

# Citizenship, Identity, SSN and Immigration Page Changes

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# Agenda

- Background
- Policy Changes
- Systems Changes
- Next steps

# Background

- All programs of assistance require verification of Social Security Numbers (SSNs), and citizenship, identity and/or immigration status for most recipients.
- For a variety of reasons, these fundamental eligibility factors are complex and error prone.
- This project is a cross-department effort to align policies when possible, reduce errors, and minimize workload associated with these items.

# Summary of Changes

- Some changes are intended to avoid specific errors.
  - For example, individuals who provide proof of application for an SSN but never provide the number
- Some are intended to make the verification process easier and more intuitive for workers.
  - For example, making the Birth Query search process easier to access directly from the case.

# Summary of Changes, continued

- Most of the changes are systems enhancements to better support existing policy.
  - For example, ensuring that individuals are not required to verify citizenship more than once per lifetime.
- There are some minor policy changes and clarifications for each program.
- The project also includes health care-specific changes driven by federal policy and systems requirements.

# Policy Changes

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# Citizenship & Identity verification

- No significant policy changes to verification of citizenship and identity.
- Child Care and W-2 have made some minor changes to acceptable verification items to align with other programs.
  - For example, Child Care will consider “MV-Division of Motor Vehicles Data Exchange” to be valid verification of identity,
- Systems changes have been made to support existing policies, including:
  - Use of data exchanges whenever possible.
  - Not requiring individuals to verify their citizenship or identity more than once.

# Social Security Number verification

- All programs have defined timeframes within which an SSN must be provided if someone has provided proof of application for an SSN.
  - Child Care has changed its timeframe from 45 days to 6 months.
- Health Care and FoodShare have clarified that agencies must assist individuals with applying for an SSN if help is requested, and may not delay benefits while waiting for an SSN, if a person is otherwise eligible.



# Social Security Number verification

- Systems changes have been made to:
  - Ensure that SSNs verified through the Social Security Administration are not removed.
  - Prompt collection of SSNs when program-specific deadlines have passed.
  - Support W-2's policy of allowing a temporary initial exemption for non-citizens who may not immediately apply for an SSN.
  - Allow workers to continue health care and FoodShare benefits when an individual has requested help with applying for an SSN.

# Immigration status verification

- States are required to allow a 95-day “reasonable opportunity period” for verifying immigration status for health care programs.
  - This is similar to the 95-day period for citizenship.
  - Individuals may receive health care benefits without verification of their immigration status – if they have declared that they have “satisfactory immigration status”
- By federal law, we must now re-verify immigration status for some individuals enrolled in health care whose status could change.

# Immigration status verification

- States are also required to make changes in 2019 to how they receive and process immigration verification from the Federal Data Services Hub.
  - These are primarily back-end changes to file layouts and how immigration verification is interpreted by CARES, but will have some impact on agencies.
- No significant policy changes for immigration verification for non-health care programs.
  - For health care and FoodShare, some victims of trafficking will now be subject to the 5-year bar.
- Systems changes have been made to better support existing policy around immigration verification.

# Systems Changes

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# Verification of Citizenship & Identity

- Major clean up of MA and Non-MA verification fields for Citizenship and Identity.
  - Only codes that are valid for at least one program will appear in the drop down.
  - Similar codes have been combined.
  - Any historically valid codes will **continue** to remain valid however they will **not** be worker-enterable in the future.
  - Codes will have program-specific eligibility logic to pass or fail based on whether they are valid for that program.

# Verification for Citizenship & Identity

- New yellow warning message for changing valid MA and Non-MA Identity and Citizenship codes.
  - If a worker attempts to change a valid verification to a “?/Q?/NV/QV/GF”, a yellow warning message will appear to let the worker know they are changing a valid code.

# Automation of Verification Values

- Systematic population of “NX”
  - MA and Non-MA citizenship and identity verification fields will be populated with an NX-Continuously Eligible Newborn if for individuals confirmed eligible in CARES under this category.
- Systematic population for “DX”
  - Upon receiving valid Citizenship and Identity verification from SCHIP-I for a health care case, the Non-MA Citizenship and Non-MA Identity verification fields will be populated with a “DX-Data Exchange”.

# Automation of Verification Values

- System population and removal of “EX” code
  - EX-Exempt will now be entered only by CARES in the MA Citizenship and MA ID verification fields.
  - If the member is no longer eligible for SSI, SSDI, 1619b, or Medicare, the system will remove “EX”.
  - Workers can enter SC-SSI 1619b SSDI OR MEDICARE or FC-FOSTER CARE OR ADOPTION ASSISTANCE for individuals who are exempt if an EX code is not auto-populated.



# Automation of Verification Values

- Auto-population of MA Citizenship and MA ID verifications
  - Some “standalone” documents are valid for both citizenship and identity for health care – for example, passport.
  - If a standalone document is recorded as MA citizenship verification, the MA ID verification field will be populated with the same.
- There were some codes that would auto-populate MA Citizenship & ID fields based on values entered into the Non-MA Citizenship & ID fields, such as “MV”.
  - This auto population will no longer occur.

# Birth Query Search

- Birth Query can now be initiated from the Permanent Demographics page
  - A new button on the page will complete a birth query request for that particular member
  - If a valid record is found, workers can click the new “Select” button to populate the Permanent Demographics page with the Birth Query verification.
  - The new BQ button will only be active under certain conditions:
    - For members applying for health care, the BQ button will not be active until the SCHIP-I data exchange has been executed.
    - Member cannot have a birthplace outside of Wisconsin.

# Birth Query Search

## Permanent Demographics

Cancel  Reset

Total: 3

Individual Demographic Information	
<b>Effective Period</b>	
Last Updated:	05/14/2018
<b>Individual Details</b>	
* Individual:	[REDACTED]
* Language:	E - ENGLISH
* Are you a US citizen:	Yes
US Citizenship Verification:	AF - AGENCY FORM
US Citizenship MA Verification:	GF - GOOD FAITH PERIOD
State File Number:	<input type="text"/>
Source:	<input type="text"/>
Refutation Due Date:	<input type="text"/>
Birth Place:	<input type="text"/>
Date Of Death:	MM / DD / YYYY
Alert Flag 1:	<input type="text"/>
Alert Flag 2:	<input type="text"/>
<b>SSN Information</b>	

**Birth Query**

# SSN Verification Page Changes

- Household Members Page Enhancements
  - Workers will no longer be able to edit or remove an SSN with a “V-Verified” verification code.
  - During driver flows, workers will be driven to the Household Members page if an individual’s SSN has a verification code showing a discrepancy.

# SSN Verification Page Changes

- Permanent Demographics Page Enhancements
  - A new “SSN Information” section will be added to the Permanent Demographics page, with some information previously tracked on the Household Members page.
  - Existing SSN exemptions for health care and FoodShare will be tracked in a separate field.
  - New W-2 Initial Exemption and W-2 Initial Exemption Date fields will be added.

# SSN Verification Page Changes

## Permanent Demographics

Cancel

Total: 1

Individual Demographic Information	
<b>Effective Period</b>	
Last Updated:	01/14/2019
<b>Individual Details</b>	
* Individual:	[REDACTED]
* Language:	E - ENGLISH
* Are you a US citizen:	Yes
US Citizenship Verification:	BC - BIRTH CERTIFICATE
US Citizenship MA Verification:	BC - BIRTH CERTIFICATE
* Birth Place:	[REDACTED]
Vital Records File #:	<input type="text"/> <input type="button" value="Birth Query"/>
Date Of Death:	MM / DD / YYYY
Source:	[REDACTED]
Alert Flag 1:	[REDACTED]
* Refutation Due Date:	[REDACTED]
Alert Flag 2:	[REDACTED]
<b>SSN Information</b>	
SSN:	Not Provided
SSA Verification:	[REDACTED]
SSN Exemption:	[REDACTED]
W-2 Initial Exemption:	[REDACTED]
* W-2 Initial Exemption Date:	MM / DD / YYYY
SSN Application Date:	MM / DD / YYYY
Verification:	[REDACTED]
SSN Override Verification:	[REDACTED]

# SSN Verification Changes

- For individuals with a verified SSN application date:
  - For Child Care, workers will receive an alert six months after the month of the SSN application, and will be required to pend eligibility for provision of the SSN at that time.
  - For other programs, workers will be required to pend for an SSN at the next review or renewal, as long as at least six months have passed since the SSN application date.

# SSN Verification Page Changes

- Current Demographics Page Enhancements
  - A new value will be added to SSN Cooperation to identify that the member has requested help in applying for an SSN.
  - This will allow a Health Care or FoodShare individual to receive benefits while getting assistance with applying for an SSN.



# SSN Verification Page Changes

**Navigation Menu**

- Search
  - CARES Home
  - Search
  - Unsubmitted Requests
  - Inbox Search
  - Unlinked Documents
- RFA / Case
  - Client Registration (0)
  - Case Summary
  - Case Comments
  - Expected Changes
  - Application Entry (1)
    - 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

## Current Demographics

Cancel    
Total: 1

Individual Demographic Information	
<b>Effective Period</b>	
* Begin Month: 10 / 2018	Last Updated: 10/09/2018
<b>Individual Details</b>	
* Individual:	[REDACTED]
* Identity Verification:	WI - DIVISION OF MOTOR VEHICLE DA
Identity MA Verification:	No Yes <b>Help requested</b>
* SSN Cooperation:	MOTOR VEHICLE DA
* Marital Status:	WI - WIDOWED
* Resides In WI:	Yes
* Intent To Reside In WI:	Yes
* Migrant Farm Worker:	No
Special Needs Child:	
Fleeing Felon Or In Violation Of Probation / Parole:	
* Verification:	NQ - NOT QUESTIONABLE
Verification:	NQ - NOT QUESTIONABLE
* Verification:	NQ - NOT QUESTIONABLE
Verification:	
* Source:	
<b>Physical Exam</b>	
Physical Exam Completed?	
Physical Exam Date:	MM / DD / YYYY
Good Cause:	
Source:	
<b>Obsolete Information</b>	
Offender Working Without Pay:	
Verification:	

Enter New Begin Month MM / YYYY Go

# Reasonable Opportunity Period

- The Immigrant / Refugee Information page will be enhanced to establish and track the 95-day Reasonable Opportunity Period for verification of immigration status.
- The ROP will only be provided to those who provide certain immigration information, such as an alien registration number or a declaration of satisfactory immigration status.
- CARES will prompt worker action at the end of the 95-day period if verification has not been received.

# Reasonable Opportunity Period

Immigration Results	
Elig. Statement:	
Lawful Presence:	Class of Admission:
Date of Entry (Arrival Date):	Grant Date (Date Of Entry):
Status Expiration Date:	Case from SAVE:

  

Additional Information	
* Registration Status:	<input type="text"/>
* Country of Origin:	<input type="text"/>
Date Status Granted:	<input type="text"/> / <input type="text"/> / <input type="text"/>
Arrival Date:	<input type="text"/> / <input type="text"/> / <input type="text"/>
Does individual have an Employment Authorization Document:	<input type="text"/>
Continuously present in US since before 8/22/96?	<input type="text"/>
Did individual meet the work quarters?	<input type="text"/>
* Has this person met military service requirements?	<input type="text"/>
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?	<input type="text"/>
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?	<input type="text"/>
* Registration Status Verification:	<input type="text"/>
Verification Number from SAVE:	<input type="text"/> <a href="#">SAVE Website</a>
* Verification:	<input type="text"/>
* Does individual have a sponsor?	<input type="text"/>
Verification:	<input type="text"/>
* Verification:	<input type="text"/>
Verification:	<input type="text"/>

  

Health Care Reasonable Opportunity Period	
Has this person made a declaration of satisfactory immigration status?	<input type="text"/>
Can this person potentially qualify for a reasonable opportunity period for health care?	<input type="text"/>
ROP End Date:	
Extended End Date:	<input type="text"/> / <input type="text"/> / <input type="text"/>
Extended End Date Reason:	<input type="text"/>

Enter New Begin Month  /

# ACCESS Enhancements

ACCESS will be enhanced to include an additional immigration-related question about the military service of the member, the member's spouse, or the parent.

# Correspondence changes

- VCL, NOD, and NOP will have more targeted descriptions of what is needed to verify citizenship, ID, SSN, and immigration status.
- New forms have been created for applicants and members to provide information about immigration status, continuous presence, and military service.
- 5 new system-generated letters and 4 new manual letters are being added to support the 95-day Reasonable Opportunity Period.

# Immigration Page Changes

- Clean-up of four immigration verification drop-down values
- Link to SAVE
  - Adding link to the SAVE application
- Field name changes
  - Continuous Presence and Date Status Granted
- Case Number from SAVE
  - Can no longer be used to initiate secondary verification
  - Displayed in CARES only when verification is complete ('DX').
  - Required after verifying through SAVE ('SV')

# Immigration Page Changes

**Additional Information**

* Registration Status:	99 - UNKNOWN	* Registration Status Verification:	
* Country of Origin:		Verification Number from SAVE:	<a href="#">SAVE Website</a>
Date Status Granted:	MM / DD / YYYY	* Verification:	
Arrival Date:	MM / DD / YYYY	* Does individual have a sponsor?	
Does individual have an Employment Authorization Document:		Verification:	
Continuously present in US since before 8/22/96?		* Verification:	
Did individual meet the work quarters?		Verification:	
* Has this person met military service requirements?			
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?			

# Immigration Page Changes

- Web Service update with HUB (v33 to v37)
  - 105 mappings to approximately 500 mappings.
  - More accurate results.
  - Fewer 'default' Registration Status Code 01 results while waiting for secondary verification results from SAVE.



# Immigration Page Changes

- Registration Status Codes
  - New Code 99 ('Unknown')
  - New Code 21 ('Victims of Trafficking subject to 5 year bar')
  - Code 20 ('Lawfully Residing') must be re-verified during health care renewal.
- Immigration Page Banners
  - Modifying existing text

Next steps

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# Next Steps

- Operations Memo is planned for February 15, 2019.
- Recorded demo is scheduled to be published during the week of February 25, 2019.
- Existing New Worker Training courses impacted by these changes will be re-published on March 4, 2019.