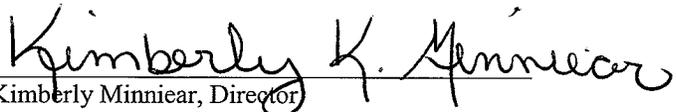


**Children's Special Health Care Services
Administrative Policy Manual**

Eligibility – Closure Policy #B-5c


Kimberly Minniear, Director
Children's Special Health Care Services (CSHCS)

9/10/10
Date

Effective Date: As of signed date

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 the applicant/participant, their family, or guardian fails to cooperate with the process of determining or re-evaluating financial or medical eligibility for the program.

Rule 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-evaluating 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 the applicant/participant has failed to cooperate.