

4.1.2020 - FAQ Sheet for Benefits during Coronavirus Event

Federal

Social Security (SSI/SSDI)

- SSA will not start or complete any current medical continuing disability reviews. If you have a medical continuing disability review pending, please do not request medical information from your doctors at this time. SSA will follow up with you for any medical evidence once the COVID-19 pandemic subsides.
- Where possible, SSA is suspending processing and collection of overpayments.
- SSA is not conducting organization or individual representative payee accountings.
- SSA will not be able to process a third party request for information, except from appointed representatives and representative payees
- If SSA asked you to contact us by a certain date, please **do not come to the office**. You can contact us once our offices reopen to the public or you can mail your documents to us. SSA will follow up with you once the COVID-19 pandemic subsides.
- SSA is providing maximum flexibility in applying our good cause policy. This policy allows SSA to extend the time limits for submitting appeals and taking other actions during this pandemic

Medicare

- Hearings are continuing via phone unless participant is contacted to cancel/reschedule hearing

Missouri

Utilities

- Evergy, Spire, and KCMO Water Services have suspended disconnections at this time

Medicaid (MO HealthNet)

- Waiving the requirement that physicians must have an established relationship with the patient before providing services via telehealth.
- Waiving the co-payment for any services provided by means of Telehealth.
- Allowing quarantined providers to provide telehealth services from their homes.
- Waiving the requirement that, in order to treat patients in this state through the use of telemedicine or telehealth, health care providers shall be fully licensed to practice in this state. MHD will allow providers to bill for telehealth services as long as they are licensed in the state in which they practice.
- Prescription waiver - can refill prescription at 50% usage instead of 85%.
- Evaluations and reevaluations for CDS/in-home services being conducted via phone
- Adverse actions are on hold at this time
- Adults 18-64, diagnosed with Covid-19, will be covered up to 85% of federal poverty level. This is the same as CDS consumers without a spenddown. This is for the duration of the crisis as of March 26, 2020.

Food Stamps

- Waiver granted for recertification. If recertification was to happen in March, April, or May, recertification is delayed for 6 months until September, October, November.

- Adverse actions are on hold until the emergency situation has ended.
- Work requirements for able-bodied adults are suspended
- Food stamps will be increased to the maximum amount for each household. For example, in a household of two, the maximum amount is \$355. This will take place when April's benefit is added to the SNAP card

Housing

- Evictions and foreclosures will be happening on a County by County basis. It would be best to check with your local County Courts to find out if these cases are still taking place.
- Jackson County has temporarily suspended evictions and foreclosures (16th district court)

Kansas

Utilities

- Gov. Laura Kelly has suspended all utility and internet disconnections via executive order Food Stamps
- Offices are closed to the public as of March 23 until further notice Housing
- Gov. Laura Kelly has suspended evictions and foreclosures for the immediate future.