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TO: **Income Maintenance Supervisors**
Income Maintenance Lead Workers
Income Maintenance Staff
W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers
Training Staff
Child Care Coordinators

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Bureau of Eligibility Management
Division of Health Care Financing

BEM/DWS OPERATIONS MEMO					
No:		07-27			
DATE:		06/04/2007			
FS	<input type="checkbox"/>	MA	<input checked="" type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input type="checkbox"/>	W-2	<input type="checkbox"/>
FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>	RAP	<input type="checkbox"/>
WIA	<input type="checkbox"/>	Other EP	<input type="checkbox"/>	★	
PRIORITY: HIGH					

SUBJECT: **Citizenship And Identity Verification Policy Update**

CROSS REFERENCE: Operations memos 06-32, 06-36, 06-38 and 06-42

EFFECTIVE DATE: Immediately

PURPOSE

This memo announces system initiatives as well as policy updates and reminders related to the Citizenship and Identification Documentation policy including:

- Individuals without verification and affect on household eligibility;
- Child Citizenship Act 2000;
- New exemptions;
- One time Department of Motor Vehicle (DMV) data match;
- Wrap up of 2007 updates;
 - Documentation Table update
 - Citizenship documentation requirements letter and affidavit for new applicants;
 - Development of the Citizen and Identity Resources web page, and
- Best practices for policy administration.

NEW POLICY AND SYSTEMS INITIATIVES

INDIVIDUALS WITHOUT VERIFICATION AND AFFECT ON HOUSEHOLD ELIGIBILITY

IM workers should not delay an individual household member's eligibility when awaiting another household members' citizenship or identity verification. The individual pending for citizenship/identity should be counted as part of the group when determining eligibility for other group members. Follow these steps when the only pending items are citizenship and/or identity:

1. Process and confirm eligibility for those individuals who have met all the criteria, including citizenship or identity verification at the time they have done so. When all individuals are in the same assistance group, the worker will need to replace the <Q?> for the pending individual with a <QV>. The worker may need to enter an override on CARES mainframe screen SFCC to include the pending individual in the assistance group.
2. Change the <QV> back to a <Q?> to pend eligibility (follow established verification 10/30 day guidelines for due dates when sending out the verification request) for the household member(s) still needing to verify citizenship/identity.
3. Suppress the automatic notice that has the incorrect eligibility information and create a correct manual notice for the household outlining those who are eligible and those who are pending.
4. If, at the end of the verification timeframe, the individual(s) requests more time to supply the verification, use the reasonable opportunity period policy to extend the usual verification timeline.

Example 1: Mom, dad and two children apply for BadgerCare with a premium. The only outstanding verification is citizenship for Mom. The worker should confirm eligibility for Dad and the two children because they have complied with the policy requirement and have paid the premium. Eligibility should be based on a group size of four because the only item pending is citizenship for mom. Because verification is still pending, the worker needs to change the citizenship code to <QV> for Mom, confirm BadgerCare for Dad and the two children. Change the <QV> back to <Q?> and re-run SFEX to pend the case for citizenship and/or identification again for Mom and generate a verification request. The worker may also need to adjust the verification due date and send a manual notice.

Example 2: Mom and Dad are non-marital co-parents with two children in common. Dad is receiving SSI. MA U is pending for verification of mom's identity. In order to confirm the children's eligibility with the appropriate group size and income limit, enter a <QV> for mom's identity. Because SFCC shows mom as a PD (Parent Deemer), override SFCC so that mom is a CA (Counted Adult) in the group. Use a 112 code. The worker should then go back and re-pend for mom's identity verification as well as generate the verification request, adjust the due date if necessary, and send a manual notice.

CHILD CITIZENSHIP ACT 2000

As outlined in Operations Memo 01-56, The Child Citizenship Act (CCA) of 2000 amended the Immigration and Naturalization Act (INA) to provide derivative citizenship to certain foreign-born children of US citizens. The children included in the act are:

- Adopted children,
- Biological or legitimated children, or
- Certain children born out of wedlock to a mother who naturalizes.

Generally, the CCA provides that foreign-born children younger than 18 years old who meet three conditions automatically acquire US citizenship, and are not required to apply for a certificate of naturalization or citizenship to prove US citizenship. These conditions are that the child:

- has at least 1 parent who is a US citizen (whether by birth or naturalization);
- has entered the US as a legal immigrant; and,
- lives in the legal and physical custody of the US citizen parent in the US.

Within the context of the citizenship verification requirement this means that for any applicant or recipient who is in the population described above, IM workers should not request documentation for that person. In these cases IM workers need to acquire documentation proving the citizenship and identity of at least one US citizen parent. The parent's US citizenship is the basis for the child receiving derivative citizenship.

Because the CCA has been in effect since February 27, 2001 the direction above applies to anyone who was under 18 years old as of that date.

For persons who meet the citizenship verification requirement through the means allowed in the CCA, this is considered primary level evidence therefore the individual has verified both citizenship and identity. The code <CA> should be used in both the MA Citizenship and MA Identity Verification fields.

NEW EXEMPTIONS

Federal law now exempts more groups from the citizenship and identity requirements. An applicant or recipient who is also a recipient of any of the following assistance programs is exempt from this policy:

- Foster Care-Title IV E only
- Adoption Assistance
- Social Security Disability Insurance (SSDI)

These programs have their own procedures to verify citizenship and immigration status, therefore IM workers should not attempt to verify citizenship again. These exemptions are in addition to the previously exempted groups outlined in Operations Memo 06-36. An individual receiving Foster Care or Adoption Assistance will automatically receive MA. Their eligibility is processed outside of CARES; therefore IM workers should not normally have to process these cases. Individuals receiving SSDI are processed in CARES. If an individual states s/he is receiving SSDI, follow the directions in the Documentation/Verification Code List to confirm SSDI receipt and enter the SC code if confirmed.

Also, please note that while BEM auto-populated citizenship and identity verification fields for other exempt groups (SSI and Medicare recipients) that was done only once several months

ago. Therefore, for new applicants and recipients who have not completed a review yet, IM Workers need to check for the receipt of SSI and/or Medicare and code their citizenship and identity verification fields accordingly. Those who are exempt are not subject to the requirement.

DMV DATA EXCHANGE

The Bureau of Eligibility Management (BEM) recently acquired driver license data from the Department of Transportation, Division of Motor Vehicles (DMV) which was used to match against individuals already known to CARES. The data exchange served to identify those MA recipients who have a Wisconsin driver license and therefore have met the MA identity requirement.

The DMV match has been done against any individual in CARES who was either open or closed for any program because it was not possible to narrow the match to MA individuals only. Therefore the DMV match code may appear in cases that are closed. The DMV match code is valid for identity verification if a closed case reopens. Additionally, if an IM worker becomes aware of someone who only failed for identity verification and this data match fulfills that verification, please act to re-run eligibility or contact the client to re-apply.

BEM matched records from the two systems using first name, last name, date of birth, gender, and city or county. For legal reasons BEM was unable to match using an individual's SSN. For duplicate matches, without the SSN, it is not possible to determine which record should receive the identity code update. Therefore, if any duplicate matches occurred, both records were removed and the identity code was not applied to either record.

CARES was updated with the results of this match effective May 7, 2007. When a valid match was made, the new verification code <MV> auto-populated into the MA identity verification field. <MV> did not overlay the codes in levels 1 through 4 because these are considered to be just as or more reliable documentation types.

NOTE ➤ If an applicant requests a backdate for MA, and BEM updated the case with an <MV> code on 5/7/07, CARES will not recognize the <MV> as a valid code for those backdate months. Because the DMV data exchange is valid identity verification, the worker will need to enter <DR> for any backdate months where an <MV> code was updated.

VERIFICATION CODES LIST UPDATE

Since January 2007 there have been several updates to the Citizenship Documentation and CARES Verification Codes [List](#). Below is a summary of the additions since that date.

Code	Level	Description/Explanation
CA	1	<i>Acquired citizenship through parent(s) as outlined in the Child Citizenship Act 2000 (CCA)</i> IM workers can use this code when an individual demonstrates that s/he has gained his/her US Citizenship through the CCA.
SC	1	<i>Social Security Disability Insurance (SSDI) recipients</i> IM workers should use SC in the citizenship and identification verification fields for persons receiving SSDI since this group is now exempt from the citizenship verification requirements.
NB	1	<i>Continuously Eligible Newborn</i> Newborns are not required to verify citizenship or identity until the first re-determination of eligibility, therefore use this code in the verification fields until the review is completed.
SV	2	<i>SAVE database</i> IM workers can use this code when using the SAVE system to verify citizenship status for non citizens who gained US citizenship.
OP	2	<i>Other programs verified outside of CARES/CWW</i> IM workers can use this code when they become aware that an individual provided verification while a recipient of the Foster Care, Adoption Assistance or Katie Beckett programs.
MV	5	<i>Motor Vehicle Data Exchange</i> This code will appear in the identity verification field as a result of a data exchange update with the Division of Motor Vehicles. This code should only be used by an IM worker when it is necessary to backdate an MA request.

The codes above are valid for other assistance programs in CWW including FoodShare, Wisconsin Works, and Child Care.

2007 CHANGES TO DATECITIZENSHIP DOCUMENTATION REQUIREMENTS LETTER

Current Medicaid (MA), BadgerCare (BC) and Family Planning Waiver Program (FPW) recipients receive a letter which specifically outlines the citizenship and identity verification policy. The letter is sent automatically at the same time as the annual renewal notice. Until now, there was no systematic way to provide the same information to new applicants.

BEM has introduced two methods by which applicants can now receive the citizenship requirement information. A system-generated attachment to the Verification Checklist letter and a manual worker-generated letter will both be available to serve applicants and recipients.

1. Effective April 30, 2007, whenever the system generates a verification checklist letter for an assistance group member who is missing proof of citizenship or identity, an additional informational letter outlining the requirement will automatically be generated and sent to the applicant or recipient. Additionally a 'Statement of Identity for Children Under 16 Years of Age' affidavit form will be sent automatically with the verification checklist if there is

someone in the household under 16 years of age who needs to supply identity verification. IM workers do not need to do anything to trigger the additional information; it is generated within the CARES/CWW system. Examples of the two versions of this letter are attached to this Operations Memo.

2. BEM has created a worker generated letter in CARES which also outlines the requirement and includes the 'Statement of Identity for Children Under 16 Years of Age' affidavit form. Income Maintenance (IM) workers may use the manually generated letter at any time that an applicant or recipient has not received one of the automated letters already. This letter can be mailed to the applicant or printed and presented to the applicant to complete at the time the intake is done.

To access the worker generated letter in CARES follow the directions below.

CARES Instructions

The Citizenship/Identity Documentation letter can be requested with a case number or a Request For Assistance (RFA) number. Use the following instructions in the CARES mainframe to access the letter:

1. NEXT TRAN: CNSL PARMS: C/case number//00/NCB1/0099/01
NEXT TRAN: CNSL PARMS: r/rfa number/NCB1/0099/01
2. This will bring up the CNSL screen displaying NCB1, the Citizenship/Identity Documentation letter. At the top of the screen you will see the case information and address block for the case. Since you will be in the case record when requesting this letter these fields will be pre-populated accordingly. Following this, the letter text is displayed over eleven screens. An example of the letter is attached to this document.
3. The only worker enterable space on NCB1 is located at the end of the letter on the eleventh screen. The six blank lines following, "PLEASE RETURN THIS FORM TO THE FOLLOWING AGENCY:" allow for the entry of information. Here the worker has the option to either enter the agency address information in CARES or print it as is and hand stamp the agency address.
4. The letter will print out on your CARES printer and will be available for viewing on CNHS.

IDENTITY AFFIDAVIT ATTACHED TO MA/BC/FPW APPLICATION

The *Statement of Identity for Children under 16 Years of Age* (HCF 10154) has been added to the Wisconsin Medicaid, BadgerCare and Family Planning Waiver Program application form ([HCF10100](#)) found on the DHFS website. In the next printing of the paper application packets, the HCF 10154 will be added as part of that as well.

NEW CITIZENSHIP RESOURCES WEB PAGE

This new website at <http://dhfs.wisconsin.gov/em/CitandID/data.htm> provides a central location for resources related to the citizenship and identity documentation policy.

You can also access the Citizenship and Identity Documentation Resources page from the “Other Links” section on the DHFS Eligibility Management ([EM](#)) page. The web page contains links to all of the documents issued about this requirement to date including:

- Operations memos (06-32, 06-36, 06-38 and 06-42);
- Citizenship Documentation and CARES Verification Codes List;
- Affidavit forms;
- Recently Asked Questions (RAQ) document;
- October 2006 Teleconference;
- Publications - Fact sheet, brochure and poster;
- Directory of Vital Records contact list; and
- Policy & Process Overview (incorporates information from previous citizenship and identity Operations Memos into one document).

This web page is accessible to the public and can serve as an easy one-stop-shop for various audiences (e.g. applicants, recipients, advocates and agencies) for access to consistent and comprehensive information about the federal requirement.

BEST PRACTICES

LETTER/FACT SHEET

To reduce any unnecessary denials and terminations, we are asking agencies to be as thorough as possible in providing information on the new requirements. If recipients or applicants do not seem to have received or understood the Verification Checklist letter, we urge agencies to use the [Citizenship Fact Sheet](#) in order to communicate what is expected of applicants and recipients to fulfill this new verification requirement.

Additionally, the [Citizenship and Identity Resources](#) web page can be used to locate other documents that may be helpful for you. This site can also be shared with applicants and recipients. For instance, there is a listing of all 50 states' vital records offices so that persons who need to apply for a birth certificate from another state can obtain information about how to do that.

REASONABLE OPPORTUNITY PERIOD AND GOOD FAITH CONCEPT

Federal law allows for an extension of the Reasonable Opportunity period to allow additional time for applicants/recipients to provide citizenship and identity documentation. The extension is based on an applicant/recipient communicating to the worker that s/he is making a good faith effort in trying to secure the documentation needed.

Workers and agencies are encouraged to consistently communicate to applicants and recipients that the normal verification timeline can be extended in order to obtain citizenship and identity documentation. Be aware that for some individuals obtaining the acceptable documents can be a lengthy process of submitting applications to other states and waiting several weeks for the document. Please utilize the codes and procedures as outlined in Operations Memo [06-38](#) when applying the extensions.

Utilizing these policies for applicants and recipients does not impact your agency's timeliness performance that is reported to BEM. Any cases that have a verification extension are not considered untimely until the extension date is past due with no final action taken by the worker

It is possible to provide several back-to-back extensions without a timeliness penalty, as long as the worker takes action at the end of each extension period.

ONLINE BIRTH QUERY AND VITAL RECORDS

Remember to use the Wisconsin birth query data exchange to verify citizenship for individuals born in Wisconsin. This is a convenient tool that will save agencies and applicants/recipients time and effort. Remember, there is no cost to the agency to use this method of verification.

Another useful tool to assist in verifying citizenship is the vital records database through the Center for Disease Control website. The link to this database is on the citizenship resources web page. If any applicant/recipient indicates s/he was born outside of Wisconsin, please direct him/her to this site to get the correct information about how to request a birth certificate.

UTILIZING THE MEDICAID MANAGEMENT INFORMATION SYSTEM (MMIS)

Another tool to use to fulfill the citizenship documentation requirement for applicants/recipients is MMIS claims history. The Bureau strongly encourages agencies/workers with access to MMIS to use it for this purpose. If it can be confirmed through MMIS that an individual's birth costs were paid for by Wisconsin MA, then this is acceptable citizenship documentation. When utilizing MMIS birth claims use the <MB> code in the MA Citizenship Verification field.

The following instructions only apply if the mother was in 'fee for service' status at the time of delivery. Use the Recipient Claims Screen to verify the birth was paid by MA. A copy of this screen is attached and can also be found in the MMIS Manual on page 32. Please refer to the MMIS Manual for more detailed instructions. It can be accessed at the following link:
<http://dhfs.wisconsin.gov/em/MMIS/MMIS-overview.pdf>

1. In MMIS enter the MA ID or Pseudo Number to bring up mother's record.
2. Confirm that mother's name (in field 3) matches with your applicant or recipient case.
3. Review the dates of service (in field 19 and 20) to find the baby's date of birth.
4. When you find the date match, check the internal claim number (ICN) (field 18). The first two numbers should begin with '40' as this indicates an inpatient hospital claim.
5. Lastly, check the claim status (in field 22). It should be 'C' for claim is paid.
6. Once all the above is confirmed this is acceptable proof that since WI MA paid for the birth; the baby was born in Wisconsin and is therefore a US Citizen. Use the <MB> code in the MA Citizenship Verification field.

NON-CITIZENS

As a reminder, please do not request or require citizenship and identity documentation from individuals who have not declared that they are citizens. Non-citizens who apply for IM programs are not subject to this policy. Legal non-citizens are subject to the verification process through SAVE and undocumented non-citizens do not have any status that can be verified. Undocumented non-citizens can apply for Emergency MA or BC Prenatal Program and should not be subject to the citizenship verification policy.

When an individual who had legal non-citizen status subsequently gains US Citizenship, this is recorded in SAVE. Therefore SAVE can be used to verify these individuals' citizenship. The verification result from SAVE will be "individual is a US Citizen". Please consult Operations Memo 04-10 for instructions on using SAVE. Use the <SV> code in the MA Citizenship verification field when using SAVE for this population. These individuals do still need proof of identity since the SAVE verification is considered to be Level 2 citizenship documentation.

FOODSHARE PRIMARY PERSON AND IDENTITY VERIFICATION

Verifying the identity of the primary person is a requirement for a FoodShare application. Once this requirement is met for FS, it is also met for the new identity verification requirement for MA. The <FS> code will be automatically populate in the MA verification field when there is a request for FoodShare and a valid FS verification code for identity is entered in the existing verification code field. <FS> remains a valid MA verification code for the primary person even if the individual becomes ineligible for FoodShare benefits.

ELECTRONIC CASE FILE

This is a reminder regarding where in ECF to place the citizenship and identity documentation that you receive from applicants and recipients. In keeping with our goal of using the minimal number of document type codes, we did not create a separate document category that corresponds directly to the new citizenship policy. When scanning the documents used to meet the new policy you should use the document type *Proof of Identity and Citizenship* and the document naming convention code is still <ID>.

ATTACHMENT

CARES generated Citizenship and Identity Documentation letters:

[CMLX](#) – Cases without Children under age 16

[CMLZ](#) – Includes Statement of Identity for Children Under 16 Years of Age

MMIS Handbook excerpt - [Recipient Claims Screen](#)

CONTACTS

BEM CARES Information & Problem Resolution Center

★Program Categories – FS – FoodShare, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

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