


FAMILY INVESTMENT ADMINISTRATION

Policy Number:	26-01
Policy Title:	Resuming Normal Application Processes Non-Modified Adjusted Gross Income (MAGI) Medical Assistance (MA)
Release Date:	August 20, 2025
Effective Date:	July 1, 2025
Approved By:	Augustin Ntabaganyimana Executive Director Family Investment Administration
Revision Date(s):	N/A
Supersedes:	AT 23-22 Using Telephone Contact for Medicaid Applications, Redeterminations, Interim Changes, and other Case Actions
Originating Office:	Office of Programs fia.policy@maryland.gov
Required Actions:	DHS staff must ensure all applications, redetermination, and interim change forms have appropriate signatures that align with policy.
Key Words:	Application, Redetermination, Record, Signature, Process
Related Federal Law	CFR § 435.907

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Related State Laws	SOP 25-07 Resuming Normal Application Processes-MAGI
COMAR	COMAR 10.09.24.04(F)
State Plan Implications?	No

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 <p>Maryland Department of Human Services</p> <p>Department of Human Services 25 S Charles Street Baltimore MD 21201</p>	<p align="center">FAMILY INVESTMENT ADMINISTRATION (FIA) ACTION TRANSMITTAL</p>
<p>Control Number: # 26-01</p>	

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

FROM: AUGUSTIN NTABAGANYIMANA, EXECUTIVE DIRECTOR, FIA
WARREN HARVEY, DIRECTOR, MDH/OES

**RE: RESUMING NORMAL APPLICATION PROCESSES-
NON-MODIFIED ADJUSTED GROSS INCOME (NON-
MAGI) MEDICAL ASSISTANCE**

**PROGRAM AFFECTED: MEDICAL ASSISTNCE (MA), LONG-TERM CARE
LTC), AND WAIVER PROGRAMS (WV)**

ORIGINATING OFFICE: OFFICE OF PROGRAMS

Summary

During the Public Health Emergency (PHE), Maryland implemented several emergency procedures under an 1135 waiver from the Centers for Medicare and Medicaid Services (CMS). One of the emergency procedures was to accept Medical Assistance (MA) applications, redeterminations, and interim changes via the telephone. The purpose of this Action Transmittal is to provide guidance to the Local Department of Social Services (LDSS) staff of

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the changes to the verbal consent and signature for applications, redetermination and interim changes.

On June 30, 2025, the 1902(e)(14)(A) waiver, which permitted telephone applications without recorded consent to sign under penalty of perjury, expired. Effective July 1, 2025, Telephone applications, redeterminations, and interim changes are still to be accepted, but the workers must use telephone systems that record consent to sign under penalty of perjury, as required by 42 CFR 435.907(f). The Department of Human Services (DHS) Call Center **only** is currently equipped to record all calls and will continue to assist with Non-MAGI applications, interim changes, and redeterminations.

Required Action

- A. LDSS staff **must record verbal consent** when completing medical assistance applications, redeterminations, or interim changes via telephone. Recordings must be made using FIA-approved telephone software that is equipped to record and store calls confidentially. Note: Recording customers via a work or personal cell phone or computer is not permitted.
- B. LDSS staff may no longer initiate applications or redeterminations via telephone unless the consumer is able to submit an application electronically with a valid signature.
- C. LDSS staff must ensure that all applications, redeterminations, and interim change forms submitted to the agency reflect appropriate signatures for the applicant or authorized representative.
- D. LDSS staff must also follow the guidelines outlined for all MAGI applications within the Maryland Department of Health (MDH) SOP 25-07 Resuming Normal Application Processes-MAGI.
- E. DHS Call Center staff will follow the Call Center standard operating procedures to record all incoming calls and provide application assistance for Non-MAGI applications, interim changes, and redeterminations.

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References

[SOP 25-07 Resuming Normal Application Processes-MAGI](#)

Inquiries

Please direct policy questions to FIA Policy by completing the [FIA Policy Information Request Form](#). Montgomery County staff may submit their policy questions via email at fia.policy@maryland.gov.

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

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