



## **Policy Directive: 2022-10-01**

### **Title: In-State Addresses Received via Returned-Mail – COVID-19**

**Date: October 18, 2022**

**From: Erin Kelley, Senior Manager**

**Program(s) impacted: All Medical Programs**

The purpose of this directive is to provide temporary flexibility regarding in-state address changes when received from the United States Postal Service (USPS) through the returned-mail process. This direction supersedes the related portion of PM2022-03-01 and is effective as of October 1, 2022 through the end of the post-PHE 'Unwinding Period' or until further notice.

Per PM2022-03-01, when an in-state address is received from a third-party source, including USPS, the consumer must be given the opportunity to confirm or contest the updated address prior to updating the address on file. In an effort to reduce administrative burden leading up to the anticipated transition to post-PHE routine operations, CMS waiver authority under Section 1902(e)(14)(A) of the Social Security Act has been approved for the State of Kansas to temporarily permit the acceptance of updated contact information from USPS without additional outreach to the consumer.

This means that when an updated in-state address is received for a consumer via return-mail, eligibility staff may treat it as reliable and update the address on file accordingly without sending a request to the consumer for confirmation. Staff must check the case file and other data sources (i.e. SNAP, TANF, etc.) to ensure that the information received by USPS is the most recent contact information on file prior to making the change, and a call should also be attempted as best practice.

**Note:** While it is considered best practice from a policy standpoint, it may be required as part of the operational process at the discretion of the agency.

For questions or concerns related to this document, please contact the KDHE Medical Policy Staff at [KDHE.MedicaidEligibilityPolicy@ks.gov](mailto:KDHE.MedicaidEligibilityPolicy@ks.gov).

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