

## Center for Medicaid and CHIP Services

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### Medicaid and CHIP FAQs: Telephonic Applications

#### **Q1: What are the expectations for states in implementing telephonic applications as required by the statute at section 1413(b)(1)(A) and regulations at 42 CFR 435.907?**

**A1:** The statute and regulations require that states provide individuals several channels through which they can apply for Medicaid and CHIP coverage – by mail, in person, on line and over the telephone. States must make all of these channels available to applicants as well as for renewals.

Following are some guiding principles for administering telephonic applications based on successful strategies many states have in place today.

1. Accepting a Telephonic Application: States may develop their own processes for accepting and adjudicating telephonic applications. The process for accepting applications by phone must be designed to gather data into a sufficient format that will be accessible for account transfer to the appropriate insurance affordability program. For example, a customer service representative could verbally communicate application questions to the applicant, while electronically filling out the online version of the single streamlined application.
2. Voice Signatures: All applications must be signed (under penalty of perjury) in order to complete an eligibility determination. In the case of telephonic applications, states must have a process in place to assist individuals in applying by phone and be able to accept telephonically recorded signatures at the time of application submission. If applicable, states can maintain their current practices of audio recording and accepting voice signatures as required for identity proofing.
3. Records and Storage: Upon request, states must be able to provide individuals with a record of their completed application, including all information used to make the eligibility determination. As such, CMS recommends that states record all telephonic applications. This may be accomplished by taping the complete application transaction as an audio file, by producing a written transcript of the application transaction, among other options. If a full recording is not available, states should at a minimum be able to provide the applicant with a summary of the application and retain on file the voice signature recording. The length of storage of these records should comply with current regulations on application storage.
4. Confirmations and Receipts: States should provide a confirmation receipt documenting the telephonic application to the applicant. Such confirmation should be provided upon submission of the application or at any time the applicant wishes to end the customer representative interaction. Confirmation receipts can be delivered via electronic or paper mail (based on the applicant's preference). Confirmation receipts must include key information for applicants, including but not limited to the application summary, the eligibility determination

summary page, a copy of the attestations/rights and responsibilities and the submission date of the signed application.

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