

Children's Special Health Care Services Administrative Policy Manual

Eligibility – Closure Policy #B-5c



Title: Director,
Children's Special Health Care Services (CSHCS)

Latest Revision Date: May 23, 2019
Revision Reason: Clarify to enable fair, objective, and consistent administration

Title: **Closure for failure to cooperate in the eligibility process.**

Purpose: To deny the application or close the active case when they applicant/participant, their family, or guardian fails to cooperate with the process of determining or re-evaluation financial or medical eligibility for the program.

Rules References:

410 IAC 3.2-2-6(e)(3) – County department responsibilities in application process
410 IAC 3.2-3-1(b)(7) – Re-evaluation of eligibility and criteria for closure

Policy: Upon the determination that the applicant/participant, their family, or guardian has failed to cooperate with the CSHCS program process of determining or re-evaluation financial or medical eligibility the CSHCS program shall deny the application or close the active case.

Discussion: All attempts to contact or obtain needed information either directly from the applicant/participant or the system point of entry (SPOE), whether by telephone, fax, or by letter, are documented in the case file maintained at the ISDH. If having received no response or not the requested information by ten (10) days after the third request, it may be determined that they applicant/participant has failed to cooperate.