SVES SCHIP-I Citizenship and Identification Interface

CBMS Project 2583 Implementation August 26, 2012



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CBMS Proj 2583 SCHIP-I

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



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



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



Questions?



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SVES SCHIP-I Citizenship Verification Process



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

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)



Selection Criteria

- Selection Criteria for request file Cont...
 - Individual should be a U.S. Citizen, *US Citizen* Field =
 Y
 - *Citizenship Acceptable Document* Field = $oldsymbol{N}$ or Blank
 - Citizenship Verification Field ≠ 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

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



Verified SSN Verification Codes

- SSN has been verified
 - $-\mathbf{A}$ = Citizenship and Identity are confirmed
 - $-\mathbf{B}$ = 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

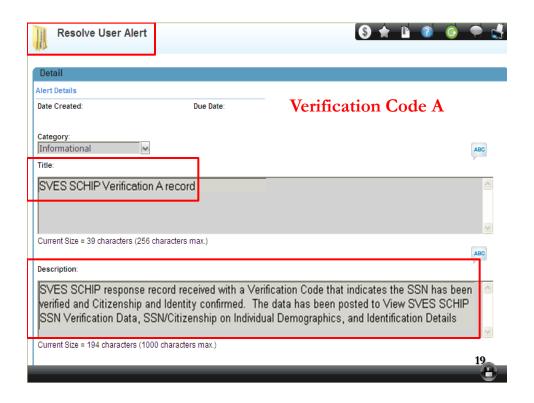
Questions?

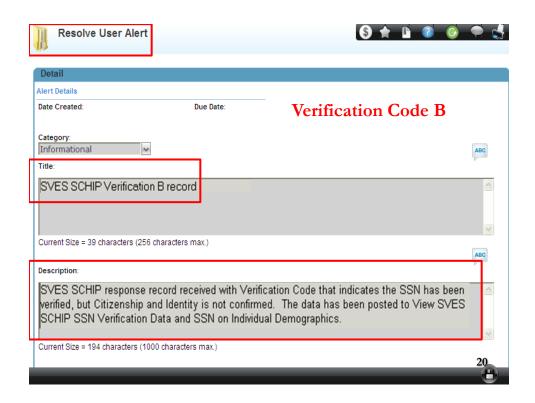


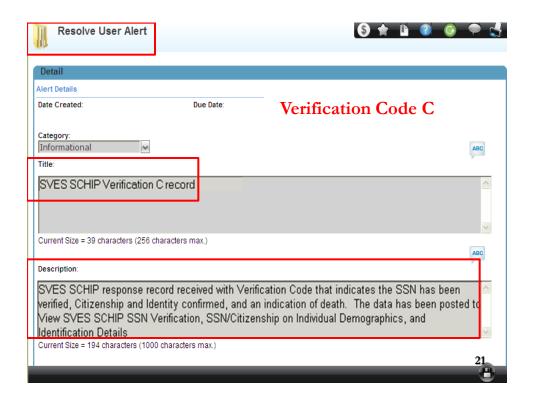
CBMS Proj 2583 SCHIIP-I

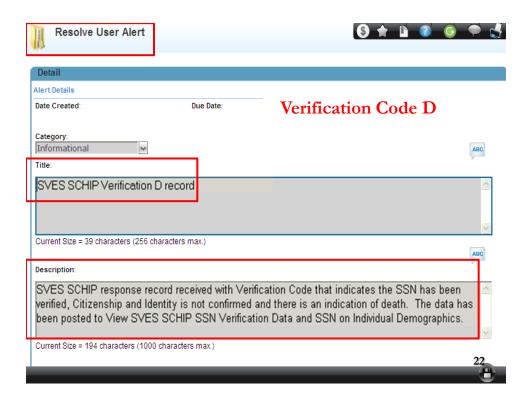
Alerts

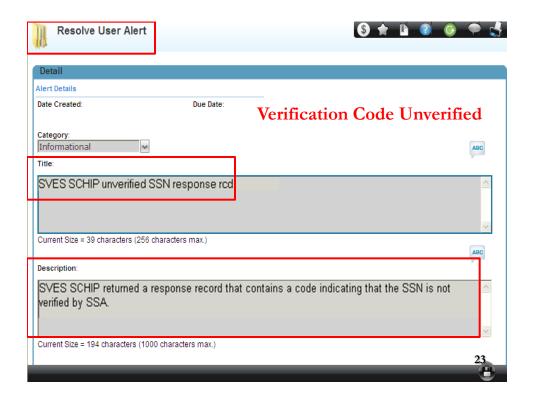
- An Alert will be generated based on the Verification Code received in the response record
 - $-\mathbf{A}$
 - $-\mathbf{B}$
 - $-\mathbf{C}$
 - $-\mathbf{D}$
 - Unverified
- Alert is informational and will automatically be resolved in 10 calendar days









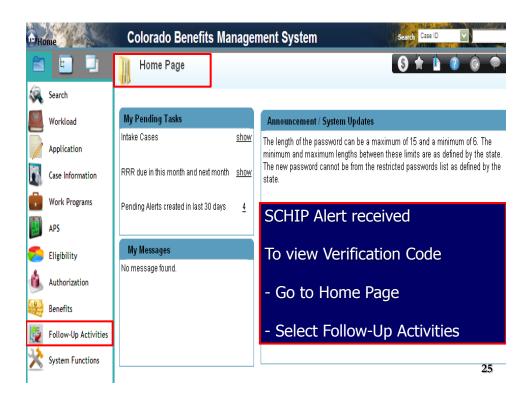


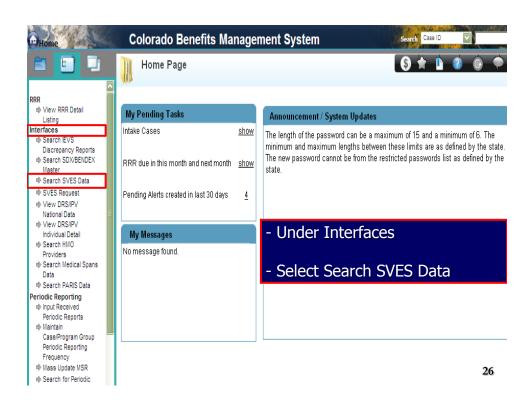


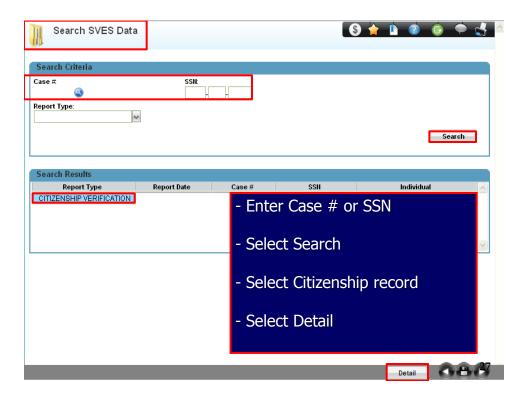
SVES SCHIP Citizenship Verification Data Page

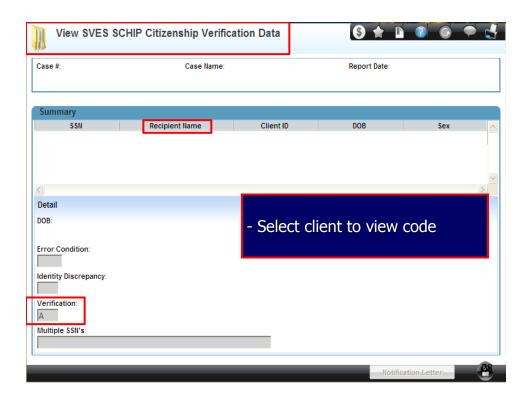
View SVES SCHIP Citizenship Verification
 Data page displays results of response records
 Navigate to











Questions?



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Notification Letters and Verification Checklist



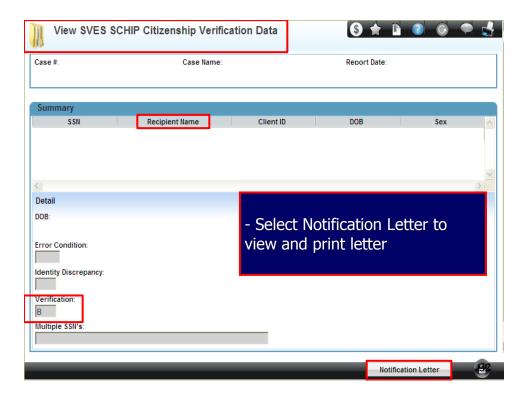


Notification Letter Button

- Notification Letters will be generated and included within batch correspondence for response records that contain one of the following SCHIP verification codes:
 - $-\mathbf{E}$
 - 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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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.

STATE OF COLORADO



Verification Code C

TO :

FROM :

DATE :

You recently applied for Medicaid benefits.

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

may have

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.

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

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



Questions?



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CBMS Posting

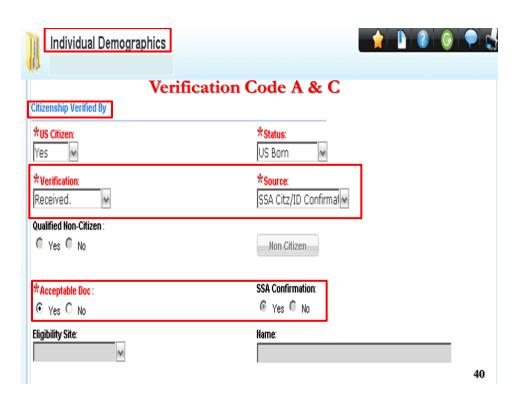


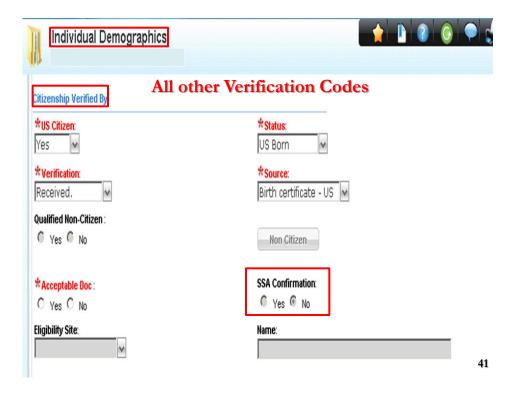


Citizenship

- 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 <u>Ongoing</u> or <u>RRR</u>, a new *Individual Demographics* record will be inserted with the *Effective Begin Date* of the current system date

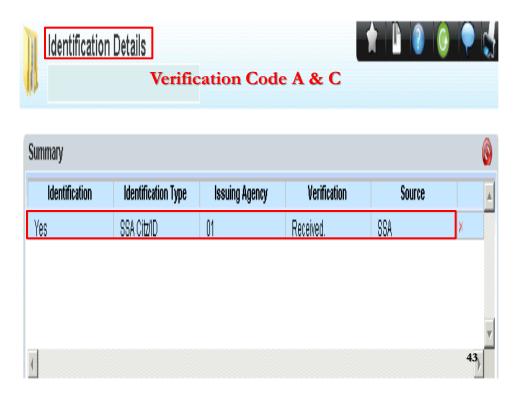


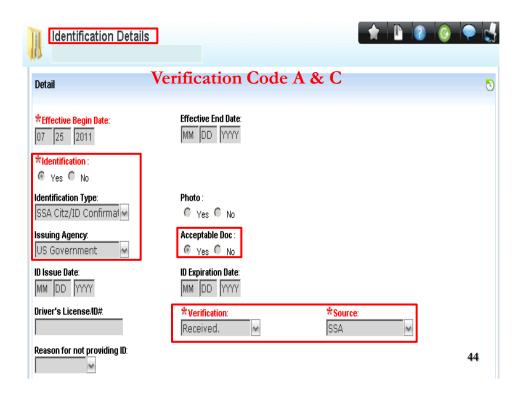




Identification

- 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 <u>All Modes</u>, a new *Identification Details* record will be inserted with the *Effective Begin Date* of the current system date





Questions?



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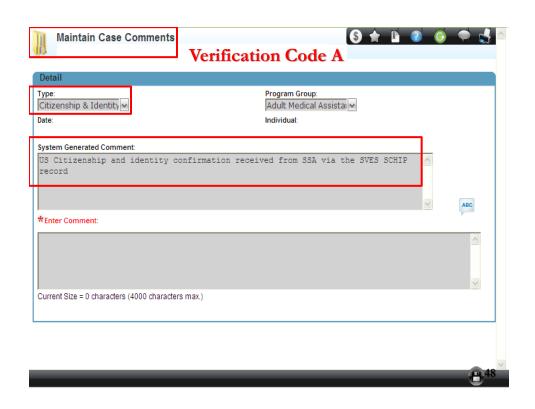
Case Comments

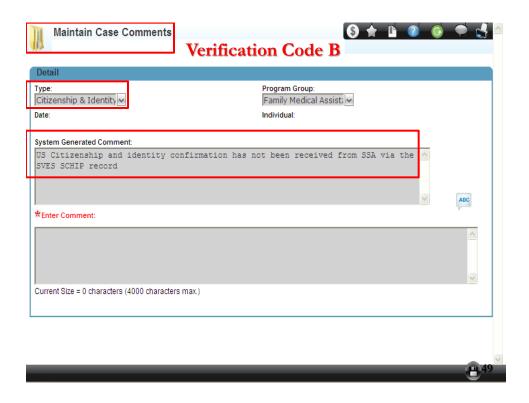


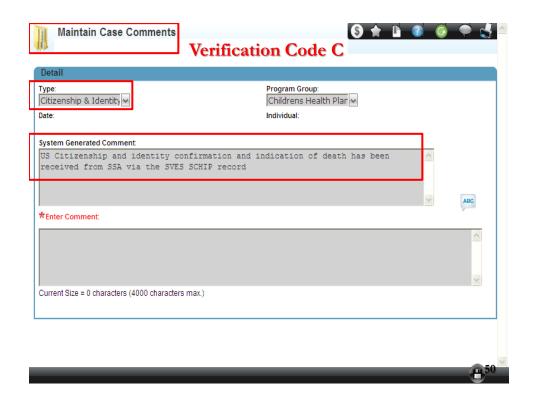
System Generated Case Comment

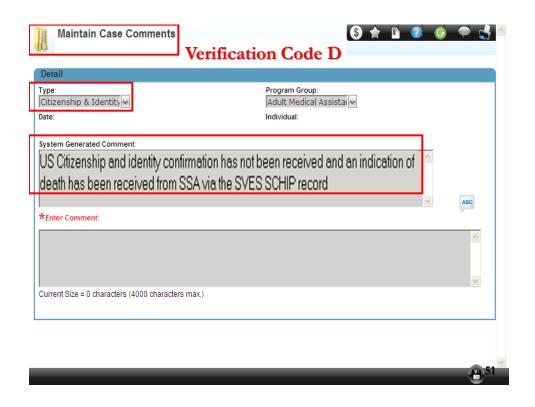
• A Case Comment will be generated based on the verification code received within the response record













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



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





CBMS SVES SCHIP Response Detail List - All Counties Reporting Month: July 2011



County:

Office:

Primary Medical User:

C880 #	Case Name	HLPG	Ald Code	Client ID	Client Name	Client SSN	Response Date	SCHIP Verification Code
		FN	1931		1		07/25/2011	A
Total Records by Verification Code						1		
Total Number of Records for the user					ords 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





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



CBMS SVES SCHIP Response State Summary Reporting Month: July 2011



HLPG	Aid Code	Verification Code	Total Records
AM	OAP-A Med	D	1
	SSI Mandatory	Α	1
		В	1
		С	1
		Α	1
		С	1

Verification Code	Total Records
	6
&	6
*	3
1	4
3	1
5	2
Α	59
В	52
С	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

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?



