

## CSSP Online Application Questions Eligibility Processing Job Aid

This Job Aid is intended to provide instruction on the required elements of the online application. The system requires an answer for a few application questions; however, the customer has the ability to submit an application with lots of missing pieces of information. This Job Aid identifies when an answer left blank is acceptable and when additional follow-up is required.

Note:

- Mandatory verification policies still apply. Obtain verification as required in KEESM 1322 or KFMAM 1325
- When a Leading Question has been answered Yes – then the Follow-up Questions will always be required. For example, if a customer indicates they are self-employed, then it is necessary to obtain answers to all of the self-employment Follow-up questions.
- These instructions are intended as a guide and should not replace the prudent person principle.

**People:** This section is in reference to the applicant and all household members

Application Question	Eligibility Action
Male or female?	Must obtain answer
Date of Birth	Must obtain answer
Social Security Number	Required, if requesting assistance
Blind or Disabled?	Assume No, if left blank
Applying for yourself?	Only determine eligibility for those members who answered Yes.
Need help paying medical bills from the last 3 months?	Assume No, if left blank, unless a baby was born in the prior 3 months or other indication of recent major medical expense.
Why are you applying for health insurance?	Answer may serve as clue regarding additional circumstances impacting the applicant.
Pregnant?	Assume No, if left blank
Expected Due Date	Assume 9 months from the application date
What is your citizenship or non-citizenship status (optional)?	Contact applicant to obtain answer. If unable to reach by phone, written notification should address both possible options, to prevent further pending. Request the answer to the question and then provide instruction on what verification is required for US citizens and what verification is required for non-US citizens.
What is the living situation of this person	Assume 'In the home' if left blank
How are you related to this person?	Contact applicant to obtain answer if not otherwise known

**Property:** This section includes information about the Household's resources.

- Assume No, if the questions are left blank.
- If answer is Yes, the Follow-up questions are required.

**Other Income:** This section applies to all unearned income questions

- Assume No, if the questions are left blank.
- If answer is Yes, the Follow-up questions are required.

**Job-Wages:** This section applies to all Earned income questions

Application Question	Eligibility Action
Has anyone had a job end in the last 6 months?	May require clarification depending on what information is found in other available resources, such as BASI. May use the information provided to confirm that a job found on BASI has ended.
Is anyone working or planning to work in the next 2 months?	Assume no, if left blank. If answered Yes, then staff will review Follow-Up questions to determine whether the customer is indicating current employment or a job starting in the future.  <i>Note:</i> Future employment income is not used when determining current medical eligibility. After income begins, the customer is required to report the change.
Is anyone Self-Employed?	Assume no, if left blank. If answered Yes, ensure that details are provided in the follow-up questions
Job Ended: Name of the Company	Use this information as confirmation of end of employment. No need to further inquire with the employer or customer.
Job Ended: Last Paycheck Received Date	Use this information to determine if wage verification is needed to determine prior medical eligibility
Start Date	Critical answer as this will determine whether the customer is reporting a current job, or one that is expected to start in the next two months. The actual start date is not a requirement for eligibility, but based on the wording of the question on the online application, eligibility staff must ensure that they only use income from current employment.
How much do you make in bonuses in an average year?	If bonuses are reported, contact the customer to identify when the last bonus was received and when the next is expected. This is intermittent income and only countable when received during an eligibility period.
Self-employment: How many hours do you work in an average week?	If the self-employment is rental income, contact the applicant to obtain the number of hours worked per week.

**Expenses**

- Assume No, if the questions are left blank.
- If answer is Yes, the Follow-up questions are required.
- If answer is Yes for 'Other Health Insurance' ensure that health insurance details are provided in the 'Other' section of the application.

**Other**

If not specifically addressed below, Assume No if the question is blank.

Application Question	Eligibility Action
Does everyone live in Kansas?	Assume yes, if left blank
Does everyone plan to stay in Kansas permanently?	Assume yes, if left blank