

**HUMAN SERVICES DEPARTMENT[441]**

**Adopted and Filed**

Pursuant to the authority of Iowa Code section 249A.4, the Department of Human Services amends Chapter 76, "Application and Investigation," Iowa Administrative Code.

The amendment will allow staff to use telephone scheduling for interview appointments for Medicaid eligibility determinations. The Department seeks to align policy for scheduling appointments with regulations for the Food Assistance program and the Family Investment Program (FIP), which both allow appointments to be scheduled via the telephone. This change will result in a more efficient eligibility determination process for applicants who have applied for Food Assistance or FIP as well as Medicaid.

Notice of Intended Action was published in the Iowa Administrative Bulletin as **ARC 0039C** on March 21, 2012.

The Department received one comment which asked if the Department workers would inquire as to the applicant's preference for communication.

The Department does not have an official procedure to request the communication preference from an applicant or member at this time. The amendment does allow the Department to comply with a client's preference for scheduling interviews.

This amendment is identical to that published under Notice of Intended Action.

The Council on Human Services adopted this amendment on May 15, 2012.

This amendment does not provide for waivers in specified situations because individuals may request a waiver of any rule under the Department's general rule on exceptions at rule 441—1.8(17A,217).

After analysis and review of this rule making, no impact on jobs has been found.

This amendment is intended to implement Iowa Code sections 249.3, 249.4, 249A.4 and 249A.5.

This amendment will become effective August 1, 2012.

The following amendment is adopted.

Amend subrule 76.2(1) as follows:

**76.2(1) Interviews.**

*a.* In processing applications for Medicaid for adults, the department may require a face-to-face or telephone interview upon ~~written~~ notice to the applicant. An interview is not required as a condition of eligibility for children.

*b.* For SSI-related Medicaid for adults, the department may require a face-to-face or telephone interview at the time of review.

*c.* The department shall notify the applicant ~~in writing~~ of the date, time and method of an interview. This notice shall be provided to the applicant personally ~~or~~, by telephone, by e-mail, by mail or by facsimile. Interviews that are rescheduled at the request of the applicant or authorized representative may be agreed upon verbally, by e-mail, or by facsimile; a written confirmation is not required.

*d.* No change.

[Filed 5/15/12, effective 8/1/12]

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EDITOR'S NOTE: For replacement pages for IAC, see IAC Supplement 6/13/12.