

# Reopen a Denied or Withdrawn Insurance Affordability Application

Last Updated: 05/16/2023

Last Reviewed: 05/16/2023

## Overview

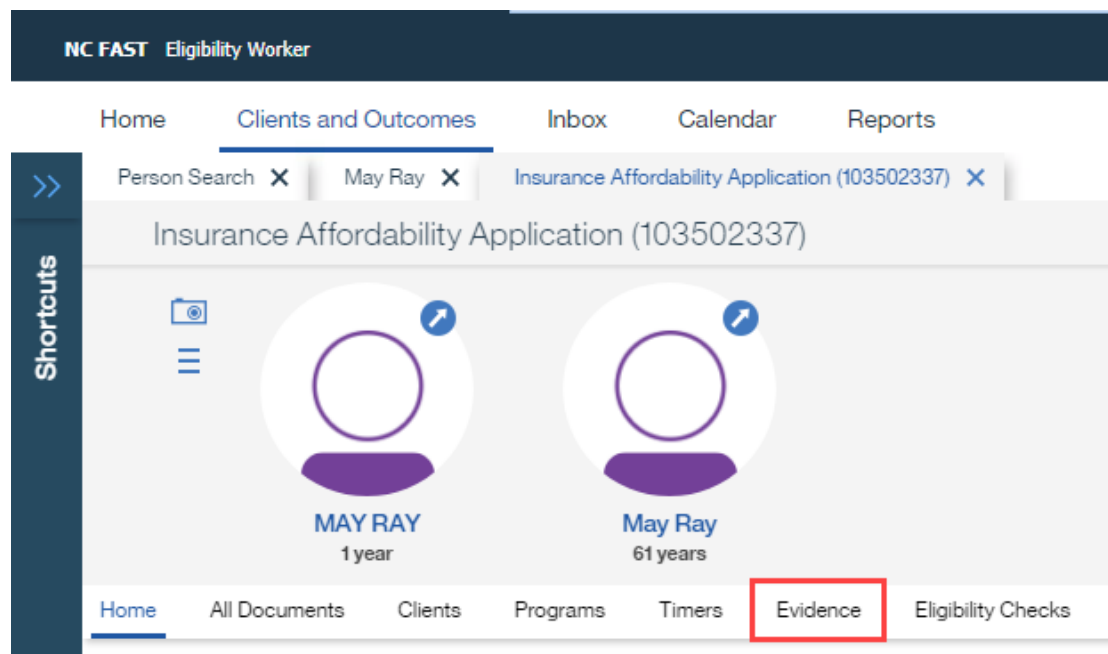
This job aid is used for reopens such as appeals and other reasons as outlined in Medicaid policy.

### Notes:

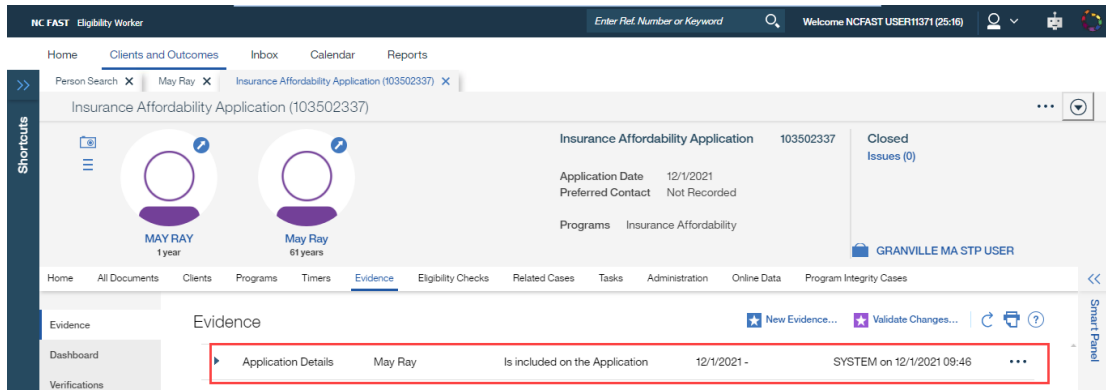
- Refer to section *MA-3200 Application* of the Family and Children's Medicaid Manual for guidance regarding reopening Insurance Affordability (MAGI) Medicaid applications.

## Step-by-Step Instructions

1. Navigate to the Insurance Affordability Application case, then click the **Evidence** tab.



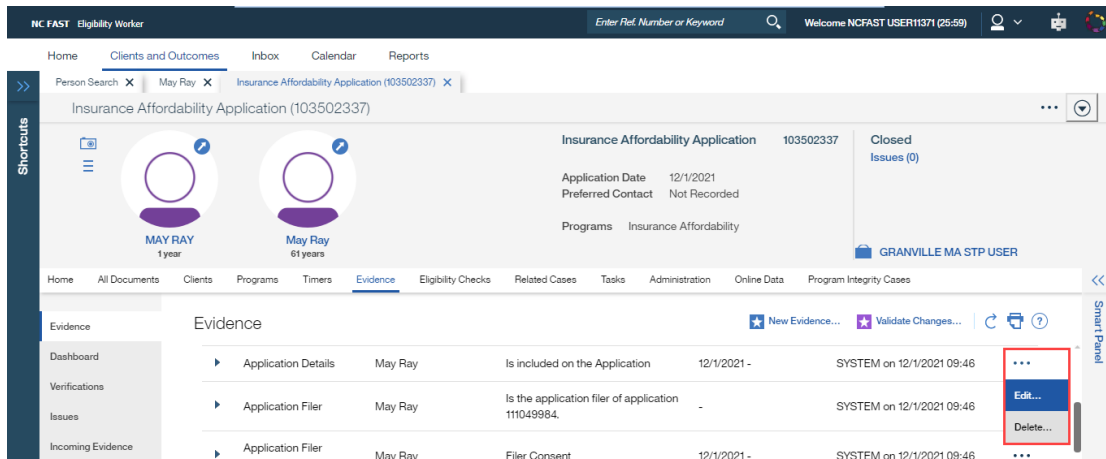
2. The Evidence page displays. On the application, click the **Evidence** folder. Then scroll down to Application Details for the applicable client.



The screenshot shows the NC FAST Eligibility Worker interface. The top navigation bar includes 'Home', 'Clients and Outcomes', 'Inbox', 'Calendar', and 'Reports'. The main content area displays the 'Insurance Affordability Application (103502337)' with details such as 'Application Date: 12/1/2021', 'Preferred Contact: Not Recorded', and 'Programs: Insurance Affordability'. The 'Evidence' tab is selected, showing a table with the following data:

Application Details	May Ray	Is included on the Application	12/1/2021 -	SYSTEM on 12/1/2021 09:46	...
[Red box highlights the first row of the Evidence table]					

3. Click the **List Actions Menu**, then select **Edit**.



The screenshot shows the NC FAST Eligibility Worker interface with the 'Evidence' tab selected. The table displays three rows of evidence. The first row is highlighted, and the 'List Actions Menu' (three dots) is visible. The 'Edit...' button is highlighted in the menu.

Application Details	May Ray	Is included on the Application	12/1/2021 -	SYSTEM on 12/1/2021 09:46	...
Application Details	May Ray	Is included on the Application	12/1/2021 -	SYSTEM on 12/1/2021 09:46	...
Application Filer	May Ray	Is the application filer of application 111049984.	-	SYSTEM on 12/1/2021 09:46	...
Application Filer	May Ray	Filer Consent	12/1/2021 -	SYSTEM on 12/1/2021 09:46	...


4. The Edit Application Details evidence pop-up appears. Verify the **Applicant** check box is checked and an End Reason and Denial Reason display.


## Edit Application Details




Time Remaining: 29:49

\* required field

Received Date \*  







Change Reason  

Effective Date of Change  

### Case Participant

Participant May Ray (61)

### Applicant Details

Application ID	111049984	Applicant	<input checked="" type="checkbox"/>
Primary Applicant	<input checked="" type="checkbox"/>	Application Date *	12/1/2021
End Date	<input type="text"/> 	End Reason	<input type="text" value="Denied"/> 
Applicant Program Status	Denied	Denial Reason	<input type="text" value="Administrative Denial"/> 
		Reopen Reason	<input type="text"/>  <input type="text" value="-----"/> 
		Withdrawal Reason	<input type="text"/> 

Save

Cancel

- Remove the End Reason and Denial Reason by clicking the **drop-down** and selecting the **blank space**.



# NC FAST

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## Edit Application Details



Time Remaining: 25:44

\* required field

Received Date \*

12/1/2021



Change Reason

Reported by Client

Effective Date of Change

leave blank if making a correction

### Case Participant

Participant

May Ray (61)

### Applicant Details

Application ID

111049984

Applicant

Primary Applicant



Application Date \*

End Date



End Reason

Denied

Applicant Program  
Status

Denied

Denial Reason

Administrative Denial

Reopen Reason

-----

Withdrawal Reason

Save

Cancel

6. In the Reopen Reason field, select the applicable reason.

## Edit Application Details



Time Remaining: 23:13

\* required field

Received Date *	<input type="text" value="12/1/2021"/>
Change Reason	<input type="text" value="Reported by Client"/>
Effective Date of Change	<input type="text" value="leave blank if making a correction"/>

### Case Participant

Participant May Ray (61)

### Applicant Details

Application ID	111049984	Applicant	<input checked="" type="checkbox"/>
Primary Applicant	<input checked="" type="checkbox"/>	Application Date *	<input type="text"/>
End Date	<input type="text"/>	End Reason	<input type="text" value="ImproperNotApplying"/>
Applicant Program Status	Denied	Denial Reason	<input type="text" value="ReopenedFromDenied"/>
		Reopen Reason	<input type="text" value="ReopenedFromWithdrawn"/>
		Withdrawal Reason	<input type="text"/>

Save

Cancel

7. Select the applicable option from the second drop-down.



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### Edit Application Details



Time Remaining: 20:54

#### Case Participant

Participant May Ray (61)

#### Applicant Details

Application ID 111049984

Primary Applicant ☒

End Date  

Applicant Program Status Denied

Motivation Type \* Insurance Affordability

Withdrawal/Denial Reason

- Appeal Decision
- Improper Denial – Found by Monitor/Corrective Action
- Change in State or Federal Rule
- Combinations
- Improper Denial Found by Other
- Denied in Error
- Quality Control Finding
- Retro SSI Application
- RSDI or SSI Appeal Reversal
- Second Party Review
- End of Program Freeze

Reopen Reason  Reopen

Withdrawal Reason

Save

Cancel

8. Click **Save**.

## Edit Application Details



Time Remaining: 18:21

\* required field

### Applicant Details

Application ID	111049984	Applicant	<input checked="" type="checkbox"/>
Primary Applicant	<input checked="" type="checkbox"/>	Application Date *	12/1/2021
End Date	<input type="text"/>	End Reason	<input type="text"/>
Applicant Program Status	Denied	Denial Reason	<input type="text"/>
		Reopen Reason	<input type="text"/> Reopen <input type="text"/> Appeal <input type="text"/>
		Withdrawal Reason	<input type="text"/>
Motivation Type *	<input type="text"/> Insurance Affordability <input type="text"/>		

### Withdrawal/Denial Reason

Save

Cancel

9. On the Application home page click the **Programs** tab to view the *Status*. It will now show *Pending*.

Home

All Documents

Clients

Programs

Timers

Evidence

Eligibility Checks

Related Cases

Programs

Name	Added On	Status
▶ Insurance Affordability	6/1/2018	Pending

**Note:** Completing these steps on one piece of Application Details evidence, even when the household has more than one applicant, should move the application status from Denied to Pending. However, check the other members on the application. If there are members who are NOT applying confirm they do not have a Reopen Reason in their Application Details evidence. If they do, remove the Reopen Reason then click **Save**.