

Broadcast #106

DATE: November 16, 2022  
TO: Local Directors and Medicaid Staff  
FROM: Cindy Olson, Director, Eligibility and Enrollment Services, Department of Medical Assistance Services (DMAS)  
SUBJECT: Certified Application Counselors and Navigators – Information Available to be Shared  
CONTACT: MA Regional Practice Consultants

The purpose of this broadcast is to inform Local Agencies and state Medical Assistance staff of what information can be shared with Certified Application Counselors and Navigators.

Certified Application Counselors and Navigators designated on the MA application (using Appendix C) are deemed to have client consent to release information without an additional release of information form. This means the Eligibility Worker can give verbal information about pending information or application approval or denial to the Counselor or Navigator without an additional request or form. The client may revoke his consent to the release of information at any time by notifying the LDSS verbally or in writing. The revocation of consent or statement is to be documented in the case record.