8).
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**Questions**

If you have any questions about this memo, please have your MEC designee call the Policy Hotline.

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