

WGIUPD

GENERAL INFORMATION SYSTEM

3/22/04

DIVISION: Office of Medicaid Management

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GIS 04 MA/008

TO: All Local District Commissioners

FROM: Betty Rice, Director, Division of Consumer and Local District Relations, Office of Medicaid Management

SUBJECT: Mail Renewal Reminder Letter

EFFECTIVE DATE: Immediately

CONTACT PERSON: Local District Liaison: Upstate (518)474-8216
NYC (212)268-6855

In response to recommendations made by local social services districts to discontinue the use of the mail renewal reminder letter, (sent after a Z61 or Z62 notice), the process of automatically mailing the reminder letter will be discontinued effective 2/27/04 for mail renewals generated on or after this date.

Since the implementation of the mail process, local districts have received a high volume of recipient telephone calls to verify that the renewal form has been received. The discontinuation of mailing the reminder letter should alleviate the need for these calls.

Districts are reminded that persons who are sent a 10 day notice for failure to return the renewal form and who return the form before the end of that period must be continued without a lapse in coverage until a determination of ongoing eligibility is made.