

FAQ's

1. Question: If I supervise several NHs, how do I check the status of applications submitted via Expedite?

Answer: Applications available for view in Expedite are dependent on the user signed in. In order for a NH to view a particular application, the user who submitted the application must be signed in with their user ID.

2. Question: Can the NH user submit trailing documents for cases that were not entered on Expedite.

Answer: No, only trailing documents for applications submitted via Expedite may be uploaded.

3. Question: What if a NH user terminates employment from a NH?

Answer: Medicaid must be notified so the user ID and password may be revoked.

4. Question: Can I still submit paper applications?

Answer: Yes, paper applications are still accepted, but the Agency highly recommends applications be submitted via Expedite.

5. Question: If a family member or sponsor will not complete the Appointment of Representative for the NH to be a representative, can I still apply on behalf of the resident?

Answer: No, there must be a completed Appointment of Representative Form assigning representation to the Nursing Home Facility submitted with the application.

6. If all the information wasn't submitted when the application was initiated, what will happen to the application?

Answer: The NH user can save an Expedite application and return to complete and/or upload documentation at a later date.

7. What if the applicant or sponsor doesn't know dates of marriage, divorce or separation?

Answer: Applicants are asked to provide as much information as possible during the submission process. The Case Worker assigned to the application will conduct follow-up during the eligibility determination process.