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9.0.03 ESTATE RECOVERY

ESTATE RECOVERY OVERVIEW

The Omnibus Budget Reconciliation Act of 1993 (OBRA 93) mandated estate recovery for Medicaid agencies. In Arizona, estate recovery applies to those individuals enrolled in the Arizona Long Term Care System (ALTCS) that are 55 years of age or older. Estate recovery can be deferred if there is a surviving spouse, child under 21, or a blind/disabled child. If estate recovery would cause an undue hardship, the claim may be waived or reduced. As the incumbent who has been operating the Estate Recovery program since 1999, HMS remains an innovator in the area of estate case identification and recovery for Medicaid agencies.

[redacted]

In addition to our years of estate recovery program management for Arizona, HMS has managed successful estate recovery programs in wide-ranging policy environments and diverse demographic/cultural settings.

HMS ESTATE RECOVERY SUCCESS FOR ARIZONA

As the incumbent TPL services contractor in Arizona, HMS has already developed an operational and successful Estate Recovery program that has proven results and enhanced recoveries over the last two decades. In that time, we have developed a referral network of estate planning firms, elder law attorneys, title companies, real estate agents, sheriffs, and court contacts. By selecting HMS, AHCCCS will retain continuity of recovery processes from the date of contract award.

HMS's Estate Recovery program solution for AHCCCS has recovered over $35 million from post-death liens during the current contract term.

Arizona-Specific Knowledge

In a new contract term, HMS will continue to innovate and enhance the Estate Recovery program on behalf of Arizona by leveraging our national footprint and successful solutions in other states.

[redacted]

Figure 9.0.03-1. [redacted]

In the following sections, we provide our method of approach to meeting AHCCCS and the State of Arizona scope of work and continuing to provide industry leading estate recovery services. Also, in response **Section 9.1** we provide a quick reference cross-walk to the requirements from AHCCCS's scope of work.

HMS Estate Recovery Process

Identifying Cases

Referral Management and Receipt

Through our comprehensive referral network, our Estate Recovery team receives and processes case referrals to identify opportunities for recovery. To maximize referrals, HMS has worked to educate organizations and other stakeholders about the Estate Recovery program requirements, including the courts, county assessor and recorder offices, elder law and probate attorneys, and nursing home providers. HMS has established a national and state-specific referral network that enhances our identification of estate recovery cases. **Figure 9.0.03-2** lists key partners included in our Arizona referral network.

Figure 9.0.03-2. [redacted]

[redacted]

[redacted]

[redacted]

[redacted]

- [redacted]
- [redacted]

Our Technology Enhances Estate Recoveries

[redacted]

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

DATA MATCHING

[redacted]

[redacted]

[redacted]

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

[redacted]

VERIFICATION

DETERMINE PROPERTY OWNERSHIP

[redacted]

[redacted]

- [redacted]
- [redacted]
- [redacted]
- [redacted]

CREATE CASE IN MAESTRO

[redacted]

[redacted]

[redacted]

PROCESS EXEMPTIONS AND DEFERRALS

[redacted]

IDENTIFY RECOVERY

[redacted]

- [redacted]
- [redacted]
- [redacted]
- [redacted]
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- [redacted]
- [redacted]

[redacted]

[redacted]

[redacted]

VALUE ESTATE CLAIM

[redacted]

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

[redacted]

[redacted]

CLAIM AND LIEN FILING

[redacted]

- [redacted]
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  - [redacted]
  - [redacted]
  - [redacted]

CASEWORK

[redacted]

[redacted]

[redacted]

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[redacted]

[redacted]

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- [redacted]
- [redacted]

[redacted]

INITIATE RECOVERY AND COLLECTION

[redacted]

We record all events related to collection activities in Maestro. These events include, but are not limited to, all telephone calls, letters, checks, and legal documents sent or received by HMS during the contract period.

[redacted]

[redacted]

Initiating Probate

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

Close Case

[redacted]

[redacted]

[redacted]

REPORTING

[redacted]

HMS currently provides the reports AHCCCS requires, including reports at the FMAP and DD categories

As the incumbent TPL services contractor in Arizona, HMS has a significant advantage over potential competitors. **We have already developed and operated a successful Medicaid Estate Recovery program that has enhanced recoveries over the last 18 years.** In that time, we have established a referral network of attorneys, health plans, program contractors, and liability insurers. In short, HMS is the only vendor able to offer continuity of recovery processes from the date of contract award.