
Division of Motor Vehicles (DMV) Interface

CBMS Project 1686

Implementation

February 26, 2012



1

Objective

- Provide an overview of the DMV Identification Interface
 - Policy
 - Verification checklist
 - System modifications
 - Reports



2

Policy



Identity Verification Policy

- All Medicaid and CHP+ clients who are **U.S. citizens** must have identity verified
 - Federal Deficit Reduction Act of 2005 (DRA) and Children’s Health Insurance Program Reauthorization Act of 2009 (CHIPRA)
- Medicaid identity rules effective July 01, 2006
- CHP+ identity rules effective January 01, 2010
 - CBMS March 01, 2010



Identity Verification Policy

- Medicaid regulations
 - 10 CCR 2505-10, Section 8.100.3.H.
- CHP+ regulations
 - 10 CCR 2505-3 Section 130.1.B.
- Authorized by:
 - Title XIX of the Social Security Act
 - 42 U.S.C. §1396b(x)(3)(D)(ii)
 - 42 C.F.R.435.407(e)(1) and (2)



5

Interface Policy

- DMV interface is now available to verify Colorado residents identity
 - Positive match verifies identity
 - Interface will be used before requiring documents from applicants
 - Clients who do not match with the interface will be given the opportunity to provide original documents
 - Reduces administrative burden on clients, application sites and eligibility sites



6

Interface Policy

- Exempt groups
 - Presumptive Eligibility clients
 - Newborns of mothers receiving Medicaid or CHP+
 - Clients currently eligible for:
 - SSI
 - SSDI
 - Medicare
 - Foster care children



Verification Checklist

- If the client’s identity is verified through the DMV interface then they should not be asked to provide additional verification
- If the DMV interface does not verify the client’s identity or, if the client is missing identity verification, then the eligibility worker will need to generate the verification checklist and request the identity verification



Questions?



9

System Modifications



10

Identification Details Window

- New “Check DMV” button was added to the Identification Details window
 - User’s with **update** access in CBMS will have access to the “Check DMV” button
 - If the client is verified by DMV with a Driver’s license or DMV ID and Lawful presence, the “Check DMV” button will be disabled
 - Identification records posted by the DMV interface cannot be deleted, they can only be end dated



11

CBMS Web - Identification Details

Identification Details

Detail

*Effective Begin Date:

Effective End Date:

*Identification :
 ☐ Yes ☐ No

Identification Type:

Issuing Agency:

ID Issue Date:

ID Expiration Date:

Driver's License/ID#

Check DMV

Verification:

Source:

Reason for not providing ID:

12

- 

13

14

DMV Request Process



15

DMV Request Process

- The interface will provide identity information for clients who meet **all** the following criteria
 - Currently part of an Active Case (open or pending)
 - Requesting Assistance = Y (for any program)
 - Valid SSN (i.e., 777-77-7777)
 - Valid Date Of Birth
 - Has a 'First' and 'Last name'



16

Automated

- An automatic request will be triggered if a client is added as “requesting assistance” through
 - Application Initiation and Case Clearance
 - PEAK Inbox
 - SDX Interface



17

Automated

- An automatic request will be triggered if the following Individual Demographic information has been modified, even if identification is already validated through DMV
 - SSN
 - Date of Birth
 - Combination of Last Name and gender



18

Automated

- Individual's requesting assistance switch is changed from "N" to "Y" and the identification is not verified through DMV
- The automatic triggered request record is added to the interface queue which is run every 10 minutes



19

On Demand

- If the client meets the selection criteria the "Check DMV" button can be clicked
 - Only if the automated request was not initiated



20

Questions?



21

CBMS Posting



22

Identification Details Window

- When a DMV response record is received, the identification record will be posted automatically posted to the Identification Details window
 - No record with the same identification type:
 - New Identification Detail record will be inserted with earliest effective begin date or program request date
 - Existing record with the same identification type:
 - New Identification Detail record will be inserted with an effective begin date as of the first of the following month



23

Identification Details Window

- Upon receipt of verification from DMV, the following fields within the Identification Details window will be updated
 - Identification = Y
 - Identification Type = Driver's License, DMV ID Card, or Lawful Presence Affidavit
 - Issuing Agency = Colorado
 - Acceptable Doc = Y
 - Issue Date = Date Issued from DMV
 - Expiration Date = Expiration Date from DMV
 - ID Number = Number Issued from DMV
 - Verification and Source = Received/DMV



24

CBMS Web - Identification Details

Identification Details

Summary

Identification	Identification Type	Issuing Agency	Verification	Source	
Yes	DMV ID Card	Colorado	Received.	DMV	✗
Yes	Lawful Presence	Colorado	Received.	DMV	✗

Add

Detail

*Effective Begin Date:

Effective End Date:

MM/DD/YYYY

*Identification :

☒ Yes ☐ No

Identification Type:

DMV ID Card

Photo :

☐ Yes ☒ No

Issuing Agency

Acceptable Doc :

25

CBMS Web - Identification Details

Identification Details

*Identification :

☒ Yes ☐ No

Identification Type:

DMV ID Card

Issuing Agency:

Colorado

ID Issue Date:

07/01/2011

Driver's License ID#:

*Verification:

Received.

*Source:

DMV

Reason for not providing ID:

Photo :

☐ Yes ☒ No

Acceptable Doc :

☐ Yes ☒ No

ID Expiration Date:

04/19/2016

Check DMV

Identity Verified By

Eligibility Site:

Name:

26

Questions?



27

Case Comments



28

System Generated Case Comment

- A Case Comment will be generated only when an identification record has been posted to the Identification Details window by DMV
 - “Identification information is verified through DMV and updated”



Maintain Case Comments

Case

Number:

Name:

Programs

Status:

Status Date:

Pending Alerts:

WP [Y/N]:

Type:

Program Group:

Date:

Individual:

System Generated Comment:

Enter Comment:

30

15

Alerts



31

Alert

- An alert will be generated for the following reasons
 - “Identification Information Updated by DMV”
 - “No Valid ID Record Received”



32

Resolve Case Alert

Case

Number: Name:

Status: Status Date: Pending Alerts: WP [Y/N]:

Individual

Name:

Alert Details

Date Created: Due Date:

Priority: Category:


Program Group:













Title:

Description:

Resolution

Reason: Date: 35

 Resolve Case Alert ? x



Case

Number:

Name:

Programs:

Status:

Status Date:

Pending Alerts:

WP [Y/N]:

Individual

Alert Details

Date Created:

Due Date:

Priority:

Category:

Program Group:

Title:

Description:

Resolution

Reason:

Date:

Error Message



35

Error Messages

- If there is an error in the on demand DMV request, the following error messages will be displayed at the top of the of the Identification Details window when the “Check DMV” button is clicked
 - “DMV Transaction Failed”
 - “Error in Required information is missing for DMV request”
 - Invalid SSN
 - Case/Requesting Assistance



36

Error Messages

- Additional error messages
 - “Error in call DMV Verification – DMV Message Code-U – DMV-Message-Test – SOCIAL SECURITY NUMBER process”
 - “Error in call DMV Verification – DMV Message Code-U – DMV-Message-Test – NO MATCH FOUND FOR FIRST NAME OR LAST NAME OR DOB process”



37

CBMS Web - Identification Details

Identification Details

The following event(s) occurred:

237 : Error in Required information is missing for DMV request (Case/Requesting Assistance Val.

Summary

Identification	Identification Type	Issuing Agency	Verification	Source
Client missing validation criteria				

Add

Detail

*Effective Begin Date:

MM/DD/YYYY

Effective End Date:







MM/DD/YYYY

*Identification:


38

CBMS Web - Identification Details


Identification Details



The following event(s) occurred:

 **501:** Error in calling DMV Verification~ DMV-Message-Code~U; DMV-Message-Text ~ SOCIAL SECURITY NUMBER process.

Summary

Identification	Identification Type	Issuing Agency	Verification	Source	
Yes	Lawful Presence	01	Received.	Original	


The SSN sent to DMV is not found in DMV Files

Add

Detail


*Effective Begin Date:

12/09/2011



Effective End Date:

MM/DD/YYYY





39


*Identification :

CBMS Web - Identification Details

Identification Details



The following event(s) occurred:

 **501:** Error in calling DMV Verification~ DMV-Message-Code~U; DMV-Message-Text ~ NO MATCH FOUND FOR FIR process.

Summary

Identification	Identification Type	Issuing Agency	Verification	Source	


The First or Last Name or Date of Birth does not match the record in DMV files for the SSN sent

Add

Detail

*Effective Begin Date:

MM/DD/YYYY



Effective End Date:

MM/DD/YYYY



40

*Identification :

Questions?



Reports



New Reports

- Three new reports have been created for the DMV Interface
 - CBMS DMV Interface Detail List
 - CBMS DMV Interface County/Med Site Summary
 - CBMS DMV Interface State Report – Ad hoc



43

CBMS DMV Interface Detail List

- Purpose:
 - The report will create a listing of CBMS cases that have the DMV data requested, response received, and posted to Interactive Interview for each user
- Location:
 - Available in Cognos >'Public Folders -> DMV'
 - Weekly report
- Security Access:
 - County supervisors, county workers, MA sites, and state workers



44

CBMS DMV Interface Detail List

Report Date: 10/01/2011

County

Office:

Primary User:

CBMS User

Case #	Case Name	HLPB	Aid code	Client ID	Client Name	Request Date	Request SSN	Response Date	DMV Response Status	DMV ID Type	Lawful Presence	Error Message
	Adult Medical	BD				10/1/2011		10/1/2011	Received	Driver License		
	Family Medical	H1				10/1/2011		10/1/2011	Received	Driver License		
	Food Stamp	E1				10/1/2011		10/1/2011	Received	State ID		
	Adult Financial	AD				10/1/2011		10/1/2011	Received	Blank	NF - No proof	No Match Found
	Colorado Works	C1				10/1/2011		10/1/2011	Received	Blank	Lawful Presence	No ID Found

User Totals 5

Page 1 of 1


45

DMV Interface

CBMS DMV Interface

County/Med Site Summary

- Purpose:
 - The report will create a Summary of the Detail listing of DMV Request and Response Records for each county/med site
- Location:
 - Available in Cognos >‘Public Folder> DMV’
 - Weekly report
- Security Access:
 - County supervisors, county workers, MA sites, and state workers



46

CBMS DMV Interface County/Med Site Summary

Report Date: 10/01/2011

County

Primary User	Total Records
CBMS User1	5
CBMS User2	10
CBMS User3	22
CBMS User4	1
County/ Medsite	
Total	38


Page 1 of 1

47

DMV Interface

CBMS DMV Interface State Report –Ad hoc

- Purpose:
 - The report will create a State Detail List and Summary of the Detail listing of CBMS DMV Request and Response Records by County/Med Site, HLPG, and Aid Code
- Location:
 - Available in Cognos >‘Public Folders> DMV’
- Security Access:
 - State worker



48



CBMS DMV Interface State Report - Ad hoc

Report Period: 09/01/2011 to 09/30/2011



Detail

County:
Office:
Primary User: CBMS User

Case #	Case Name	HPLG	Aid code	Client ID	Client Name	Request Date	Request \$/M	Response Date	DMV Response Status	Response ID Status	Response Lawful Presence	Response No Record Found
	Adult Medical	B0	12345			10/1/2011		10/1/2011	Received	Valid		
	Family Medical	H1	6789			10/1/2011		10/1/2011	Received	Valid		
	Food Stamp	E1	45678			10/1/2011		10/1/2011	Received	None	Lawful Presence	
	Adult Financial	A2	25678			10/1/2011		10/1/2011	Received	None	Waiver	
	Colorado Works	C1	15678			10/1/2011		10/1/2011	Received	None	None	No record Found

User Totals	5
County Total	5



CBMS DMV Interface State Report - Ad hoc

Report Period: 09/01/2011 to 09/30/2011



Summary

HPLG	Aid code	Total Records
Adult Medical	B0	3
Adult Medical	B1	5
Adult Medical	B8	6
Adult Medical	B9	2
Adult Medical	BA	1
HPLG Total		17



Questions?



51

Reminders

- Add detailed case comments each time there is an update made to your cases
- Review and resolve all Alerts timely
- Follow the field definition guide and all data entry documents located on the Department of Human Services Web Portal or by using Shift + F1 within CBMS
- Read all CBMS Communications
 - If you are not signed up for communications, contact PC.HELPDESK@state.co.us



52

Where to Get More Information

- HCPF Web site - Colorado.gov/hcpf
- Medicaid Eligibility Email Address - Medicaid.eligibility@hcpf.state.co.us
- CHP+ Eligibility Email Address - CHP+.eligibility@hcpf.state.co.us



53

Questions?

Thank You
for
Your Time!



54