
SVES SCHIP-I Citizenship and Identification Interface

CBMS Project 2583

Implementation

August 26, 2012



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Objective

- Provide updates for the SVES SCHIP
Citizenship and Identification Interface
 - Policy
 - SCHIP-I Citizenship Verification Process
 - Notification Letters and Verification Checklist
 - CBMS Posting
 - Case Comments
 - Reports



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Policy



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U.S. Citizenship/Identity Verification Policy

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



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U.S. Citizenship/Identity Verification Policy

- Medicaid regulations
 - 10 CCR 2505-10, Section 8.100.3.H.
- CHP+ regulations
 - 10 CCR 2505-3 Section 130.1.B.
- Exempted:
 - Presumptive Eligibility clients
 - Newborns of mothers receiving Medicaid or CHP+
 - Clients currently eligible for SSI, SSDI or Medicare
 - Foster care children



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Interface Policy

- SSA real-time interface now available to verify U.S. citizenship and identity information
 - Positive match verifies both U.S. citizenship and identity
 - Interface used before requiring documents from applicants
 - Applicants who do not match with interface will be given the opportunity to provide original documents
 - Reduces administrative burden on clients, application sites and eligibility sites
- Authorized by P.L.111-3-CHIPRA of 2009



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Questions?



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SVES SCHIP-I Citizenship Verification Process



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SVES SCHIP-I Citizenship Verification Process

- Individuals who applied for Medical benefits as of 1/1/2010 can be selected for the SVES SCHIP-I Citizenship Verification Process
 - Selection Criteria for request file
 - Processing Schedule for request and response files
 - Response Records
 - Verification Codes
 - Alerts
 - *View SVES SCHIP Citizenship Verification Data* Page



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Selection Criteria

- Selection Criteria for request file
 - Medical Program (LTC, AM, FM, CHP+) application date of 1/1/2010 or later
 - Part of an Active LTC, AM, FM, CHP+ case (Open or Pending case status)
 - Valid SSN (All Numeric and should not contain the same digit (777-77-7777))
 - First Name and Last Name Populated (No Spaces)
 - Valid date of birth
 - Valid Gender (Male, Female or Unknown)



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Selection Criteria

- Selection Criteria for request file Cont...
 - Individual should be a U.S. Citizen, *US Citizen* Field = **Y**
 - *Citizenship Acceptable Document* Field = **N** or Blank
 - *Citizenship Verification* Field \neq **Received** or
 - *Citizenship Verification* Field = **Received** and *Source* Field = **Client Statement**
 - *Citizenship DRA Met* field = No



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Processing Schedule

- Processing Schedule for Request and Response Files
 - The SCHIP-I Citizenship Verification Process occurs as follows:
 - **Request file** is transmitted daily from CBMS to SSA, every half hour on the quarter hour
 - **Response file** is transmitted immediately from SSA to CBMS
 - **Verification Code records** are processed immediately



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Response Records

- A response record will be received for each client sent in the request file and will include a code
 - Verification Codes
- Response Record will be located in the *View SCHIP Citizenship Verification Data* page
- Response record will remain on page for 60 months unless an updated record is received



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Verification Codes

- Verification Code will be included within the response record located in the *View SCHIP Citizenship Verification Data* page
 - Verified SSN Verification Codes
 - Unverified SSN Verification Codes



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Verified SSN Verification Codes

- SSN has been verified
 - **A** = Citizenship and Identity are confirmed
 - **B** = Citizenship and Identity are not confirmed
 - **C** = Citizenship and Identity are confirmed and there is an indicator of death
 - **D** = Citizenship and Identity are not confirmed and there is an indicator of death



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Unverified SSN Verification Codes

- SSN has not been verified
 - **1** or **M** = SSN not in file
 - **3** or **P** = Surname matches but DOB does not match
 - **5** or **R** or **F** = Surname or given name does not match
 - ***** = Input SSN not verified

- If one of the codes above is received and there is an update made to the client's demographics (First or last name, DOB, SSN, Gender), the client will be included within the next request file



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Questions?



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Alerts

- An Alert will be generated based on the Verification Code received in the response record
 - A
 - B
 - C
 - D
 - **Unverified**
- Alert is informational and will automatically be resolved in 10 calendar days



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Resolve User Alert

Verification Code A

Detail

Alert Details

Date Created: Due Date:

Category: Informational

Title: SVES SCHIP Verification A record

Current Size = 39 characters (256 characters max.)

Description: SVES SCHIP response record received with a Verification Code that indicates the SSN has been verified and Citizenship and Identity confirmed. The data has been posted to View SVES SCHIP SSN Verification Data, SSN/Citizenship on Individual Demographics, and Identification Details

Current Size = 194 characters (1000 characters max.)

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Resolve User Alert

Verification Code B

Detail

Alert Details

Date Created: Due Date:

Category: Informational

Title: SVES SCHIP Verification B record

Current Size = 39 characters (256 characters max.)

Description: SVES SCHIP response record received with Verification Code that indicates the SSN has been verified, but Citizenship and Identity is not confirmed. The data has been posted to View SVES SCHIP SSN Verification Data and SSN on Individual Demographics.

Current Size = 194 characters (1000 characters max.)

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Resolve User Alert

Verification Code C

Detail

Alert Details

Date Created: Due Date:

Category: Informational

Title: SVES SCHIP Verification C record

Current Size = 39 characters (256 characters max.)

Description: SVES SCHIP response record received with Verification Code that indicates the SSN has been verified, Citizenship and Identity confirmed, and an indication of death. The data has been posted to View SVES SCHIP SSN Verification, SSN/Citizenship on Individual Demographics, and Identification Details

Current Size = 194 characters (1000 characters max.)

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Resolve User Alert

Verification Code D

Detail

Alert Details

Date Created: Due Date:

Category: Informational

Title: SVES SCHIP Verification D record

Current Size = 39 characters (256 characters max.)

Description: SVES SCHIP response record received with Verification Code that indicates the SSN has been verified, Citizenship and Identity is not confirmed and there is an indication of death. The data has been posted to View SVES SCHIP SSN Verification Data and SSN on Individual Demographics.

Current Size = 194 characters (1000 characters max.)

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The screenshot shows a web application window titled "Resolve User Alert". The main content area is titled "Detail" and contains "Alert Details". The "Date Created:" and "Due Date:" fields are empty. The "Category:" is set to "Informational". The "Title:" field contains "SVES SCHIP unverified SSN response rcd". The "Description:" field contains "SVES SCHIP returned a response record that contains a code indicating that the SSN is not verified by SSA." A red box highlights the "Title:" field, and another red box highlights the "Description:" field. A red text overlay "Verification Code Unverified" is positioned above the description. The window has a standard OS taskbar at the top with icons for currency, star, document, globe, refresh, and help. A page number "23" is visible in the bottom right corner.

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SVES SCHIP Citizenship Verification Data Page

- *View SVES SCHIP Citizenship Verification Data* page displays results of response records
 - Navigate to



Home Page

My Pending Tasks

- Intake Cases [show](#)
- RRR due in this month and next month [show](#)
- Pending Alerts created in last 30 days **4**

Announcement / System Updates

The length of the password can be a maximum of 15 and a minimum of 6. The minimum and maximum lengths between these limits are as defined by the state. The new password cannot be from the restricted passwords list as defined by the state.

SCHIP Alert received

To view Verification Code

- Go to Home Page
- Select Follow-Up Activities

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Home Page

My Pending Tasks

- Intake Cases [show](#)
- RRR due in this month and next month [show](#)
- Pending Alerts created in last 30 days **4**

Announcement / System Updates

The length of the password can be a maximum of 15 and a minimum of 6. The minimum and maximum lengths between these limits are as defined by the state. The new password cannot be from the restricted passwords list as defined by the state.

- Under Interfaces

- Select Search SVES Data

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Search SVES Data

Search Criteria

Case # SSN

Report Type:

Search

Search Results

Report Type	Report Date	Case #	SSN	Individual
CITIZENSHIP VERIFICATION				

- Enter Case # or SSN
- Select Search
- Select Citizenship record
- Select Detail

Detail

View SVES SCHIP Citizenship Verification Data

Case #: Case Name: Report Date:

Summary

SSN	Recipient Name	Client ID	DOB	Sex
-----	----------------	-----------	-----	-----

Detail

DOB:

Error Condition:

Identity Discrepancy:

Verification:

Multiple SSN's:

- Select client to view code

Notification Letter

Questions?



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Notification Letters and Verification Checklist



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Notification Letter Button

- Notification Letters will be generated and included within batch correspondence for response records that contain one of the following SCHIP verification codes:
 - B
 - C
 - D
- The Notification Letter button within the **View SVES SCHIP SSN Verification Data** page will be activated upon receipt of a response record that contains one of the codes above
 - Option to print locally
 - Recorded in print history



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View SVES SCHIP Citizenship Verification Data

Case #: Case Name: Report Date:

SSN	Recipient Name	Client ID	DOB	Sex

Detail

DOB:

Error Condition:

Identity Discrepancy:

Verification: B

Multiple SSN's:

- Select Notification Letter to view and print letter

Notification Letter

STATE OF COLORADO



Verification Code B

TO :

FROM :

DATE :

You recently applied for Medicaid benefits. For Medicaid, we must prove that you are a U.S. citizen and prove your identity in order to give you benefits.

We tried to verify U.S. citizenship and identity for _____ with the Social Security Administration. They were unable to verify this information.

If you have not already given us documents that prove U.S. citizenship and identity, please provide this to your local county department of human/social services.

You may want to contact your local Social Security Administration office to confirm your US Citizenship status.

10 CCR 2505-10 §8.100.3.H

You can now check the status of your benefits online by visiting the new Colorado PEAK website at: www.colorado.gov/benefits. You will need to have your case number available. Your case number is _____ Please contact _____ with any questions or concerns about this letter.

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STATE OF COLORADO



Verification Code C

TO :

FROM :

DATE :

You recently applied for Medicaid benefits.

The Social Security Administration sent us information that _____ may have passed away. We are sorry for your loss.

If this is incorrect, please contact your worker.

You may also want to contact your local Social Security Administration office to correct this.

10 CCR 2505-10 §8.100.3.H

You can now check the status of your benefits online by visiting the new Colorado PEAK website at: www.colorado.gov/benefits. You will need to have your case number available. Your case number is _____ Please contact _____ with any questions or concerns about this letter.

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STATE OF COLORADO



Verification Code D

TO :

FROM :

DATE :

You recently applied for Medicaid benefits. For Medicaid, we must prove that you are a U.S. citizen and prove your identity in order to give you benefits.

We tried to verify U.S. citizenship and identity for _____ with the Social Security Administration. They were unable to verify this information. The Social Security Administration also sent us information that _____ may have passed away. We are sorry for your loss.

If this is incorrect, please contact your worker. If you have not already given us documents that prove U.S. citizenship and identity, please provide this to your local county department of human/social services.

You may also want to contact your local Social Security Administration office to correct this.

10 CCR 2505-10 §8.100.3.H

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Verification Checklist

- If the client is missing citizenship and identity documents, they will be listed on the CBMS Verification Checklist
- If the client meets the selection criteria, they should not be asked to provide these documents unless we are unable to confirm this information with SSA
- Missing verifications will be suppressed from the VCL if SSA was able to provide confirmation



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Questions?



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CBMS Posting



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Citizenship

- Upon receipt of certain verification codes from SSA, some fields within the *Individual Demographics* page may be updated
 - Citizenship *Verification* and *Source* (Codes A & C)
 - *Acceptable Doc* (Codes A & C)
 - *SSA Confirmation* (All Codes)
- Effective Begin Date
 - At **Intake**, current *Individual Demographics* record is updated
 - At **Ongoing** or **RRR**, a new *Individual Demographics* record will be inserted with the *Effective Begin Date* of the current system date



Individual Demographics

Verification Code A & C

Citizenship Verified By

*US Citizen: Yes No

*Status: US Born

*Verification: Received.

*Source: SSA Citz/ID Confirma

Qualified Non-Citizen : Yes No

*Acceptable Doc: Yes No

SSA Confirmation: Yes No

Eligibility Site:

Name:

Individual Demographics

Citizenship Verified By

All other Verification Codes

*US Citizen: Yes

*Status: US Born

*Verification: Received

*Source: Birth certificate - US

Qualified Non-Citizen: Yes No

Non Citizen

*Acceptable Doc: Yes No

SSA Confirmation: Yes No

Eligibility Site:

Name:

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Identification

- Upon receipt of verification codes **A** & **C** from SSA, some fields within the **Identification Details** page may be updated
 - **Identification**
 - **Identification Type**
 - **Issuing Agency**
 - **Acceptable Doc**
 - **Verification** and **Source**
- Effective Begin Date
 - In **All Modes**, a new **Identification Details** record will be inserted with the **Effective Begin Date** of the current system date



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Identification Details

Verification Code A & C

Summary

Identification	Identification Type	Issuing Agency	Verification	Source
Yes	SSA Citz/ID	01	Received.	SSA

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Identification Details

Verification Code A & C

Detail

*Effective Begin Date: 07 25 2011 Effective End Date: MM DD YYYY

*Identification: Yes No

Identification Type: SSA Citz/ID Confirma

Issuing Agency: US Government

Photo: Yes No

Acceptable Doc: Yes No

ID Issue Date: MM DD YYYY ID Expiration Date: MM DD YYYY

Driver's License/ID#: _____

*Verification: Received. *Source: SSA

Reason for not providing ID: _____

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Questions?



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Case Comments



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System Generated Case Comment

- A Case Comment will be generated based on the verification code received within the response record



Maintain Case Comments

Verification Code A

Detail

Type:

Program Group:

Date:

Individual:

System Generated Comment:

US Citizenship and identity confirmation received from SSA via the SVES SCHIP record

*Enter Comment:

Current Size = 0 characters (4000 characters max.)

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Maintain Case Comments

Verification Code B

Detail

Type: Program Group:

Date: Individual:

System Generated Comment:
US Citizenship and identity confirmation has not been received from SSA via the SVES SCHIP record

*Enter Comment:

Current Size = 0 characters (4000 characters max.)

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Maintain Case Comments

Verification Code C

Detail

Type: Program Group:

Date: Individual:

System Generated Comment:
US Citizenship and identity confirmation and indication of death has been received from SSA via the SVES SCHIP record

*Enter Comment:

Current Size = 0 characters (4000 characters max.)

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Maintain Case Comments \$ ☆ ? ? ? ? ? ? ? ?

Verification Code D

Detail

Type: Citizenship & Identity Program Group: Adult Medical Assista

Date: Individual:

System Generated Comment:

US Citizenship and identity confirmation has not been received and an indication of death has been received from SSA via the SVES SCHIP record

*Enter Comment:

Current Size = 0 characters (4000 characters max.)

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Questions?



Reports



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Reports

- Three reports are available for the SVES SCHIP Citizenship Verification process:
 - *CBMS SVES SCHIP Response Detail List Report*
 - *CBMS SVES SCHIP Response County/Med Site Summary Report*
 - *CBMS SVES SCHIP State Summary Report*



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Reports

- Security Access:
 - County/Med site workers have access to their county only
 - State workers have access to the entire report
- Generated:
 - Detail report = Weekly – Runs every Sunday
 - Summary reports = Monthly – Run on the 8th of every month
- Location:
 - Cognos → “SVES” Folder



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CBMS SVES SCHIP Response Detail List Report

- Purpose:
 - The report will include all SVES SCHIP Verification records that have been posted to the ***View SVES SCHIP Citizenship Verification Data*** page



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CBMS SVES SCHIP Response Detail List - All Counties

Reporting Month: July 2011



County:

Office:

Primary Medical User:

Case #	Case Name	HPLG	AM Code	Client ID	Client Name	Client SSN	Response Date	SCHIP Verification Code
		FM	1931				07/25/2011	A
Total Records by Verification Code								1
Total Number of Records for the user								1

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CBMS SVES SCHIP Response County/Med Site Summary Report

- Purpose:
 - The report will include a summary of the SVES SCHIP Verification records that have been posted to the **View SVES SCHIP Citizenship Verification Data** page
- Security Access:
 - County/Med site workers have access to their county only
 - State workers have access to the entire report



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CBMS SVES SCHIP Response County/Med Site Summary - All Counties

Reporting Month: July 2011



County:

Primary Medical Worker Name	Primary Medical Worker User ID	Total Records
		1
Grand Total		1

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CBMS SVES SCHIP State Summary Report

- Purpose:
 - This report will include the following:
 - A summary of the **SVES SCHIP Verification** records, by Medical HLPG and Aid Code that have been posted to the **View SVES SCHIP Citizenship Verification** page
 - A summary of the total number of **SVES SCHIP Verification** records, by County/Med Site that have been posted to the **View SVES SCHIP Citizenship Verification** page
 - A summary of the total number of **SVES SCHIP Verification** records, by Verification Code that have been posted to the **View SVES SCHIP Citizenship Verification** page



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CBMS SVES SCHIP Response State Summary
 Reporting Month: July 2011



HPLG	Aid Code	Verification Code	Total Records
AM	OAP-A Med	D	1
		SSI Mandatory	A
		B	1
		C	1
		A	1
		C	1

Verification Code	Total Records
	6
&	6
*	3
1	4
3	1
5	2
A	59
B	52
C	54
D	56

County	Total Records
ADAMS	15
ALAMOSA	1
ARAPAHOE	16
BOULDER	2



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Questions?



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



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Reminders

- Review all training materials and reference documents located on the HCPF website
- Submit help desk tickets through the Service Desk Portal at <https://ondemand.ca.com>
 - You do not have to call and wait on hold
 - You will create a ticket number immediately
 - You can track the status of your ticket
- Read all CBMS Communications
 - If you are not signed up for communications, contact PC.HELPDESK@state.co.us



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Where to Get More Information

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



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Questions?

Thank You
for
Your Time!



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