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State of Wisconsin
Governor Scott Walker

TO: **Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
W-2 Agencies
Training Staff
Child Care Coordinators**

FROM: Shawn Smith, Bureau Director
Bureau of Enrollment Policy & Systems
Division of Health Care Access and Accountability
Department of Health Services

Margaret McMahon, Director
Bureau of Working Families
Division of Family and Economic Security
Department of Children and Families

JOINT OPERATIONS MEMO					
No:		15-J6			
DATE:		6/04/2015			
FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	BC+	<input checked="" type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input checked="" type="checkbox"/>	FSET	<input type="checkbox"/>
CC	<input type="checkbox"/>	W-2	<input checked="" type="checkbox"/>	EA	<input type="checkbox"/>
CF	<input type="checkbox"/>	JAL	<input checked="" type="checkbox"/>	JC	<input type="checkbox"/>
RAP	<input checked="" type="checkbox"/>	WIA	<input type="checkbox"/>	Other	<input type="checkbox"/> *
				EP	

SUBJECT: Changes to Process for Verifying U.S. Citizenship, Identity and Immigration Status for Health Care and Wisconsin Works

CROSS REFERENCE: Operations Memos [10-75](#), [11-03](#), [13-08](#), [03-46](#)
CWW Process Help Chapters 44 and 68.1
W-2 Manual Chapter [2.4](#)

EFFECTIVE DATE: June 8, 2015

PURPOSE:

The purpose of this memo is to communicate changes to the process for verifying U.S. citizenship, identity, and immigration status for health care and Wisconsin Works (W-2).

- **Note:** The automation changes described in this memo only apply to W-2 cases if there is a request for or an open health care program (i.e., BadgerCare Plus [BC+] or Medicaid [MA]).

BACKGROUND:

Federal law requires individuals declaring to be U.S. citizens or nationals to verify their U.S. citizenship and identity in order to receive, or continue to receive, Medicaid (MA) and BadgerCare Plus (BC+) benefits. Currently, the automated process for citizenship and identity verification is a 3-5 day batch process with the Social Security Administration (SSA); the immigration verification process is completed manually by workers through the Systematic Alien Verification for Entitlements (SAVE) system.

Effective June 8, 2015, CARES Worker Web (CWW) changes are being implemented to:

- Automatically update citizenship and identity verification with the SSA data exchange, and
- Automatically verify and update immigration verification with the Department of Homeland Security data exchange.

These data exchanges will be run at Application, Renewal, Person Add, and Program Add (if not previously verified) so that verification can be provided real-time and automatically updated for most cases.

These enhancements will:

- Reduce the time it takes workers to receive applicants' citizenship and identity verification, which currently takes at least three days. This will eliminate the need for batch processing for health care applicants.
- Automate the immigration verification between CWW and the Department of Homeland Security so that verification results can be obtained in CWW real-time for health care applicants. In certain situations, verification through the SAVE system may still be necessary for some individuals and will always be used for secondary and third-level immigration verification.
- Automatically update most immigration information in CWW so that workers do not need to search for information in SAVE and interpret immigration information to enter into CWW.
- Support planned enhancements to provide real-time eligibility determinations for certain health care applications, as these real-time determinations will require real-time verification of U.S. citizenship and identity or immigration status.

CWW CHANGES**IMMIGRANT/REFUGEE INFORMATION PAGE**

The **Alien/Refugee Information page** is being renamed the **Immigrant/Refugee Information page**. References to "alien" will be replaced with "immigrant" on this page (except for the Alien Registration Number field). A real-time interface with the Federal Data Sources Hub (FDSH) will establish a real-time verification of immigration status information for most individuals applying for health care (including FPOS and QMB/SLMB). The exchange will also be used to verify changes in immigration status. When information is updated and verified for health care, it will be considered valid verification for other programs. For health care applications, the "Verify" button will be enabled on the **Immigrant/Refugee Information page** for those individuals requesting health care.

If there is no health care request on the case, the Financial and Employment Planner (FEP) or IM worker will need to verify immigration status via the SAVE system as is done currently, and the “Verify” button will be disabled. The “Verify” button will be disabled for non-IM workers.

- **Note:** At this time, sponsor information will not be available from the FDSH. If the applicant/member indicates that he or she has a sponsor, verification of the sponsor information will need to be obtained through SAVE.

CHANGES TO THE IMMIGRANT/REFUGEE INFORMATION PAGE

CARES Worker Web User ID: XCTE98 User Name: [REDACTED] Quick Select: CASE/RFA [Go] [Help] [Logout]

Primary Person: [REDACTED] 67M PP Case: [REDACTED] Status: Pending Mode: Intake 3, 5/19/2015

Action Items (1) Documents (0) Discrepancies (0) Work Items (1)

Navigation Menu

- Search
- CARES Home
- Inbox Search
- Unlinked Documents
- RFA / Case
 - Client Registration (0)
 - Case Summary
 - Case Comments
 - Expected Changes
 - Application Entry (14)
 - Case Information
 - Individual Demographics
 - Summary
 - Permanent Demo
 - Current Demo
 - Immigrant / Refugee
 - Benefits/School
 - Individual Non-Financial
 - Other Health Care Programs
 - Asset Information
 - Employment Queries
 - Employment
 - Unearned Income
 - BC+ Tax Deductions
 - Expenses
 - Medical
 - Tax Filing Information
 - Yearly Income
 - W-2/Child-Care

Immigrant / Refugee Information Cancel [] Reset [] Total: 1

Immigrant / Refugee Information

Effective Period

Begin Month: 05 / 2015 End Month: MM / YYYY Last Updated: 05/19/2015

Delete Reason: []

Individual Information

Individual: [REDACTED] 67M PP

Immigrant Document Information 1

Document Type: 2 I-551 (Permanent Resident Card) DX Response: 05/19/2015 3 [Verify]

Alien/USCIS Number: [REDACTED] Card Number: [REDACTED]

Doc/Passport Exp. Date: 01 / 15 / 2015 []

Immigration Results 4

Elig. Statement: Lawful Permanent Resident - Employment Authorized

Lawful Presence: YES Class of Admission: SQ6

(Arrival) Date of Entry: 05/01/2010 (Entry) USCIS Grant Date: 01/01/2001

Status Expiration Date: 01/15/2017 Case from SAVE: [REDACTED]

Additional Information 5

Registration Status: 04 - LAWFULLY PRESENT UNDE [] Registration Status Verification: DX - DX []

Country of Origin: OTHER [] Verification Number from SAVE: 1000 [REDACTED]

Date of Entry: 05 / 01 / 2010 []

Arrival Date: 05 / 01 / 2010 []

Does individual have an Employment Authorization Document: [] Verification: []

Individual continuously present in US?: [] Verification: []

Did individual meet the work quarters?: [] Verification: []

Did individual meet the military requirements?: No [] Verification: []

Is the Individual an adult member (born prior to 05/08/1975) of Hmong or highland Laotian tribe, or spouse or unremarried surviving spouse of the member? []

Is the Individual unmarried dependent child of Hmong / highland Laotian tribe or dependent is under 18 years or full time student and under age 22? []

Enter New Begin Month: MM / YYYY [Go] [] []

Sponsor Information

Sponsor Effective Period

Begin Month: MM / YYYY End Month: MM / YYYY Last Updated:

Delete Reason: []

Sponsor Type

Sponsor Type: []

Individual Information

Sponsor Name: []

Household Size of the Sponsor: [] Verification: []

Number of persons outside of this household sponsored by this sponsor: [] Verification: []

Organization Information

Organization Name: []

Can the organization meet the individual's needs? [] Verification: []

Address: []

City: [] State: []

ZIP: [] - [] Phone: []

Enter New Begin Month: MM / YYYY [Go] [] []

Individual: DERKLER WALTER 67 Updated on or before: MM / DD / YYYY [Go] [] []

Add Case Comment [] Cancel [] Previous [] Next []

1. Immigrant Document Information Section/Document Type

CWW will now require a document type when health care is requested. Based on the document type provided, the Immigrant Document Information section will display the required and optional fields (e.g., alien number/United States Citizenship and Immigration Services [USCIS] number, document expiration dates). If workers do not enter required information for the document type, the data exchange cannot be completed and CWW will display a message indicating what information is necessary. The chart below includes document types that workers can enter and which fields are optional (O) or required (R) for each document type.

Document Type	Alien Number	I 94 Number	Visa Number	Passport Number	SEVIS ID	Naturalization Cert Number	Cert of Citizen Number	Card Number	Doc/Passport Date	Document Description
I-327 (Reentry Permit)	R								O	
I-551 (Permanent Resident Card)	R							R	O	
I-571 (Refugee Travel Document)	R								O	
I-766 (Employment Authorization Card)	R							R	R	
Certificate of Citizenship	R						R			
Naturalization Certificate	R					R				
Machine Readable Immigrant Visa (with Temporary I-551 Language)	R		O	R					O	
Temporary I-551 Stamp (on passport or I-94)	R			O					O	
I-94 (Arrival/Departure Record)		R			O				O	
I-94 (Arrival/Departure Record) in Unexpired Foreign Passport		R	O	R	O				R	
Unexpired Foreign Passport		O		R	O				R	
I-20 (Certificate of Eligibility for Nonimmigrant (F-1) Student Status)		O		O	R				O	
DS2019 (Certificate of Eligibility for Exchange Visitor [J-1] Status)		O		O	R				O	

Other: Either the Alien Number or I94 Number is required										
Undocumented/ Document Not Provided *See below.										

- **Note:** As part of conversion, for members whose immigration status has already been verified (prior to these CWW changes), the document type will show “Default” and the “Verify” button will be disabled (immigration is a one-time verification for most immigrants).

2. Changing the Document Type

Workers should not update valid documents or verification to “blank” or “Undocumented/No Document Information.” If a worker chooses to do this, the prior verification will be moved to History and the worker must enter comments to document why this action was taken. The worker can also click the “Reset” button if fields are updated unintentionally.

- **Undocumented:** If the applicant is undocumented, and the worker enters “Undocumented,” CWW will default the Registration Status code to “09” and the verification code to “NQ.” No other information will be required on this page except for the Date of Entry and Arrival Date, which can be the filing date if dates are unknown.
- **Document Not Provided:** If the applicant fails to submit a legible document or identify the type of document, the worker will enter “Document Not Provided.” CWW will update the Registration Status code to “01” and the Registration Status Verification code to “Q?.” This will pend the case and generate a verification checklist (VCL). The VCL lists examples of documents that can be provided (Permanent Resident Card; I-94 Card or passport with unexpired stamp). The worker will be required to fill out the remainder of the fields on the page (which is the current process). The country of origin will no longer be required. If it is only the adult(s) who does/do not have a documented eligible immigration status or “Document Not Provided,” the child care application will pass.
- **Other:** If “Other” is selected as the document type, the worker must enter either the alien number or another number that is listed on the document.

There may be times when an individual applies and states that he or she is a U.S. citizen, which cannot be verified by the State Online Query Internet (SOLQI) but can be verified by SAVE. The worker will complete the **Immigrant/Refugee Information page** and verify citizenship through SAVE. Once the member/applicant is verified as a naturalized citizen, the worker can delete the page. The “Are you a US citizen?” question on the **Current Demographics page** will change to a “Y.” Because SAVE verification is a secondary level verification and verifies citizenship only, the worker must verify identity. The worker can use the Data Exchange Query or other sources to verify identity.

3. “Verify” Button

The “Verify” button is disabled when the page is initially loaded but will be enabled for someone new to CARES who is requesting health care. The “Verify” button will only be enabled for IM workers. Once required information is entered, the worker will click “Verify” to verify immigration information. The “Verify” button will be disabled if:

- An individual’s immigration information has already been verified and there is no change in his or her alien documentation. This will apply to existing individuals in CARES for whom the **Immigration /Refugee Information page** has been completed. CARES will show a value of “Default” for the Document Type for these individuals already in CARES. If a worker needs to re-verify the immigration information because of a rare change in circumstances, the worker will need to change the document type to enable the “Verify” button.
- The individual has been verified in one of the following registration status codes (this is to prevent a worker from accidentally updating the individual’s registration status and causing someone to lose eligibility in CARES because of the 5-year bar):
 - 04 – Refugee
 - 05 – Asylee
 - 11 - Cuban/Haitian Entrants
 - 15 - Deportation withheld
 - 17 – Amerasian
 - 19 - Victim of Trafficking
- **Note:** These statuses are exempt from the 5-year bar by policy even if the individual’s immigration status later changes (BCPEH, 4.3; MEH, 7.3.1). Workers can verify changes in registration status (e.g., if an immigrant obtains citizenship), but this will have to be manually verified through SAVE and then updated in CWW.
- If the worker has selected “Undocumented or No Document Information” as the document type.

4. Immigration Results Section

If information is successfully retrieved from the data exchange after the worker clicks “Verify”, some of the immigration status details will be updated in the Immigration Results section. This information serves mainly as a record of the data provided to the Department of Health Services (DHS) by the FDSH for audit purposes.

DHS has mapped these FDSH results using the Eligibility Statement and Class of Admission codes to determine the correct Registration Status code to use in CWW. In rare situations where incorrect information is updated from the FDSH, workers should report the case to the DHS CARES Call Center. Workers will be able to update the information in the Additional Information section, which affects program eligibility.

If a response from the FDSH is not received due to Web service failure, the Immigration Results section will display an eligibility statement code of "999 - Request Failed." The worker should then verify the information through SAVE. The response may be “Pend” for some individuals for one or more of the fields described on the next page; in these cases, a warning

message will display. When that happens, the worker will need to do a secondary verification request in SAVE. Workers can use the “Case from SAVE” number in the Immigration Results section for the secondary verification process, which has not changed.

Elig Statement Field: In most cases, the Elig Statement field will display a general immigration category for the individual, such as “Lawful Permanent Resident - Employment Authorized” or “Cuban/Haitian Entrant - Temporary Employment Authorized.” The following descriptions will require workers to take additional actions:

- **Institute Additional Verification:** When this description appears, the data exchange process automatically sent a secondary verification request to SAVE via the FDSH. CARES will update a registration status code of “01 Lawful Permanent Resident” and a verification code of “Q?” to pend eligibility for the individual. The worker needs to check with SAVE for updated information within five business days using the case number from SAVE.
- **Incomplete:** This description appears when the initial verification request failed due to a name or date of birth (DOB) mismatch or a record not found for the alien number that was transmitted. CARES will update the registration status code of “01” (Lawful Permanent Resident) and a verification code of “Q?” to pend eligibility for the individual. The worker should check the case to make sure the name, DOB and alien number were entered correctly into CWW based on the information provided by the applicant. If the information was entered incorrectly, the worker can re-enter the information and re-verify. If the data entered matches what the individual provided on his or her application, the worker should send a VCL requesting immigration documents.
- **United States Citizen:** If this description appears, the worker should complete any required fields on the page and save the page. After saving the data exchange results on the **Immigrant/Refugee Information page**, the worker should enter an “NL” delete code (which updates U.S. citizenship to a “Y”) and enter “SV” for the verification code on the **Permanent Demographics page**. A separate identity verification may still be needed.
- **Requires SEVIS ID:** If this description appears, it means that immigration records show the individual as a student, and SAVE is requiring the Student and Exchange Visitor Information System (SEVIS) number. CARES will enter a registration status code of “01 Lawful Permanent Resident” and a verification code of “Q?.” The worker should add a note to the VCL specifying that the individual needs to submit his or her SEVIS number.

Lawful Presence Field: The Lawful Presence field indicates whether the individual is lawfully present in the United States, which is a requirement for children and pregnant women to be eligible for regular BC+ and MA. If there is a question about the lawful presence status, “PEND” will be displayed.

Class of Admission Field: The Class of Admission field indicates the specific immigration status for the individual.

Date of Entry Field: This field indicates the individual’s date of entry into the United States.

USCIS Grant Date Field: The USCIS Grant Date field indicates the date the current immigration status for this individual was in effect.

Status Expiration Date Field: Certain statuses, especially non-immigrant statuses, have an expiration date. The individual is required to update his or her status with USCIS at that time. It does not mean the person's status is no longer valid. If an individual's document has expired, workers should request a new verification through the FDSH or SAVE to verify the individual's current status.

Case from SAVE Field: This field indicates the SAVE case number for the FDSH verification request.

5. Additional Information Section

If verification is received from the FDSH, the following fields may be automatically updated:

Country of Origin Field: This field will be updated with the individual's country of birth. The country of origin table will be updated to include a more extensive list provided by the Department of Homeland Security. There are some countries entered in CARES that no longer exist as a country. Those entries will be retained in CARES but not allowed to be entered in CWW.

Registration Status Field: This field will be updated based on the information received from FDSH.

- **Note:** This field will be automatically updated if the applicant self-declares as an undocumented immigrant.

Registration Status Verification Field: This field will be updated with the code "DX" if the response from FDSH results in positive verification and valid verification for other programs. If the worker verifies through SAVE, a "DE" code must be entered. In rare situations, the immigration results may not be complete and CARES will update this verification field with a "Q?". If that happens, the worker needs to submit a secondary verification request to SAVE using the SAVE case number.

'Verification number from SAVE' will be updated with the SAVE case number returned in response. The 'Case from SAVE' number can be used in SAVE if secondary (or third) verification is needed.

Date of Entry Field: This field will be updated if returned from FDSH.

- **Note:** If the worker enters "Undocumented or No Document Information" and the date of the entry is not provided, the worker must enter the filing date as the date of entry.

Arrival Date and Arrival Date Verification Fields: If the arrival date is returned from FDSH, it will be auto-updated in CARES, and the arrival date verification code will be updated to "DX."

- **Note:** If the worker enters "Undocumented or No Document Information" and the date of entry is not provided, the worker must enter the filing date as the arrival date.

Does individual have an Employment Authorization Document Field (W-2 only): Non-U.S. citizens who are lawfully residing in the United States and are authorized to work by the USCIS are eligible for W-2. An Employment Authorization Document (EAD) is sufficient to determine non-financial eligibility based on immigration status.

- **Note:** The EAD contains an expiration date. An expired EAD is not a valid document.

Workers will still need to fill out the rest of the fields after the Arrival Date field.

ACTION ITEMS/ALERTS

An action item should be displayed to the worker if the secondary immigration verification check is initiated by FDSH or if worker action is required to initiate secondary verification. Workers should log into SAVE immediately to institute secondary verification.

ACCESS

Changes will be made to collect additional information needed to verify immigration status. The information will be available on the application PDF, and workers will need to open the PDF to update CARES. Enhancements will be made at a future date to pull that information to CWW automatically through the ACCESS submission processing.

Person		US Citizen?	Has a Sponsor?	
Age: 34		No	No	
		Date of Entry into US	Immigration Status	Date of Immigration Status
		09/01/2000	LAWFULLY ADMITTED FOR PERM RESIDENCE	09/01/2000
		Country of Origin	Document Type Provided	
		Bolivia, Plurinational State Of	I-20 (Certificate of Eligibility for Nonimmigrant (F-1) Student Status)	
		SEVIS ID		
		23		
		Resident of WI?	Intends to reside in WI?	
		Yes	Yes	
Person		US Citizen?	Has a Sponsor?	
Age: 8		No	No	
		Date of Entry into US	Immigration Status	Date of Immigration Status
		09/01/2009	LAWFULLY ADMITTED; TEMPORARY	
		Country of Origin	Document Type Provided	
		Belarus		
		Resident of WI?	Intends to reside in WI?	
		Yes	Yes	

CONVERSION

After the implementation of the changes outlined in this operations memo, for ongoing beneficiaries, the **Immigrant/Refugee Information page** will display the document type as "DEFAULT" and the system should not auto-update any other fields. This should happen regardless of the case status.

CITIZENSHIP AND IDENTITY VERIFICATION AUTOMATIC UPDATE

- **Note:** As of the publication date on this operations memo, we are still awaiting final approval to implement the real-time update of citizenship and identity data exchange information in CWW. Until we receive final approval for this implementation, the citizenship and identity updates will continue to be made through the current online batch processing. Workers will see the option to query citizenship and identity verification on the **Data Exchange Query page**, but no information will be available. The CARES Call Center will send an update when the real-time update is available. The target date is July 2015.

The auto-update process outlined in Operations Memo [10-75](#) will become a real-time update at Health Care Application, Program Add, and Person Add (including at renewal). CWW will request and update citizenship and identity information in real-time for members whose citizenship and identity has not already been verified and who are not exempt from these requirements. Exempt populations include individuals receiving Medicare, Social Security Disability Insurance, Supplemental Security Income (SSI) or 1619B benefits (see BadgerCare Plus Eligibility Handbook (BCPEH) 4.2.1.1 and Medicaid Eligibility Handbook (MEH) 7.2.1.2).

In order for the Web service to be requested, the following conditions must apply:

- There is a health care, Family Planning Only Services (FPOS) or Qualified Medicare Beneficiary (QMB)/Specified Low-Income Medicare Beneficiary (SLMB) request for the individual;
- The applicant has declared to be a U.S. citizen;
- The applicant has a valid Social Security Number with a “C,” “W,” or “V” verification code entered;
- There is no date of death entered;
- The applicant is not exempt; and
- The MA citizenship and identify verification codes are “GF,” “Q?,” “?,” “QV,” or “NV” on the **Permanent Demographic** and **Current Demographic** pages.

The web service will be requested from the **Benefits Received page**. If no valid verification exists and a 95-day good faith period hasn’t occurred in the past, CWW will default the US Citizenship MA Verification field on the **Permanent Demographics page** and the Identification MA verification fields on the **Current Demographics page** to “GF.” CWW will default the Citizenship Verification field on the **Permanent Demographics page** and the Identification Verification field on the **Current Demographics page** to “?” if no valid verification exists and the MA Verification fields are “GF,” or if the Non MA Verification fields are “?,” “Q?” or “NV.” If verification is received through the auto-update, the verification code will be updated to “DX” for health care-related verification fields and “DE” for non-health care verification fields. Since the citizenship/identity verification process happens while workers are processing the case, they will not see the “DX” code until after the driver flow is finished and verification is complete. CARES will automatically update the verification codes to “EX” for exempt individuals.

Workers should continue to update exempt foster care and Adoption Assistance individuals with an “EX” code and Continuously Eligible Newborns with the “NB” code. The auto-update process will not update existing “EX” verification codes, but workers will be able to update “EX” verification codes manually if necessary. Examples of when a worker should update verification codes are provided below:

Example 1: John is applying for BC+ as a former foster care youth. He had been in CWW while in foster care with an “EX” code and never had his citizenship and identification verified. The exemption from citizenship and identity verification was only applicable while he was in foster care, so now the worker needs to change the verification code to “GF.”

Example 2: Susan received SSI as a child and was exempt from verification requirements; she was coded as “EX” on her mother’s case. She is re-applying as an adult now and is no longer eligible for SSI. The worker must update the code to “GF” since she is no longer exempt.

- **Note:** The “NB” exemption code is permanent and should never be changed.

CARES Worker Web SYSTEMS User ID: XCTW26 User Name: [REDACTED] Quick Select: CASE/RFA Status: Pending Mode: Intake 3.5 04/20/2015

Primary Person: [REDACTED] Case: [REDACTED] Documents (0) Discrepancies (0) Work Items (1)

Permanent Demographics

Individual Demographic Information

Effective Period

Last Updated: 04/20/2015

Individual Details

- Individual: [REDACTED]
- Language: E - ENGLISH
- Are you a US citizen: Yes
- Birth Place: [REDACTED]
- Date Of Death: MM / DD / YYYY
- SSN Application Date: MM / DD / YYYY
- Alert Flag 1: [REDACTED]
- Alert Flag 2: [REDACTED]

Verification: ? - NOT YET VERIFIED

US Citizenship MA Verification: GF - GOOD FAITH EFFORT - RECIPIENT

Source: [REDACTED]

Verification: [REDACTED]

Citizenship Verification fields defaulted at application, "GF" for US Citizenship MA verification.

CARES Worker Web SYSTEMS User ID: XCTW26 User Name: [REDACTED] Quick Select: CASE/RFA Status: Pending Mode: Intake 3.5 04/20/2015

Primary Person: [REDACTED] Case: [REDACTED] Documents (0) Discrepancies (0) Work Items (1)

Current Demographics

Individual Demographic Information

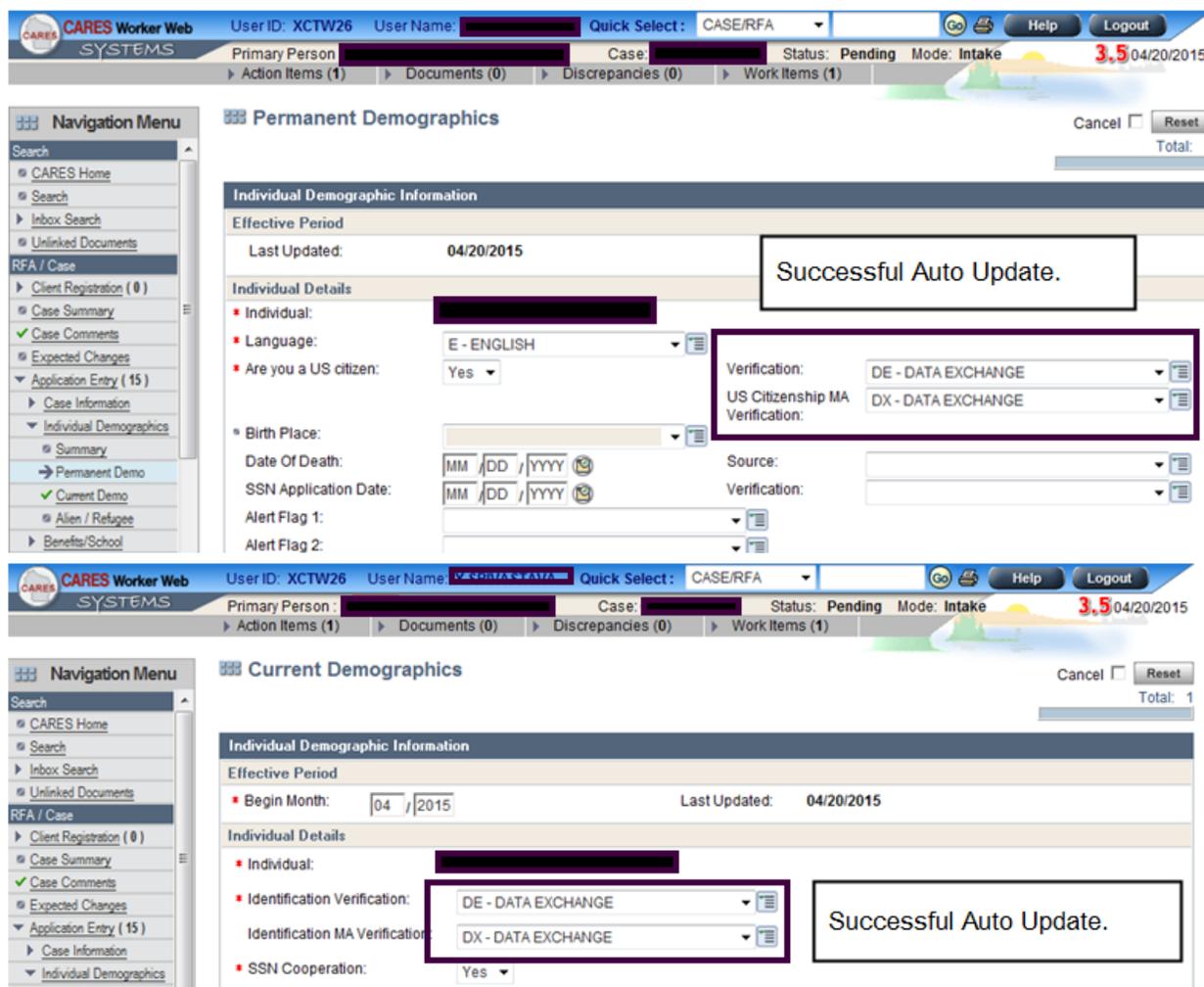
Effective Period

Begin Month: 04 / 2015 Last Updated: [REDACTED]

Individual Details

- Individual: [REDACTED]
- Identification Verification: ? - NOT YET VERIFIED
- Identification MA Verification: GF - GOOD FAITH EFFORT - RECIPIENT
- SSN Cooperation: Yes
- Marital Status: SI - SINGLE-NEVER MARRIED
- Verification: NQ - NOT QUESTIONABLE

Identification Verification fields defaulted at application, "GF" for Identification MA Verification.



It is estimated that at least 95 percent of individuals will be able to be verified and updated through the auto-update process, but there will be a small percentage that will not be. In those situations, if the member has not received the 95-day reasonable opportunity period, health care will pass and the 95-day verification request letter will be sent for citizenship and identity verification. Non-health care programs will pend for verification following current guidelines, and a verification checklist will be sent. If verification is not received by the end of the reasonable opportunity period, the health care verification code will be updated to "NV" and the Income Maintenance (IM) worker will receive Alert 464. If the case is not run by the worker by the next Adverse Action, CWW will end health care eligibility for the individual at Adverse Action.

- **Reminder:** Workers should use all available resources for verifying citizenship and identity information for health care applications when the auto-update process doesn't occur. See CWW Process Help Chapter 68.1 for more information.

ALERTS

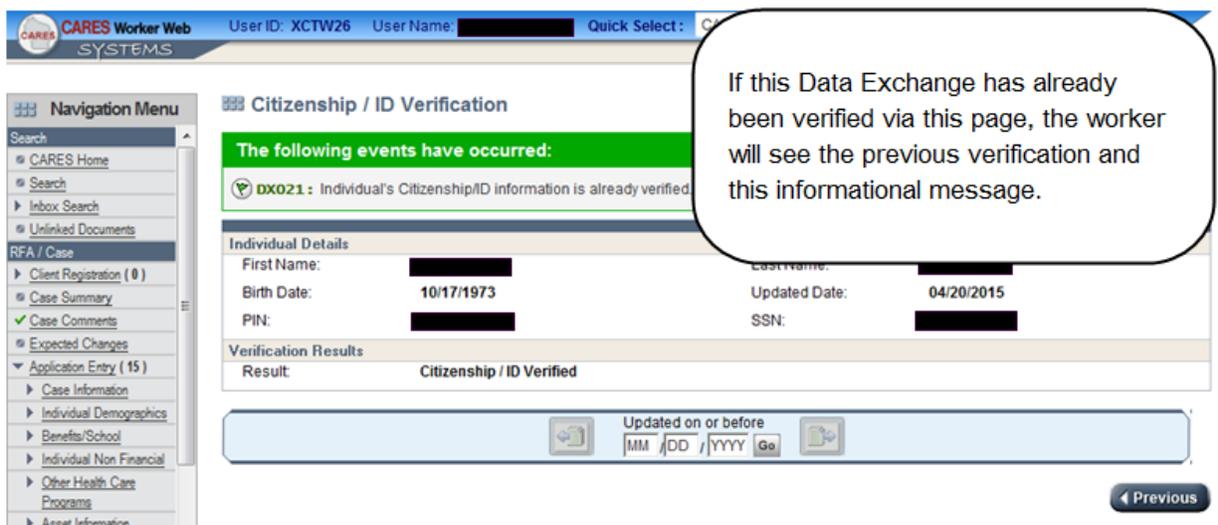
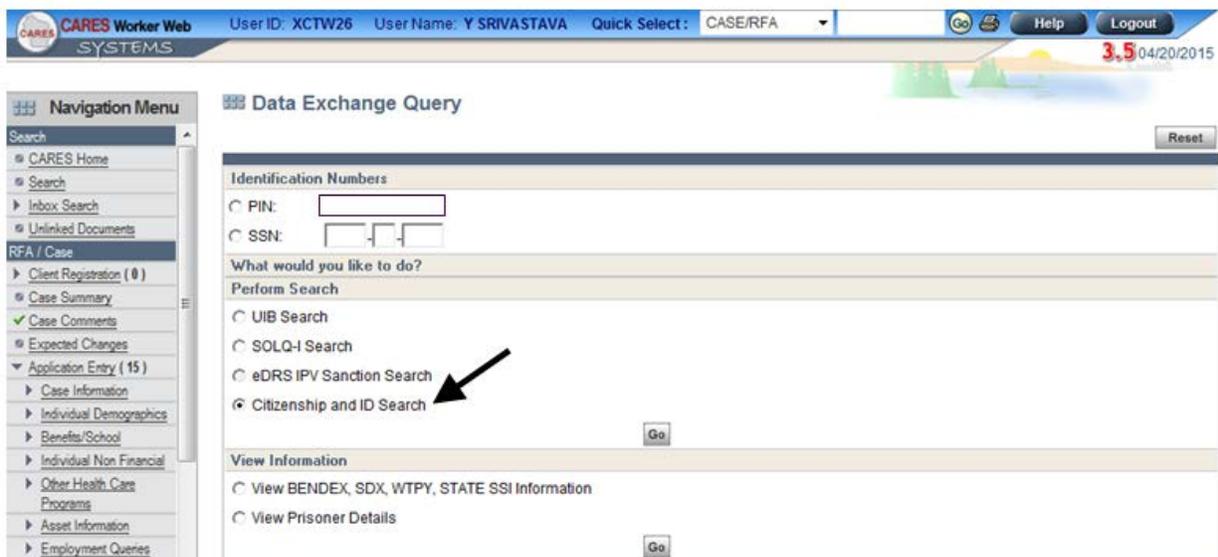
464: NO CIT/ID VER REC'D: RUN ELIG. This alert is generated after the 95-day reasonable opportunity period has passed.

465 CIT/ID REC'D: RUN ELIG. This alert is generated when the real-time process fails to verify, the verification request letters are sent, and later the automated retry process verifies the information. The worker should re-run the case so programs pending for this information no longer pend.

DATA EXCHANGE QUERY PAGE

The **Data Exchange Query page** will allow workers to verify citizenship and identity for health care applicants whose information has not been verified. Additionally, if citizenship and identity have been verified for the member in the past, the page will display that information. If an incorrect verification code was entered in the past for health care, workers can use this query to verify citizenship and identity, but must first update the verification code to “?”. As a reminder, citizenship and identity are a *one-time only* verification.

The Perform Search section allows workers to query real-time information. The new View Information section allows workers to select information queried in the past through other update processes (not real-time) and distinguishes between real-time queries and data exchange information through other batch processes.



If this Data Exchange has already been verified via this page, the worker will see the previous verification and this informational message.

The screenshot shows the CARES Worker Web interface. At the top, there is a header with the CARES logo, 'CARES Worker Web', 'SYSTEMS', and user information including 'User ID', 'User Name', and 'Quick Select: CASE/RFA'. There are also 'Go', 'Help', and 'Logout' buttons, and a date '3,5 04/20/2015'. On the left is a 'Navigation Menu' with options like 'Search', 'CARES Home', 'Inbox Search', 'Unlinked Documents', 'RFA / Case', 'Client Registration (0)', 'Case Summary', 'Case Comments', 'Expected Changes', 'Application Entry (15)', 'Case Information', and 'Individual Demographics'. The main content area is titled 'Data Exchange Query' and features a green banner with the message: 'DX020: Citizenship/ID verification is one time only. This individual's information was previously verified.' Below this is a search form with 'Identification Numbers' and fields for 'PIN' and 'SSN'. A callout box points to the message with the text: 'This message is displayed when there is already valid citizenship/identification verification in CARES.'

CONTACTS

BEPS CARES Information & Problem Resolution Center

For W-2 Policy Questions in the Balance of State: Bureau of Regional Operations, W-2 Regional Coordinators

For W-2 Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For W-2 CARES Processing Questions: W-2 Help Desk

*Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – SeniorCare, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – FoodShare 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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