



**MARYLAND DEPARTMENT OF HUMAN SERVICES**  
 Department of Human Services  
 311 West Saratoga Street  
 Baltimore MD 21201

**FIA ACTION TRANSMITTAL**

**Control Number: 24-04**

**Effective Date: Immediately**

**Issuance Date: July 25, 2023**

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES  
 DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT,  
 FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF  
 ELIGIBILITY DETERMINATION DIVISION SUPERVISORS AND  
 ELIGIBILITY STAFF**

**FROM: LA SHERRA AYALA, FIA EXECUTIVE DIRECTOR**   
**DEBBIE RUPPERT, MDH EXECUTIVE DIRECTOR** 

**RE: UPDATED DHS/FIA 81 LETTER FOR EMERGENCY MEDICAL ASSISTANCE**

**PROGRAM AFFECTED: MEDICAL ASSISTANCE (MA)  
 LONG-TERM CARE MEDICAID (LTC)**

**ORIGINATING OFFICE: OFFICE OF PROGRAMS**

**SUMMARY**

The DHS/FIA 81 letter is used to notify medical providers and customers of coverage which was granted beyond 12 months from the application date. Per COMAR 10.09.36.06, medical providers are allowed up to 12 months from the date of service to bill for services rendered.

When a provider is not able to bill within 12 months from the date of service due to an administrative error on the part of the Maryland Department of Health (MDH) or the Department of Human Services (DHS), it is necessary for the provider to submit the DHS/FIA 81 letter, in order for the provider to be paid. A reason for the delay in the processing of the case other than agency administrative error, such as failure to provide information in a timely manner or failure of the client to provide the required information, does not justify the use of the DHS/FIA 81 letter.

## **REQUIRED ACTION:**

### **Eligibility & Enrollment (E&E):**

Case managers should complete the DHS/FIA 81 letter, including the latest certification period and the decision date for that period.

When eligibility for Medical Assistance through Long-Term Care (LTC) or emergency medical services is made more than 12-months after the application date, the DHS/FIA 81 letter must be mailed to the provider and client. All required sections of the DHS/FIA 81 letter are to be completed by the case manager; however, a supervisor must sign the form. The case manager is to upload the DHS/FIA 81 letter onto the Eligibility and Enrollment (E&E) system and the Enterprise Content Management System (ECMS).

Local Department of Social Services (LDSS) and LTC staff should begin using the attached version of the DHS/FIA 81 letter immediately. All other versions of the DHS/FIA 81 letter are considered obsolete. The form can also be found on Knowledge Base.

**NOTE:** DHS is working with MDTHINK to integrate the DHS/FIA 81 letter into E&E.

### **Maryland Health Connection (MHC):**

The Maryland Health Connection (MHC) will automatically generate an X03 approval letter/notice when the approved dates of services are input into the system more than 12 months from the application date. Work items will be generated in a work pool created exclusively for X03 medical reviews, for the Eligibility Determination Division (EDD) supervisor. Medical Review EDD supervisors will have the Streamlined Verification supervisor role so they can access the Manage Work Item screen to search and assign themselves the appropriate X03 DHS/FIA 81 letter review work item. The EDD supervisor will be able to review the X03 application to determine whether a DHS/FIA 81 letter should be generated and complete the work item.

Once the X03 DHS/FIA 81 letter review work item is verified by the case manager/supervisor, the notice will be pre-populated with all relevant information as outlined in the requirements. This letter will be added to the case manager portal and attached to the application so case managers may view or download it. If the work item is failed or no action is taken within 60 days, the work item will be closed, and no letter will be generated.

The X03 DHS/FIA 81 letter will be attached to the application and appear on the worker portal 360 Degree View under Notices. It will also be searchable with a document search under notices, X03 DHS/FIA 81 letter. The search results will display the client ID, document number, household member, document type, document category, status received, view, and language.

360 Degree View
[Back to Search Results](#)

Application Details
[View App](#)

Application ID: 164858  
Application Status: Completed  
Application Filing Date: 05/15/2019  
Document ID:  
Application for: Health  
Application Type: Change Reporting  
Applying for Subsidy: Yes  
Channel: Online

Contact Information

Home Address: 10 Cloverfield Ln, Barstow, Maryland 21045  
Email Address: [jigneshjosh+6730@maryland.gov](mailto:jigneshjosh+6730@maryland.gov)  
Phone Number(s): (444) 444-4444 (Cell)  
Mailing Address: 10 Cloverfield Ln, Barstow, Maryland 21045  
Preferred Language: Spanish  
User ID: munawarkhan [Reset Password](#)  
ASL: No

Authorized Representative
[Add Authorized Representative](#)

Work Items

Status	Work pool	Priority	Age	Critical
No Records Found!				

[More Details](#)

Open VCLs

Consumer name	VCL type	VCL status	VCL due date
Munawar Khan	Prior Month's Income	Failed	
Munawar Khan	Prior Month's Income	Failed	
Munawar Khan	Prior Month's Income	Failed	

[Manage All Outstanding VCLs](#)
[Manage VCLs](#)
[More Details](#)

Notices

Document number	Notice number	Type	Date
693802	AH-2304	X03 81 Letter	05/02/2022

[More Details](#)

Documents

Document number	Type	Description	Date
No Records Found!			

[Generate Forms](#)
[Consent Form](#)
[Upload Miscellaneous Documents](#)
[More Details](#)

**ATTACHMENT:**

[DHS/FIA 81 Letter](#)

**INQUIRIES:**

If you have any question regarding this Action Transmittal or any other program policies, please submit it using the [FIA Policy Information Request Form](#). If you work in Montgomery County, you may submit your policy questions via email at [fia.policy@maryland.gov](mailto:fia.policy@maryland.gov).

For systems questions, please email [fia.bsdm@maryland.gov](mailto:fia.bsdm@maryland.gov).

For MA policy questions: Direct MAGI and Non-MAGI policy questions to the Maryland Department of Health, Office of Eligibility Services at [mdh.oesinquiries@maryland.gov](mailto:mdh.oesinquiries@maryland.gov).

cc: DHS Executive Staff  
FIA Management Staff  
MDH Executive Staff  
Constituent Services  
DHS Help Desk  
Office of Administrative Hearings