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. **Question:** 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. **Question:** 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.