



South Dakota  
Department of  
**Social Services**

**DEPARTMENT OF SOCIAL SERVICES**

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**Attention: South Dakota Medicaid Providers**

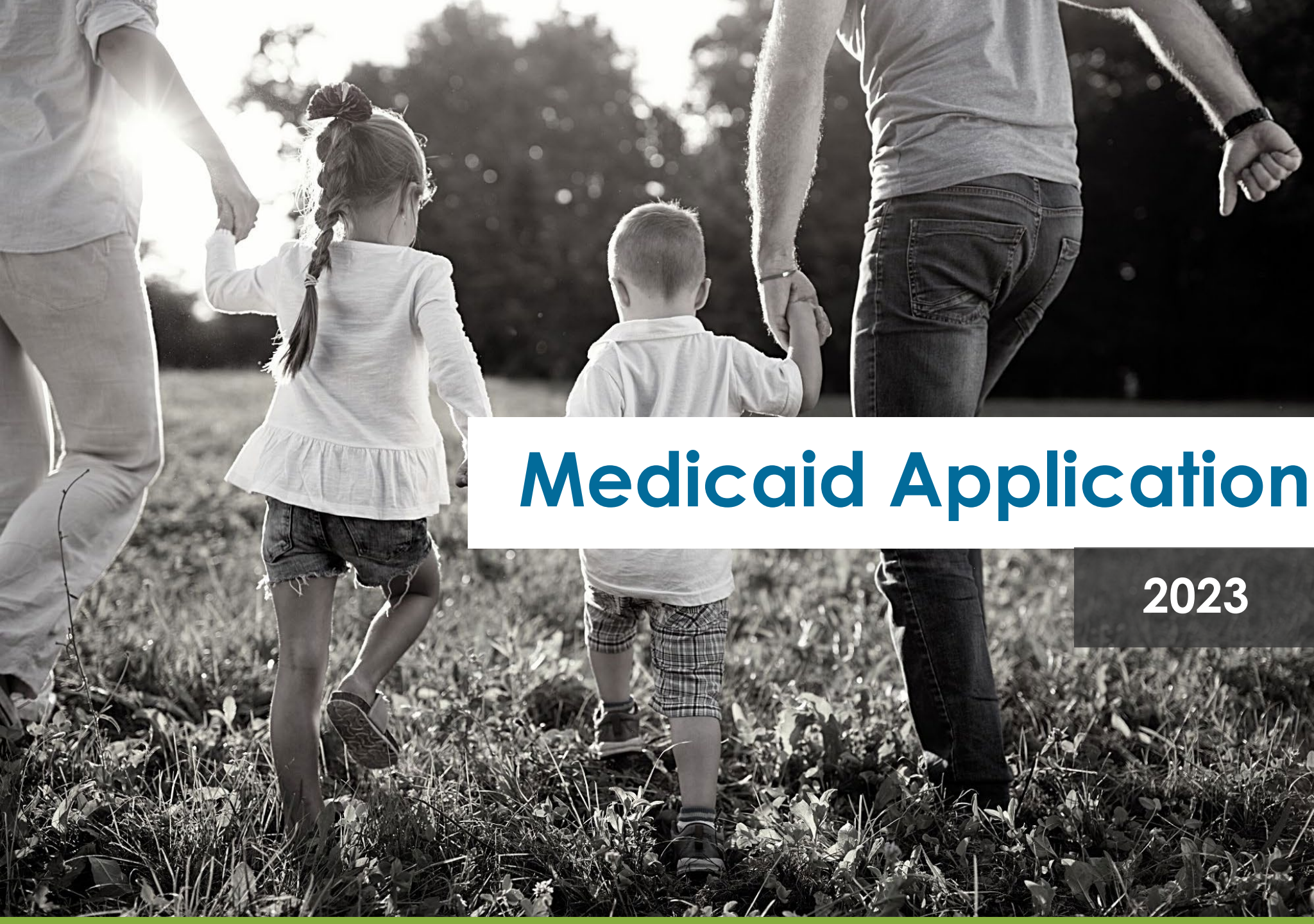
**From: South Dakota Medicaid**

**RE: Medicaid Application Process**

South Dakota Medicaid has received questions from providers regarding the application process for recipients. Medicaid has created the attached document to help answer frequently asked questions about applications, approvals, and primary care providers.

Sincerely,

South Dakota Medicaid



# Medicaid Application Process

2023



South Dakota  
Department of  
**Social Services**



# Applications

## What applications are available?

There are several coverage groups in South Dakota. Since each coverage group has different eligibility criteria, there are two primary paper applications:

1. **EA FSSA:** Adult, Children, & Family Programs
2. **EA-240:** Aged, Blind, & Disabled Programs

## What application should be used?

*There is no wrong way to apply.* An application for one medical program is an application for all medical programs.

No matter which application is completed, DSS will check eligibility for all coverage groups.

Anyone can apply at [DSS.SD.gov/applyonline](http://DSS.SD.gov/applyonline). Interviews are not required. The entire process can be completed online.

*All applications include information on language assistance and the opportunity to register to vote.*



It's easy to apply! Applications are available:

1. **Online:** <http://dss.sd.gov/applyonline>
2. **DSS website:** <http://dss.sd.gov/formsandpubs/>
3. **All Department of Social Services offices**
4. **Most South Dakota Medicaid providers**

# Applying

## Application Timeframes

Applications are generally required to be processed within 45 days or 90 days if a disability determination is needed. DSS' average timeframe is two weeks.

## What helps ensure a timely, accurate eligibility determination?

A complete, signed application including all the pages and necessary verifications can help speed up the process. However, verifications are not required for DSS to begin working on an application.

All applications include instructions to help guide applicants on what verifications will be needed, which can include income items such as pay stubs or tax returns or resource items like bank statements.

DSS staff use electronic resources to verify available information before requesting items from the applicant.

## What if an applicant needs help?

DSS staff are here to help in person, by phone, and through email. Customers can find information for their local office at [DSS.SD.gov/findyourlocaloffice](https://DSS.SD.gov/findyourlocaloffice). Customers without internet access can stop by their local DSS office or call 211 to get their local DSS office phone number.

Applicants may appoint an authorized representative who *can act on their behalf*. This is not the same as completing a release of information (DSS-EA-211), which can allow a provider to contact DSS and receive information based on what information the applicant authorizes on the form. The DSS-EA-211 can be located at [DSS.SD.gov/formsandpubs](https://DSS.SD.gov/formsandpubs).

# Approvals

## South Dakota Medicaid Card

If an applicant is approved for any Medicaid or CHIP coverage group, they receive a South Dakota Medicaid card.



## Primary Care Provider (PCP) Program

Individuals approved for expansion coverage are required to participate in the PCP program. This program is designed to improve access to medical care as well as improve the quality of care they receive by giving them a medical home.

Medicaid recipients are required to receive non-emergent primary care provider services from their PCP. A referral (permission) is required for non-emergent specialty and hospital services. Some services are exempt from a referral and are outlined in the [Medicaid Recipient Handbook](#).

## Choosing a Primary Care Provider (PCP)

Shortly after approval, Medicaid recipients should receive a letter with instructions on how to choose a PCP online using the [Online Provider Selection Tool](#). If a PCP is not chosen, DSS will choose one for the recipient.



# Questions?

[dss.sd.gov](https://dss.sd.gov)



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