

Based upon my review of the record, I hereby ADOPT the Initial Decision in its entirety and incorporate the same herein by reference. This matter arises from the Monmouth County Board of Social Services' (MCBSS) November 6, 2020 denial of Petitioner's Medicaid application for failure to provide verifications. The issue presented here is whether Petitioner timely provided the necessary verifications for the MCBSS to make an eligibility determination. In June 2020, Petitioner filed her second application for Medicaid benefits. On October 1 and 20, 2020, MCBSS sent letter to the Petitioner requesting additional documentation. The documentation was due to MCBSS by November 4, 2020. Petitioner provided additional documentation on November 2, 2020. However, the response was incomplete and did not include verification of a single deposit. Although he was under no obligation to reach out to Petitioner, the MCBSS case manager called Petitioner's representative to give them an opportunity to provide the document. On November 6, 2020 at 9:42 a.m., he left a message with the Petitioner's representative. The message did not indicate that an urgent response was required. Yet, when Petitioner failed to return the call by noon, the case manager decided to deny the application later that same day.

Petitioner's representative attempted to return the call the next business day and several times thereafter. When she was finally made aware of the missing document, she provided it immediately. While the case manager was not required to call Petitioner's representative to ask for the missing information, he felt that it was reasonable to do so under the particular circumstances of this matter. It was also reasonable then, afford Petitioner at least one business day to respond to the message. I FIND that MCBSS should process Petitioner's June 2020 application to determine if she was eligible for Medicaid benefits. This Final Agency Decision should not be construed as making any findings regarding Petitioner's eligibility.

THEREFORE, it is on this^{28th} day of MAY 2021,

ORDERED:

That the Initial Decision is hereby ADOPTED.



Jennifer Langer Jacobs, Assistant Commissioner
Division of Medical Assistance
And Health Services