



Northwest Health Law Advocates

A “Cover All Kids” Medicaid termination experience

Late August 2007: Mother and son Alexander’s 12-month transitional Medicaid to end 9/30 – CSO sent mother an Eligibility Review form.

Sept. 8: Mom completed Eligibility Review and brought into the CSO.

Sept. 12: CSO mailed follow-up request for information, with 9/22 deadline. This included landlord (Wilson Management), employer and citizenship documentation requests.

Sept. 15: Notice sent to mom terminating medical benefits due to not receiving eligibility review form.

Sept 15 (approx): Mom requested more time to respond to Sept. 12 request as landlord on vacation. Worker said “no problem.”

Sept. 22: Notice sent to mom terminating medical benefits for herself and 13-year-old son.

Sept 26: Notice denying medical for not responding to request.

Sept. 28: Mom turned in landlord statement, son’s birth certificate, and other required info; noted that she only sought medical for son.

Sept. 29: Mom called to request fair hearing on termination. She was told she did not need a hearing because her case was still pending. No hearing request was processed.

Oct. 3: Mom phoned DSHS and was told medical was closed because her information was not received. She mentioned that she had date-stamped copies and then DSHS found the information.

Oct. 5: Proof of insurance due to Seattle Schools coach to play Ultimate Frisbee. Coach granted extension to Oct. 19.

Oct. 9: DSHS requests a citizenship declaration form for the mother and also said that she should submit the declaration only if she did not have other proof such as a birth certificate (which had already been submitted). Alexander and mom had nightmares all weekend about no health coverage.

Oct. 9: Mom canceled Alexander's October 10 sports physical appointment due to lack of coverage.

Oct. 12: Mom called Office of Administrative Hearings to request hearing. Hearing request was faxed to the CSO.

Oct. 17: Mom received letter saying Medicaid approved for Alexander.

Apparent DSHS Errors:

-failure to keep Medicaid open pending redetermination of eligibility with properly granted extensions

-termination notice dated 8 days before October 1 termination (10 days required)

-DSHS did not accept and process a request for a hearing; and did not continue Medicaid pending timely hearing request (attempted)

-Request for unnecessary verification (mother's citizenship documentation form)

Submitted by:

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