



January 16, 2024

RESPONSE TO REQUESTS FOR INFORMATION

REQUESTED INFORMATION: CFHHS Interim Committee requested that the Department provide an update on the average processing time for redetermination applications.

RESPONSE: Average processing time for applications is 28 days and average processing time for redeterminations is 29 days.

ADDITIONAL BACKGROUND: The information provided is average processing time for November 2023. The federal guidance for new applications is 45 days for processing income-based cases. Applications for all other programs (Long Term Care, Nursing Home, Medically Needy) are allowed 90 days to account for the additional time needed for resource assessments and disability determinations. All timelines may be extended based on continued communication with the client and to allow time for verifications.