

CalHEERS Project
CalHEERS Request for Information

Distribution Date:	March 28, 2013	CRFI # 13-0047
Response Due:	April 5, 2013	
Reply To:	CalHEERSCommunications@calheers.ca.gov	
Subject:	Draft Phase 2 Verification Plan	
From:	CalHEERS	
To:	Andy Wergedal, Melissa Diamond, Jenn Hobbs, Jason Horton, John Loyarte, Anna Chia, Walter Neal, Robert Sugawara, Maria Delk, Lorenza Pennington, Thien Lam, Darryl Lewis, Anjie Dillard, Cathy Frazitta, Marie Broadnax, Harjit Basi, Michelle Burnett	
SPOC to Forward:	<p>Please forward to appropriate impacted staff, contacts, or leads in your organization:</p> <p><input checked="" type="checkbox"/> General</p> <p><input type="checkbox"/> Contract/MOU/IAA</p> <p><input type="checkbox"/> Budget/Fiscal</p> <p><input type="checkbox"/> Policy</p> <p> <input type="checkbox"/> Eligibility <input type="checkbox"/> Plan Management <input type="checkbox"/> Financial Management <input type="checkbox"/> Enrollment <input type="checkbox"/> Assister Management <input type="checkbox"/> Web Portal <input type="checkbox"/> SHOP <input type="checkbox"/> Navigators/Brokers <input type="checkbox"/> Customer Service <input type="checkbox"/> Notices <input type="checkbox"/> Usability/ADA <input type="checkbox"/> Languages/Translation <input type="checkbox"/> Reports (<input type="checkbox"/> Fiscal <input type="checkbox"/> Caseload Movement <input type="checkbox"/> Management <input type="checkbox"/> ACA-specific) <input type="checkbox"/> Other _____ </p> <p> <input type="checkbox"/> Application Development <input type="checkbox"/> Technical <input type="checkbox"/> Conversion <input type="checkbox"/> Batch and Interfaces <input type="checkbox"/> Testing <input type="checkbox"/> Implementation <input type="checkbox"/> Organizational Change Management <input type="checkbox"/> Training <input type="checkbox"/> Education and Outreach <input type="checkbox"/> Service Center <input type="checkbox"/> Other _____ </p>	
Description:	<p>Purpose The purpose of this CRFI is to transmit the Phase 2 Verification Plan and to elicit comments from the SAWS Consortia.</p> <p>Background Covered California and DHCS have completed this draft of the Phase 2 Verification Plan.</p> <p>Topic Information Please Note the Draft Phase 2 Verification Plan is subject to change based on the State's and CMS' review of this draft.</p> <p>Instructions Please submit comments on the attached spreadsheet. The SAWS comments should be sent to Andy Wergedal, CalWIN for consolidation. Please submit your comments to CalHEERS by April 5, 2013.</p>	

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Attachments:	None – use link below to access documents
SharePoint Link:	CRFI Folder OR You may also retrieve the CRFI document and attachments by following these steps: <ol style="list-style-type: none">1. In the left menu, click the “Shared Documents” hyperlink2. Click the “Communications” folder icon3. Click the “CITs and CRFIs” folder icon4. Click the “CRFI” folder icon5. Click the appropriate CRFI # folder icon

California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS)

Data Verifications

Version 0.5

- DRAFT -

May 7, 2013

Document History

Date	Version	Revision Description	Author
11/29/2012	v0.1	Initial Draft	Raymond Martin
12/4/2012	V0.2	Updates from initial review	Srikanth Koppisetty
12/19/2012	V0.3	Updated process flow diagrams and added Re-verification / Renewal	Srikanth Koppisetty
01/04/2013	V0.4	Added Periodic Verification process flow	Srikanth Koppisetty
02/01/2013	V0.5	Added Interface (SAWS) process flow diagram	Srikanth Koppisetty
3/19/2013	V0.5	Updated based on comments from DHCS and Karen Roach	Srikanth Koppisetty
3/26	V0.5	Updated based on review with DHCS	Raymond Martin

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1. Introduction

Under the Affordable Care Act (ACA), state exchanges are required to process eligibility determinations for Insurance Affordability Programs “without undue delay”. In cases where a consumer’s data can be verified in real time, this means that consumers may be able to get a determination immediately when applying for health insurance online or over the phone in order to facilitate quicker enrollment in health insurance plans.

To facilitate real time determinations, the Federal Government is making verification data available through Federal Agencies such as the Social Security Administration (SSA), Department of Homeland Security (DHS) and Internal Revenue Service (IRS). These real time web services will allow state exchanges to request verification of data supplied by an applicant so that eligibility can be determined as soon as data is verified.

1. Document Scope

This document lays out the concepts, processes, data considerations, design considerations and regulatory considerations for the CalHEERS Data Verification Plan. This document will be used to complete the detailed system design for CalHEERS verifications.

This document depicts the process flows for verification during the online application process. This document does not depict in detail batch processes used for verification. These will be covered in the detailed system design.

2. Verification Concepts and Definitions

This section lays out the concepts and definitions of terms used consistently throughout this document. This section is intended to create common terminology when reviewing and discussing data verification documents and concepts.

a. Verification Sources

- i. Federal Data Services Hub (DSH)
 - Assumed to be real time verification response
 - **Always** the primary data verification source where available. If the Federal Data Services returns a definitive response, then no other verification is required.
- ii. State agencies
 - There are potentially two variants of response frequencies from state data verification sources :
 - a. Real-time
 - b. Offline / batch
- iii. Self-attestation
 - Fully self-attested
 - Temporarily self-attested
 - **Note:** See Section 2.c for full definitions on self-attestation.
- iv. Administrative verification
 - Document uploaded on CalHEERS.
 - Document mailed in by consumer to Covered California Service Center.
 - Document presented or mailed by consumer to a worker in a county welfare office.

b. Verification data return types

- i. **Boolean verification** – the verification source will return a Boolean value that the data sent in the request is verified as **true** or **false**. **Example:** incarceration status
- ii. **Code/decode return type verification** – the verification source will return a code that CalHEERS can decode. Used when multiple valid values can be returned from the interface. **Example:** DHS lawful presence indicator may return different values for citizen, varying types of legal residents, not found or other.

- iii. **Variable return data** – the verification source will return variable values that CalHEERS can interpret and use for logical calculations. **Example:** income data returned from IRS which CalHEERS will interpret to verify if it is within “**reasonable compatibility**” ranges
 - Reasonable compatibility is intended to allow a data value provided by a consumer to be used even if that value does not exactly match the verification source value, as long as the difference is within an acceptable range of compatibility.
 - Note that reasonable compatibility is not an absolute or percentage value (such as \$100 or 10%). It may vary depending on the program the data is being used to evaluate eligibility for, and whether or not there is a change in eligibility depending on which value is used. This also implies that the rules engine may be called before a data element can be verified as being reasonably compatible.

c. Self-attestation Definitions

1. If a data element can be **fully self-attested**, it does not need to be electronically or visually verified. The data collected from the consumer is assumed to be true and used as-is in an eligibility determination (no follow up is necessary) – “**Final Approval**”.
2. If a data element can be **temporarily self-attested** to, CalHEERS can accept the data entered by the consumer for eligibility determination purposes, and place an expiration date on that determination pending manual verification of the data element. If the **manual verification** is not completed by the expiration of the determination, the determination of eligibility can be modified and benefits may be reduced – “**Conditional Approval**”.
3. If a data element **cannot** be **temporarily self-attested** to, CalHEERS **cannot** accept the data entered by the consumer for use in eligibility determination and the result will be a pending determination until the data is changed and verified, or **manual** verification is complete – “**Pending Eligibility**”.

d. Verification source response times and outcomes

- i. **Real time responses** for data verification can be used in the online eligibility determination
- ii. **Offline responses** for data verification cannot be used for online eligibility determinations. The responses may take days to be returned, depending on SLAs. Therefore, the response would likely be processed in a batch eligibility run or queued for manual processing by a worker. Offline responses and eligibility outcomes :
 - **Data is verified as true**
 - “Pending Eligibility” - the consumer’s application is placed in a “pending” status pending data verifications, a final determination may be made manually by a worker through an administrative verification process.
 - i. Send correspondence to consumer saying we will continue to try to verify

- ii. Can make determination final if batch verification verifies data.
- iii. NOA is generated and sent to consumer.
- **Data is verified as false**
 - a. "Pending Eligibility" - the consumer has had their application placed in a "pending" status pending data verifications, a determination of denial may be made by:
 - i. Batch process, if administrative verification was not completed by consumer.
 - ii. Worker manually denies the application.

Note: offline verification will never be triggered, if administrative verification has been requested from the consumer.
Example - If user submitted documents for administrative verification, batch offline verification process will not be triggered.

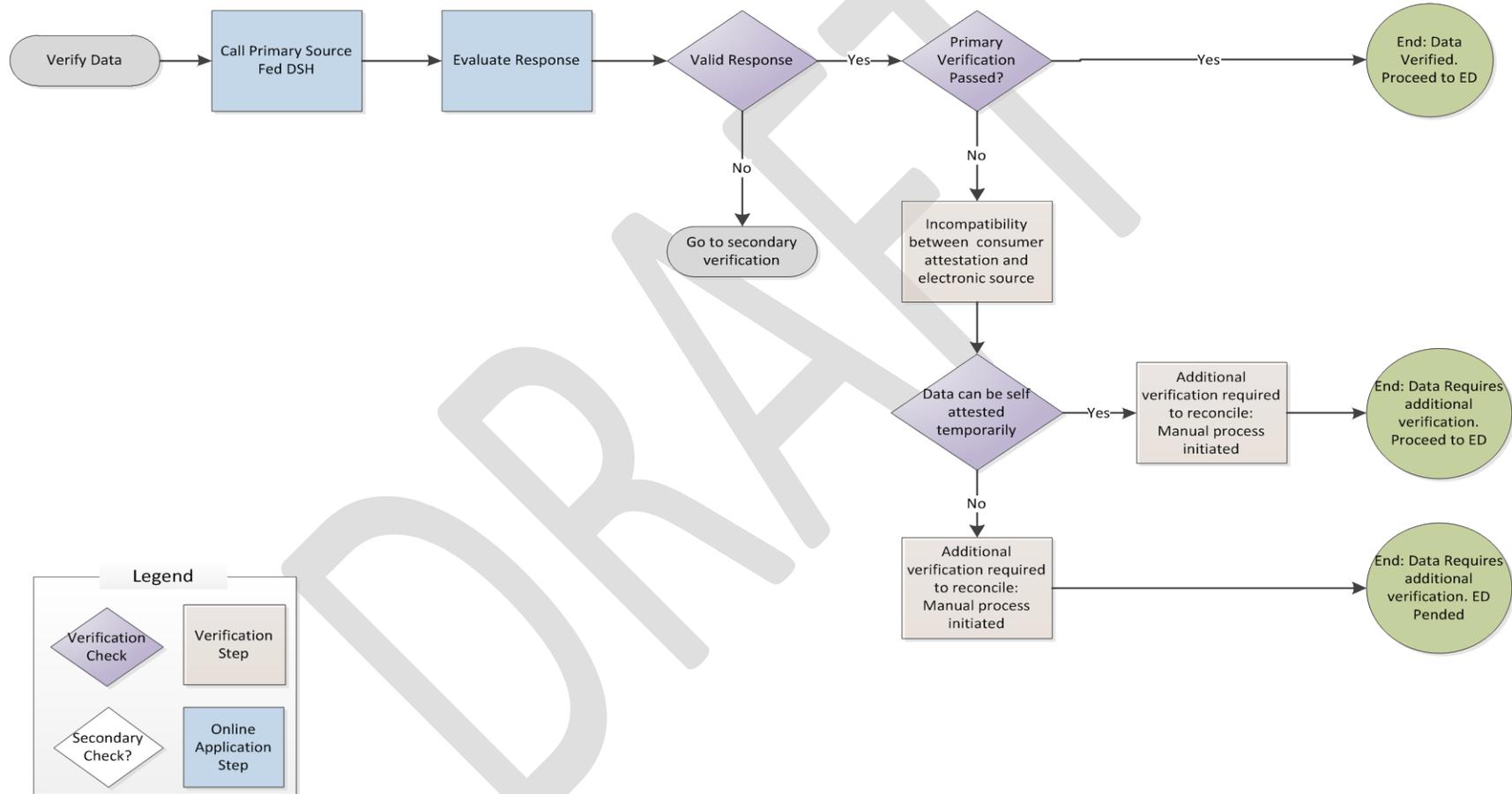
e. Boolean Return Types: Guiding Principle

1.0 Boolean verification response rules

1. Check Federal DSH (if applicable to that data element(s) – if not applicable then Alternative data verification rules would apply: see 1.3.1)
 - 1.1.1 If the verification source returns a conclusive response that the data entered by the consumer is true, then the data can be used in an eligibility determination
 - 1.1.2 If the verification source returns a conclusive response that the data entered by the consumer is false, then the data may or may not be used for an eligibility determination - Self-attestation rules 2 and 3 would now apply
 - 1.1.3 If the verification source returns an inconclusive response (i.e. an error such as transaction cannot be processed or system is down), the data entered by the consumer cannot be used in an eligibility determination and the following rules may apply
 - 1.1.3.1 If there is an alternative data verification source available, CalHEERS will send a request for verification to that alternative data source
 - 1.1.3.1.1 If the alternative verification source(s) returns a conclusive response that the data entered by the consumer is true, then the data can be used in an eligibility determination
 - 1.1.3.1.2 If the alternative verification source returns a conclusive response that the data entered by the consumer is false, then the data may or may not be used in an eligibility determination - Self-attestation rules 2 and 3 would now apply
 - 1.1.3.1.2.1 If the verification source returns an inconclusive response (i.e. an error such as transaction cannot be processed or system is down), the data entered by the consumer cannot be used in an eligibility determination and self-attestation rules 2 and 3 would now apply
 - 1.1.3.2 If there are no alternative data verification source available, self-attestation rules 2 and 3 would apply.

Recommended Verification Model for Boolean Response Types

- **Single call to Primary Source to verify data**
- **Conclusive response from primary source assumed to be true**
- **Secondary Verification only initiated when an inconclusive response is returned from the primary source**



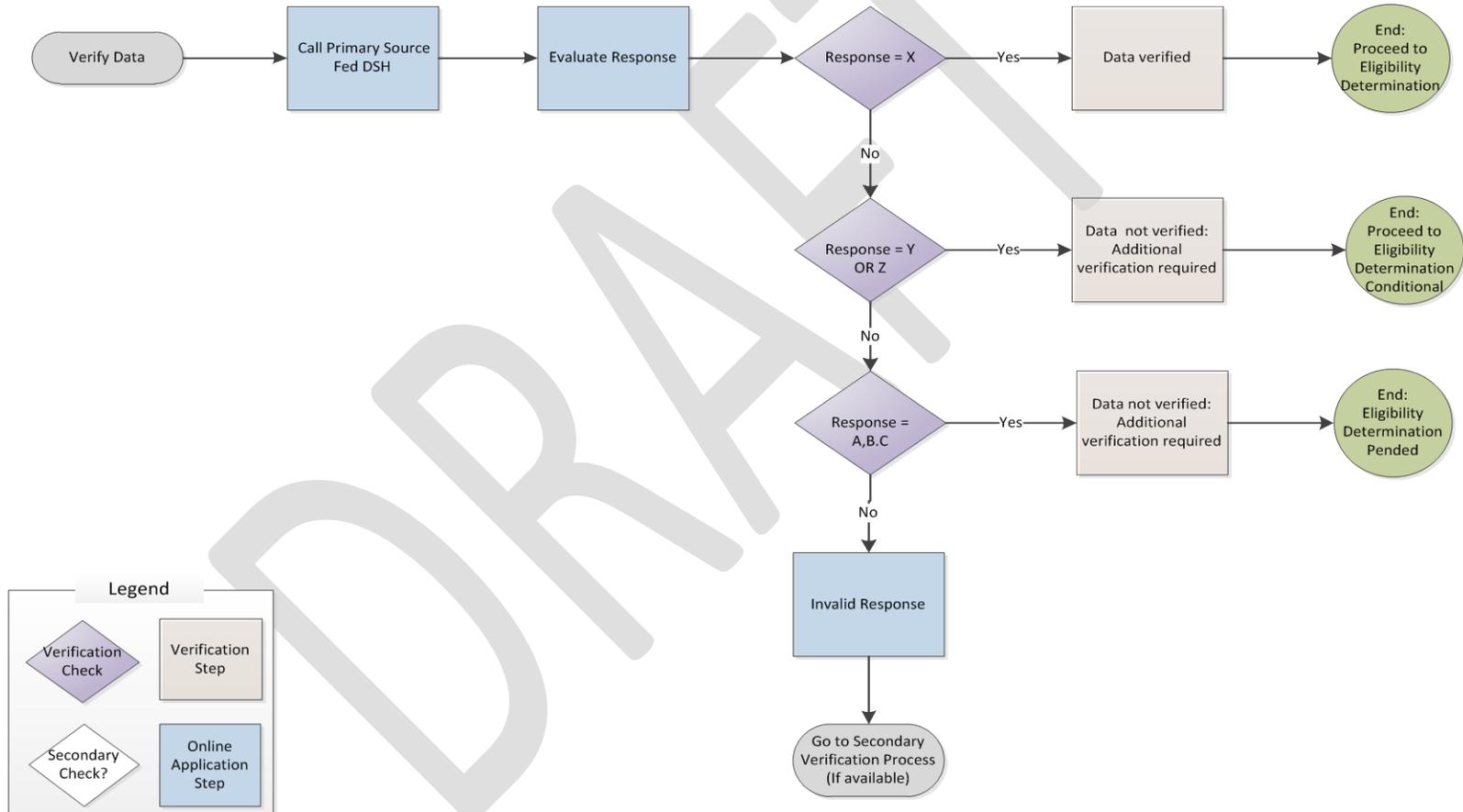
f. Code/Decode Return Types: Guiding Principle

1.0 Code/decode verification response rules:

1. Check Federal DSH (if applicable to that data element(s) – if not applicable then Alternative data verification rules would apply: see 1.3.1)
2. If the verification source returns a response which is in the range of allowed values, then CalHEERS can use that response to determine if the consumer provided data can be used in the determination or not.
 - 1.2.1 If the consumer entered data is not used in the determination because it does not match the response from the verification source, then self-attestation rules 2 and 3 would now apply.
3. If the verification source returns an inconclusive response (i.e. an error such as transaction cannot be processed or system is down), then data entered by the consumer cannot be used in an eligibility determination and the following rules may apply
 - 1.3.1 If there is an alternative data verification source available, CalHEERS will send a request for verification to that alternative data source
 - 1.3.1.1 If the verification source returns a response which is in the range of allowed values, then CalHEERS can use that response to determine if the consumer provided data can be used in the determination or not.
 - 1.3.1.1.1 If the consumer entered data is not used in the determination because it does not match the response from the verification source, then self-attestation rules 2 and 3 would now apply. If there are no alternative data verification source available, self-attestation rules 2 and 3 would now apply.

Recommended Verification Model for Code/Decode Response Types

- **Single call to Primary Source to verify data**
- **Conclusive response from primary source assumed to be true**
- **Secondary Verification only initiated when an inconclusive response is returned from the primary source**



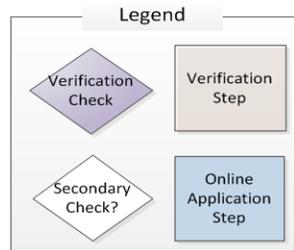
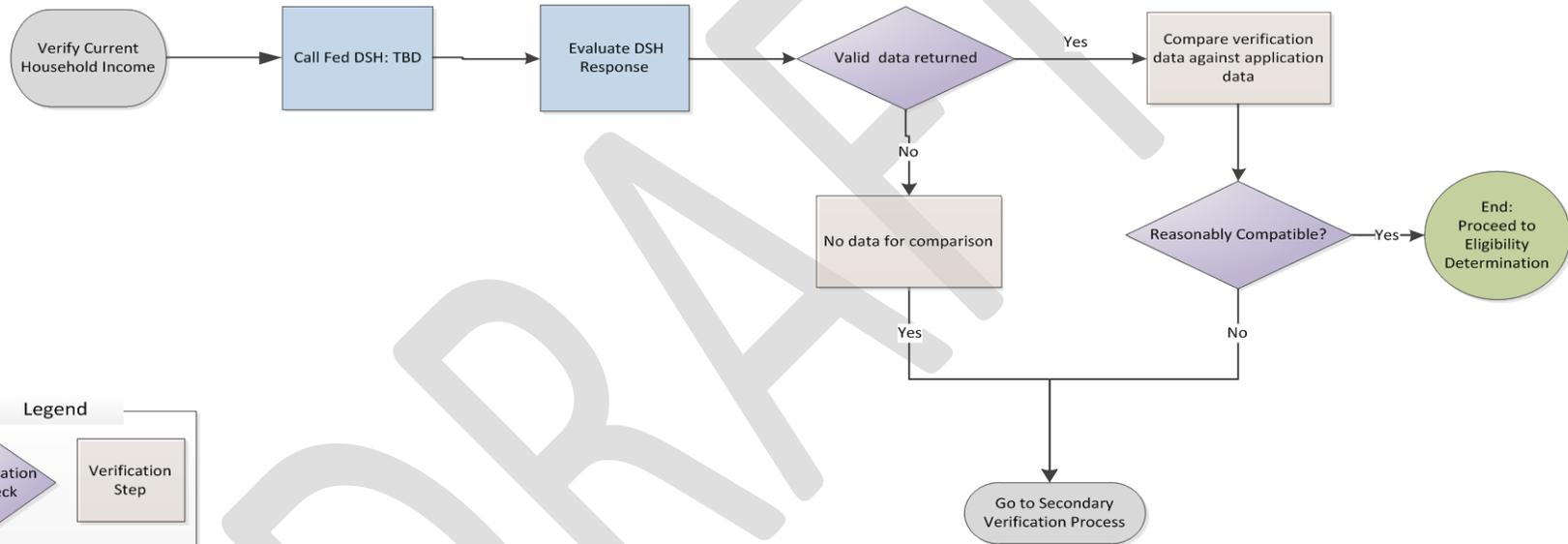
g. Variable Data Return Types: Guiding principle

1.0 Variable data response rules:

1. Check Federal DSH (if applicable to that data element(s) – if not applicable then alternative data verification rules would apply: see 1.1.2.1)
 - 1.1.1 If the verification source returns a response which is ***within in the range of “reasonable compatibility”*** with the data provided by the consumer, then CalHEERS **can** use the consumer provided data in the eligibility determination.
 - 1.1.2 If the verification source returns a response which is ***outside the range of “reasonable compatibility”*** with the data provided by the consumer, then CalHEERS ***cannot*** use the consumer provided data in the eligibility determination.
 - 1.1.2.1 If the CalHEERS has an alternative data verification source available, it will send a request for verification to that alternative data source
 - 1.1.2.1.1 If the verification source returns a response which is ***within in the range of “reasonable compatibility”*** with the data provided by the consumer, then CalHEERS **can** use the consumer provided data in the eligibility determination.
 - 1.1.2.1.2 If the verification source returns a response which is ***outside the range of “reasonable compatibility”*** with the data provided by the consumer, then CalHEERS ***cannot*** use the consumer provided data in the eligibility determination.
 - 1.1.2.1.2.1 If the consumer entered data is not used in the determination because it is ***outside the range of “reasonable compatibility”*** with the verification source, then self-attestation rules 2 and 3 would now apply.
 - 1.1.3 If the CalHEERS does not have alternative data verification source available, self-attestation rules 2 and 3 would now apply

Recommended Verification Model for Variable Data Response Types: E.g. Income

- **Single call to Primary Source to verify data**
- **Conclusive response from primary source assumed to be true**
- **Secondary Verification initiated if inconclusive response is returned from the primary source OR data returned from the primary source is incompatible with the application data AND a more current source is available**



3. Verification Flows

This section details the individual verification calls including triggers, primary and sources, rules for response evaluation, rules for use in eligibility determination and alternative verification triggers.

1. Design Considerations

- a. The number of calls to verification sources in the verification flow should be kept to a minimum in order to limit the wait time for online users.
- b. The decision to go to an alternative source for verification should be based on the probability that an alternative source has more current information or alternative Verification initiated if inconclusive response is returned from the primary source (Income verification only).

2. Assumptions

- a. Alternative verification is only required when an inconclusive or no response is received from the primary source.
- b. If SSN cannot be verified through the federal data services hub or SSN is not provided
 - I. CIN processing can still continue through SCI with an unverified SSN. If the applicant matches an existing individual known to MEDS, SCI will determine based on probabilistic matching algorithms whether a CIN can be created or automatically assigned.
- c. DSH will not differentiate between US nationals and citizens.
- d. If lawful presence is not verified, for APTC eligibility will be conditional and for Medi-Cal the eligibility will be conditional.
- e. Identity proofing will be in scope and the flow will be detailed by the security account creation detail design.

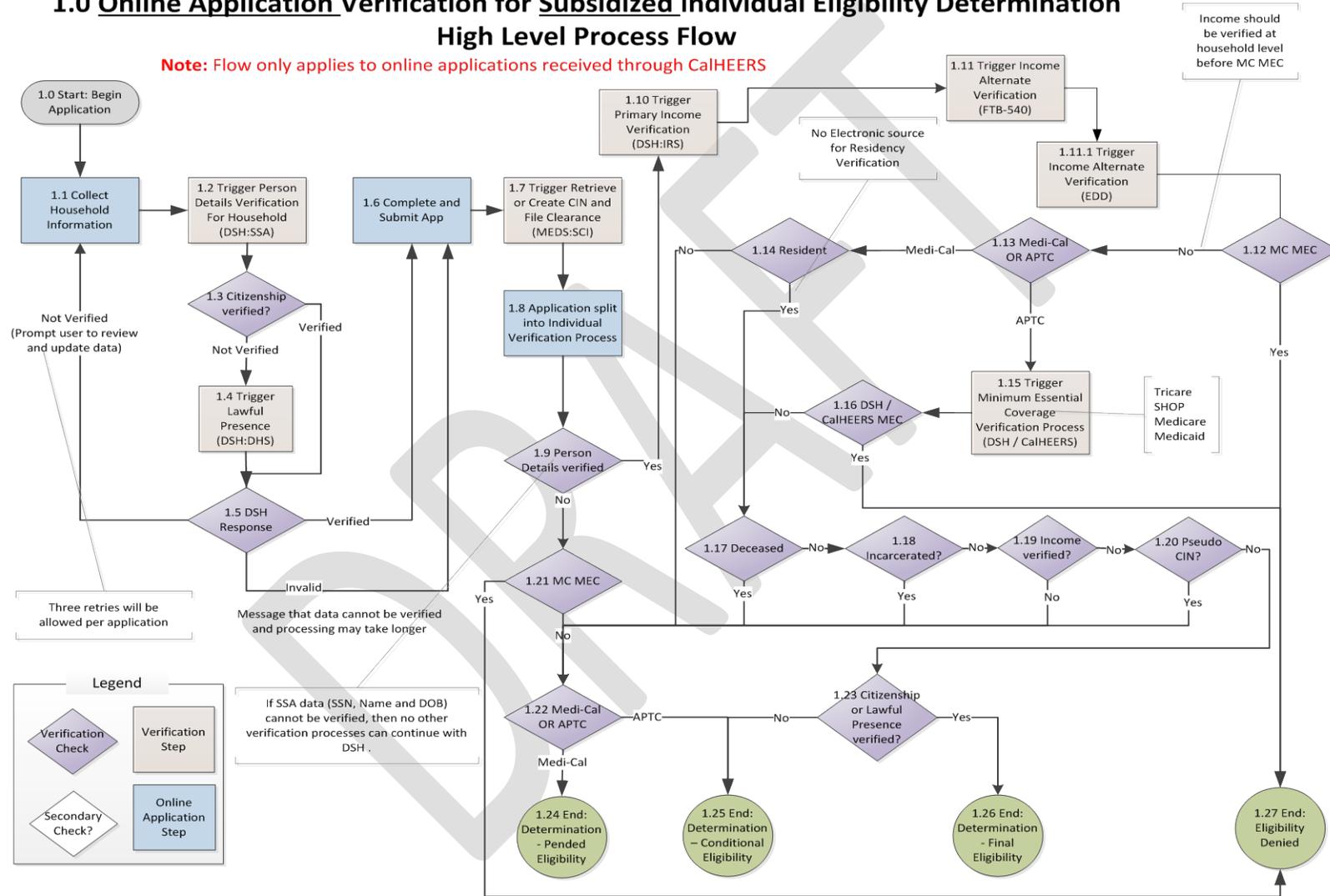
3. Data verification elements and Service Interfaces

	Verification Step	Verification Check
1.	DSH:SSA	Citizenship, Person Details, Deceased, Incarcerated, SSA benefits
2.	DSH:DHS	Lawful Presence
3.	DSH:IRS	Annual Household Income and family size verification, Current household Income
4.	FTB, EDD, DSH:SSA	Annual/Current Household Income
5.	MEDS: Aid Code	Active Medi-Cal MEC
6.	CalHEERS	CalHEERS MEC
7.	DSH:MEC	Non-Employer-Sponsored-Insurance (ESI) Minimum Essential Coverage (MEC), Employer-Sponsored-Insurance (ESI) Minimum Essential Coverage (MEC), Prior APTC Status, Tricare, SHOP, Medicare, Medicaid.

1.0 Subsidized Individual eligibility determination process flow

1.0 Online Application Verification for Subsidized Individual Eligibility Determination High Level Process Flow

Note: Flow only applies to online applications received through CalHEERS



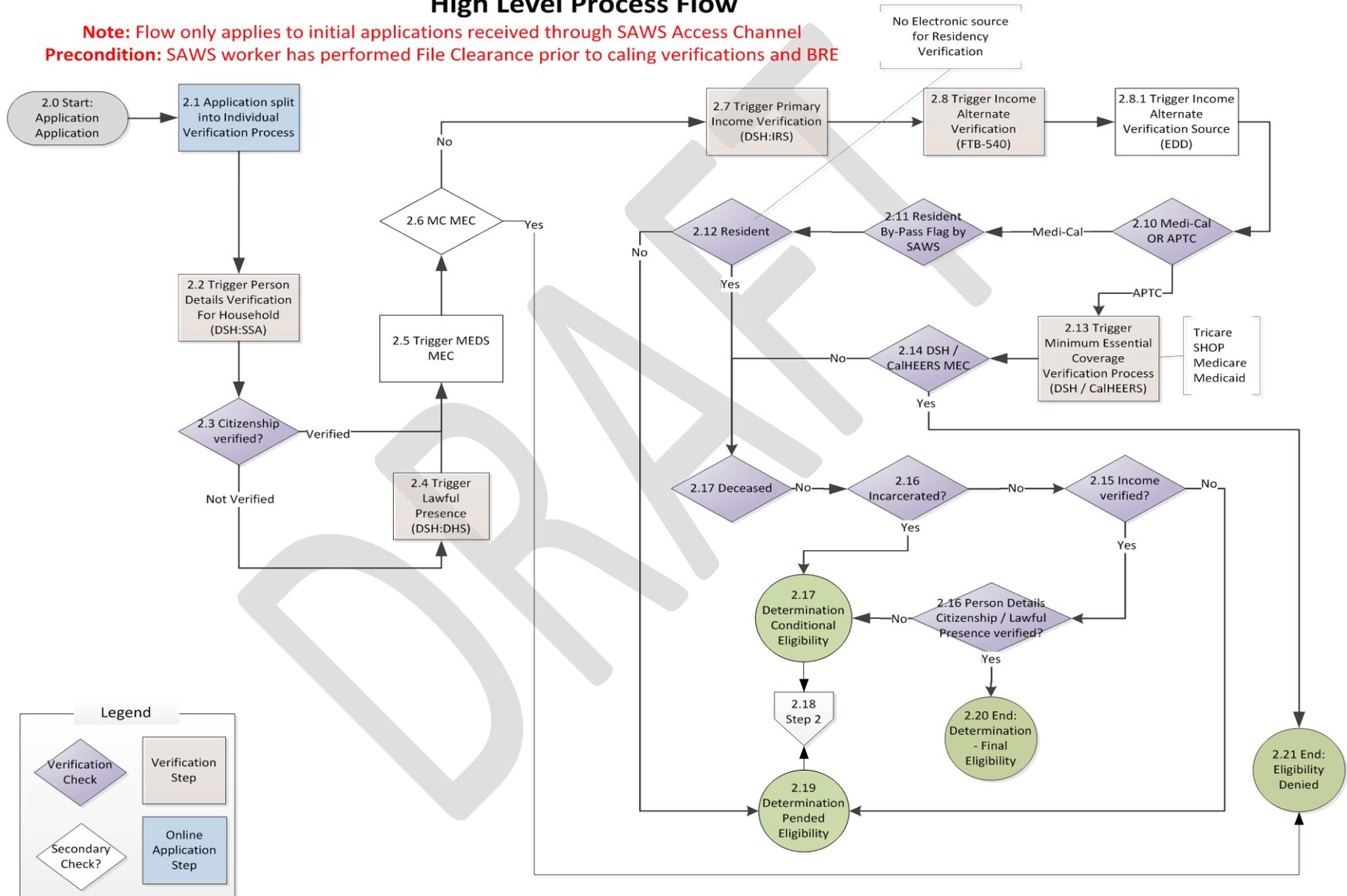
2.0 SAWS application verification for Subsidized Individual eligibility determination process

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2.0 SAWS Application Verification for Subsidized Individual Eligibility Determination

High Level Process Flow

Note: Flow only applies to initial applications received through SAWS Access Channel
Precondition: SAWS worker has performed File Clearance prior to calling verifications and BRE

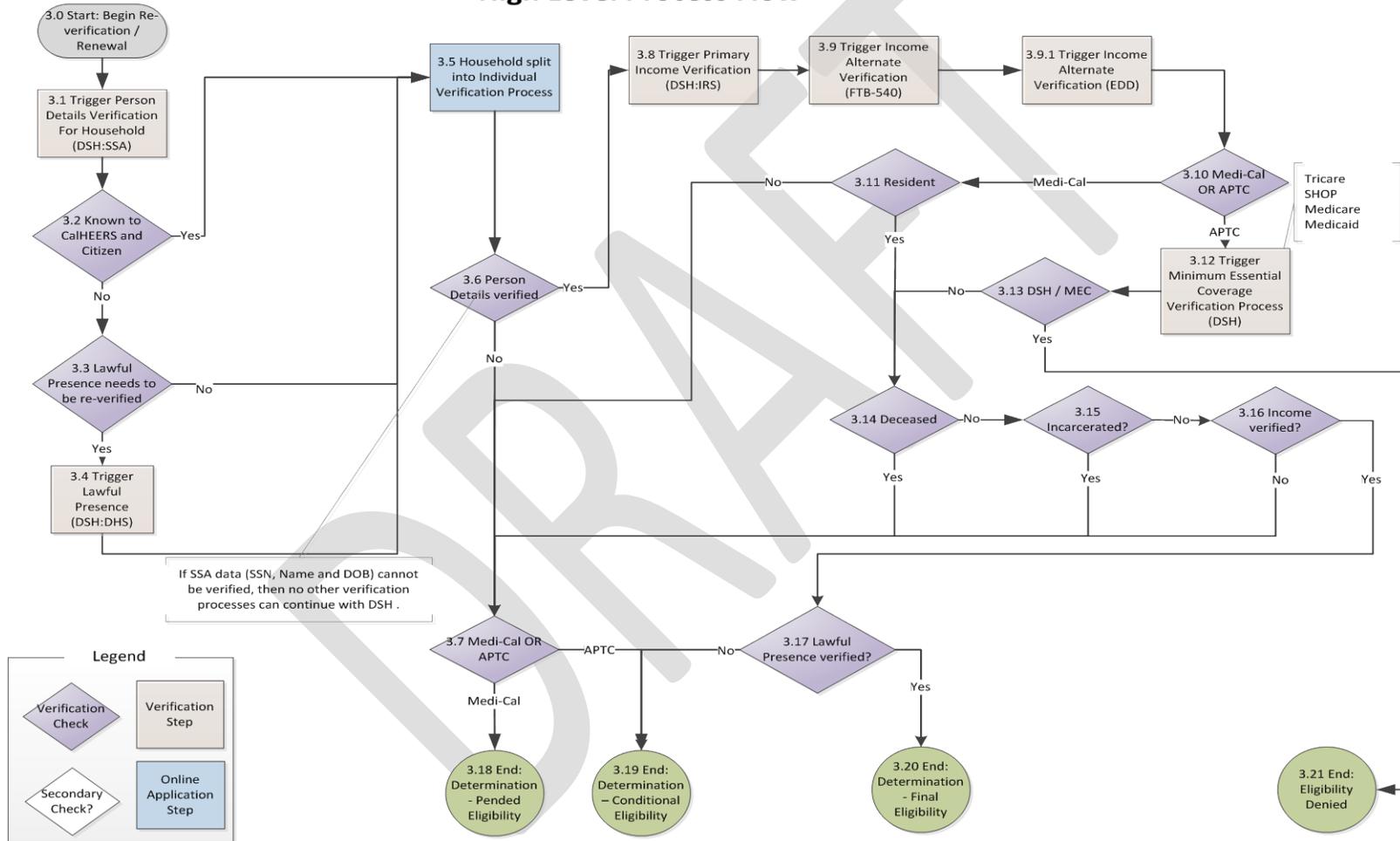


A. SAWS Application Verification for Subsidized Individual Eligibility determination – Step 2 Verification

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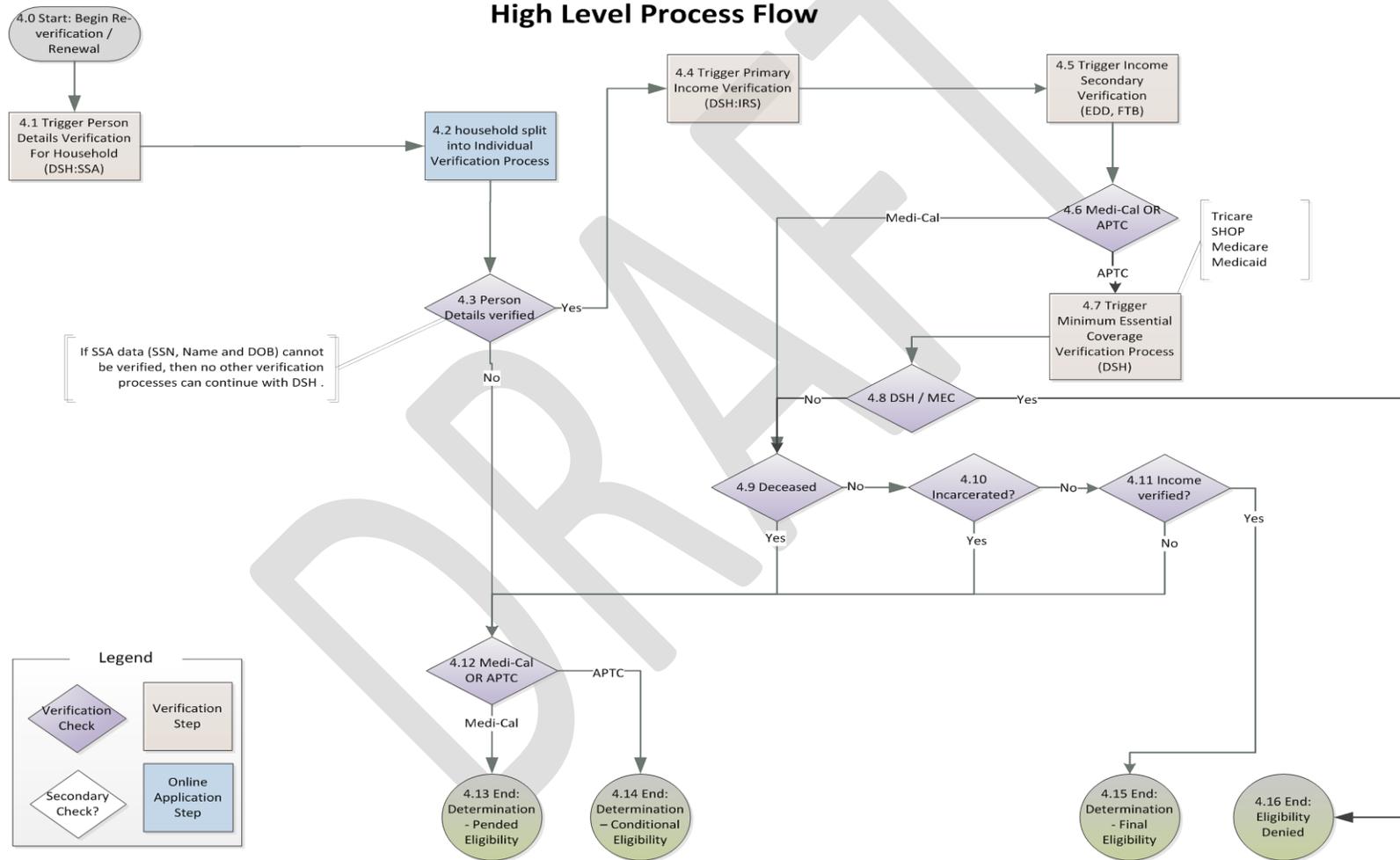
3.0 Subsidized Individual Eligibility Determination Re-verify at Reapplication/ Renewal flow

3.0 Online Application Verification for Subsidized Individual Eligibility Determination Reapplication / Renewal High Level Process Flow



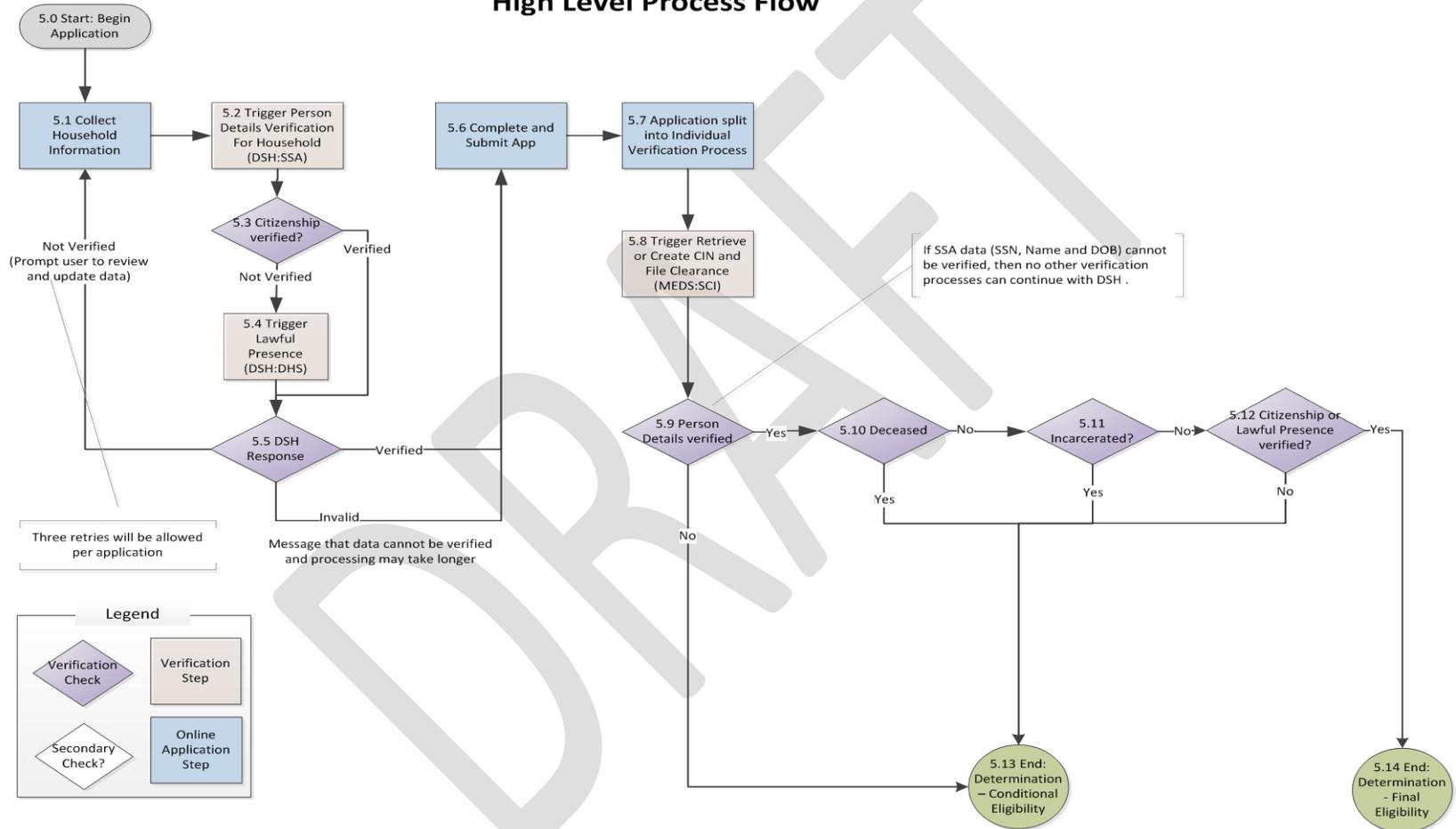
4.0 Subsidized Individual Eligibility Determination Re-verify Periodic Verification process flow

4.0 Online Application Verification for Subsidized Individual Eligibility Determination for Periodic Re-verification High Level Process Flow



5.0 Unsubsidized Individual Eligibility Determination process flow

5.0 Online Application Verification for Unsubsidized Individual Eligibility Determination High Level Process Flow



6.0 SSA Composite Service-Person Info, Citizenship and Incarceration Verification

Trigger Condition: Consumer adds all member information to the application

Source: SSA via DSH (SSA Composite Services)

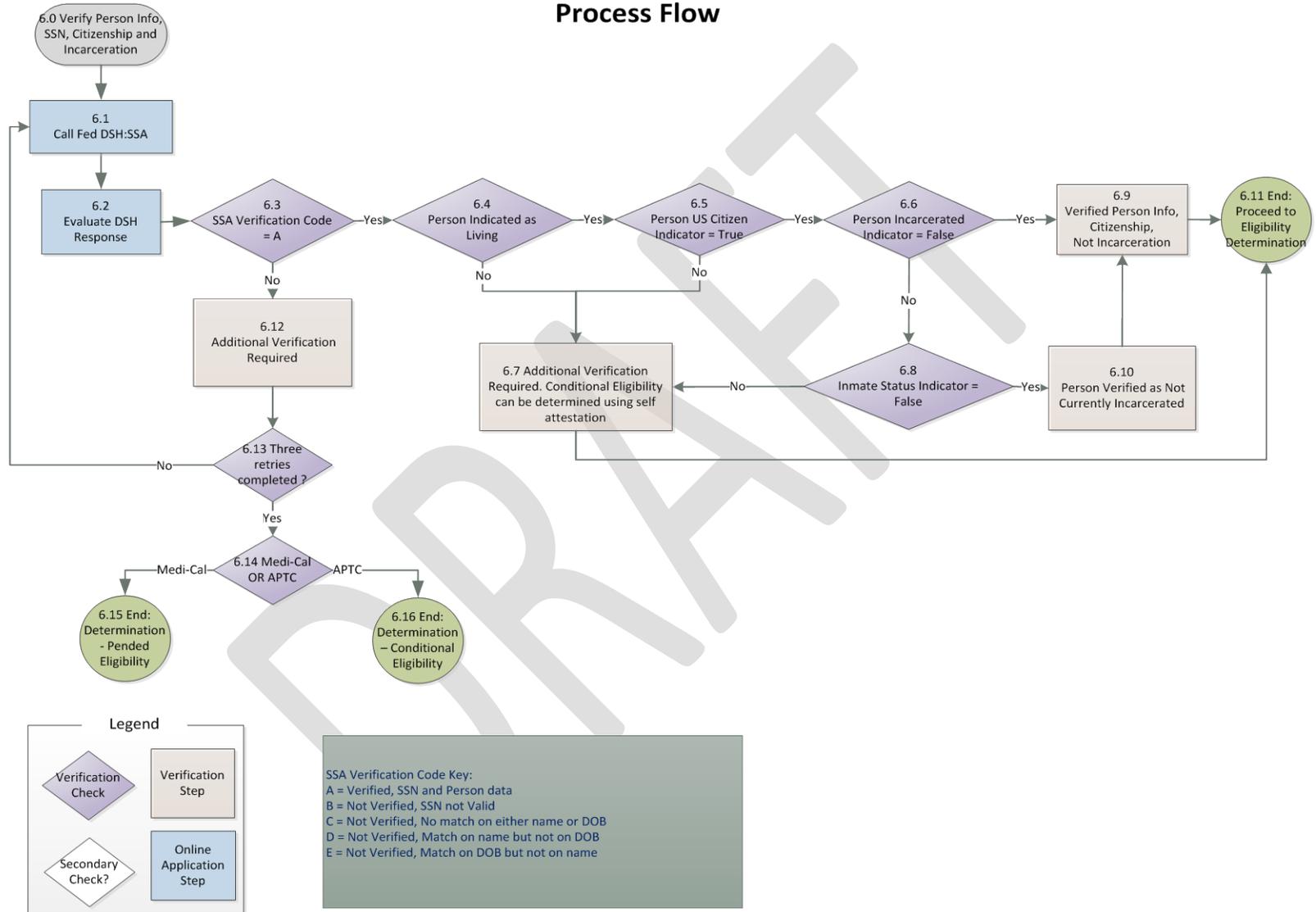
Input Required: Person SSN Identification Type, Person Sur Name, Person Birth Date, Request Citizenship Verification Indicator, Request Incarceration Verification Indicator, Request Title II Monthly Income Verification Indicator, Request Title II Annual Income Verification Indicator, Request Quarters of Coverage Verification Indicator

Output Expected: Person SSN Identification Type, Response Code, Response Code Text, SSA Response Code, SSA Response Code Text, SSN Verification Code, SSN Verification Code Text, SSN Verification Indicator, Person Living Indicator, Person US Citizen Indicator, Person Incarcerated Indicator (Switch indicating if SSA has prisoner data on file that can be released), Inmate Status Indicator (Indication of confinement).

Verification Justification: According to Affordable Care Act (ACA) regulation and CMS Social Security Administration (SSA) Composite Service Business Services Definition (BSD) document, we have to verify Person Info, citizenship and incarceration via DSH.

MEDS cannot be used as alternative verification because it is not “real time” verification.

6.0 SSA Composite Service-Person Info, Citizenship and Incarceration Verification High Level Process Flow



7.0 Lawful Presence Verification

Trigger Condition: Whenever user has been identified as non US citizen then Verify Lawful Presence Hub service is triggered to verify whether the user is lawfully present in US.

- a.) SSN verified and non US citizen then trigger lawful presence (with any one DHS ID)
- b.) No SSN then trigger lawful presence (with any one DHS ID)

Source: DHS via DSH (Verify Lawful Presence Step 1)

Input Required: Any one of the DHS Number (Alien Number, I94 Number, SEVIS ID, Passport Number, Visa Number, Receipt Number, Naturalization Number, and Citizenship Number), Benefit Codes, Doc Last Name, Doc First Name, Doc Middle Name, Doc Birth Date, and Document ID

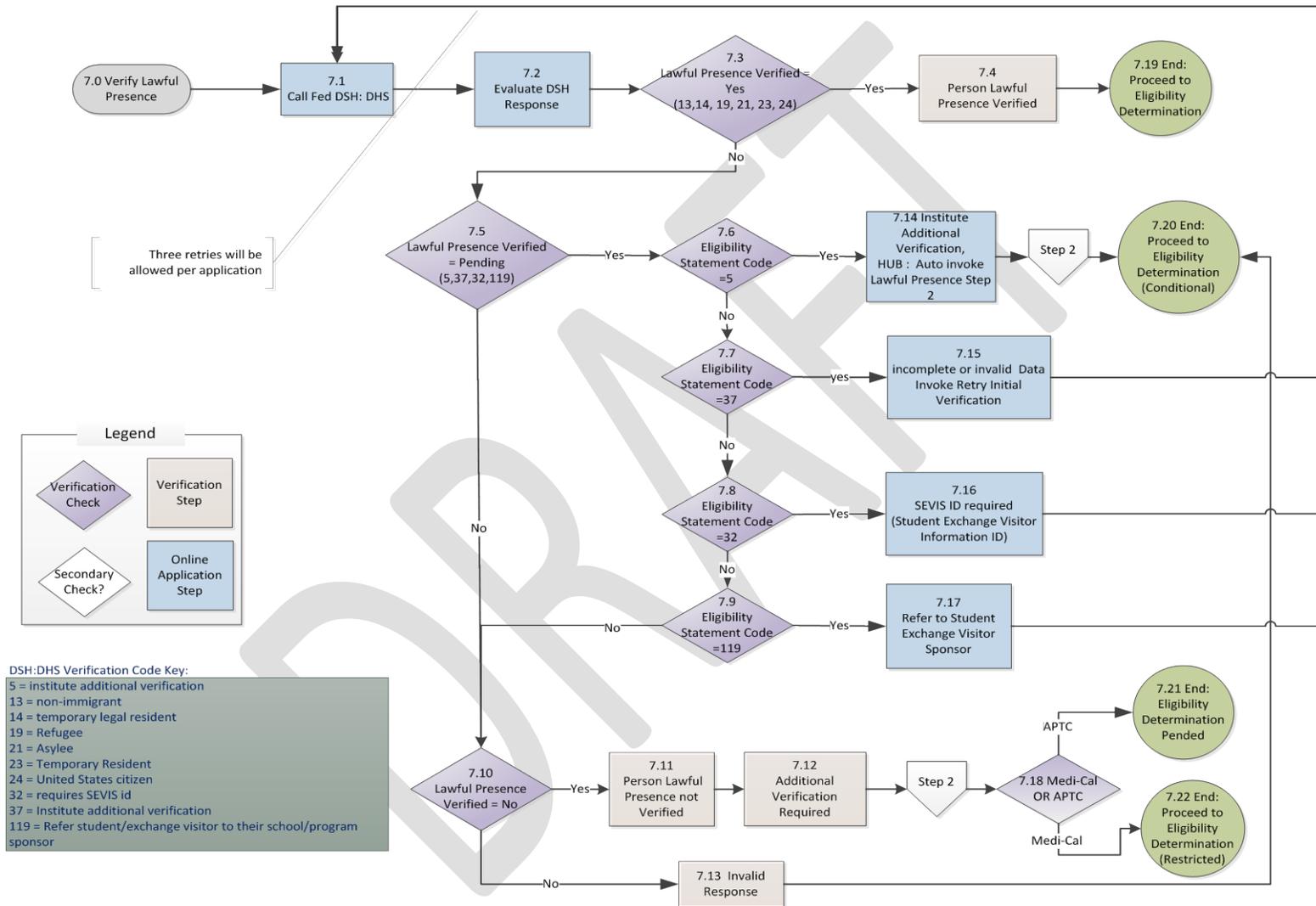
Output Expected: Case Number, eligibility Statement Cd, Eligibility Statement Txt, web Serv SftwrVer, return Status, Return Status Message, Lawful Presence Verified, Five year Bar Indicator

Verification Justification: According to Affordable Care Act (ACA) regulation and CMS Health Insurance Exchange (HIX) Data Services Hub (DSH) Verify Lawful Presence – Step 1 Business Service Definition (BSD) document, we have to verify lawful presence verification via DSH.

MEDS cannot be used as alternative verification because it is not “real time” verification.

Note: *Lawful Presence check has two additional Steps (Step 2 and Step 3). These will be included in the verification plan as soon as the details and outstanding questions are clarified with FDSH.*

7.0 Lawful Presence Verification - High Level Process Flow



A. Lawful Presence – Step 2 Verification

Trigger Condition: In Lawful presence step -1, when the eligibility statement code equals 5(which indicates Institute Additional Verification). This service is the transaction that submits additional data to DSH status verifiers and requests that the status of this case be verified by DSH.

Input Required: Any one of the DHS Number (Alien Number, I94 Number, SEVIS ID, Passport Number, Visa Number, Receipt Number, Naturalization Number, and Citizenship Number), Benefit Codes, Doc Last Name, Doc First Name, Doc Middle Name, Doc Birth Date, and Document ID

Output Expected: Case Nbr, elig Statement Cd, EligStatement Txt, web Serv SftwrVer, return Status, Return Status Msg, Lawful Presence Verified, Five year Bar Indicator

Verification Justification: According to Affordable Care Act (ACA) regulation and CMS Health Insurance Exchange (HIX) Data Services Hub (DSH) Verify Lawful Presence – Step 1 Business Service Definition (BSD) document, we have to verify lawful presence verification via DSH.

MEDS cannot be used as alternative verification because it is not “real time” verification.

8.0 Medi-Cal Minimum Essential Coverage Verification

Trigger condition: Consumer who is seeking eligibility to enroll and requesting subsidized care (New application, Changes to Eligibility, Quarterly re-verification)

Source: MEDS

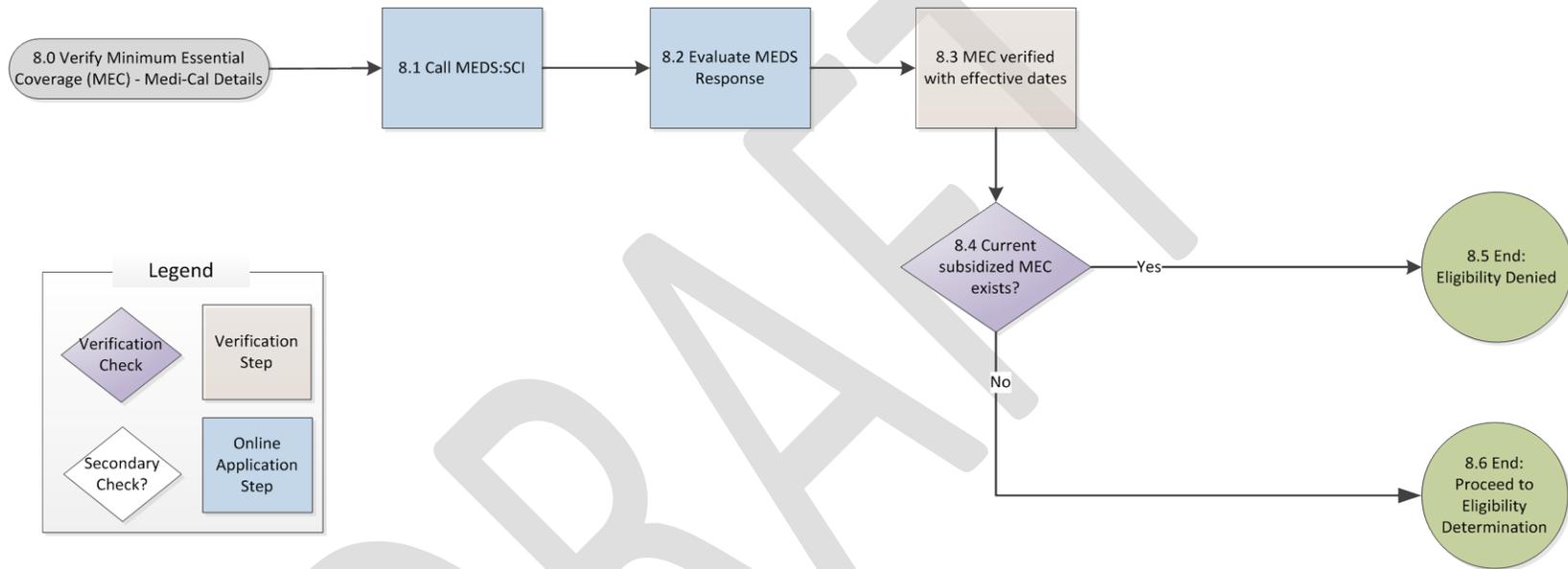
Input required: SSN, First Name, Middle Name, Last Name, Date of Birth, Gender, Effective from Date, Effective To Date

Output Expected: Aid Code, MEC Eligibility Start Date, MEC Eligibility End Date

Verification Justification: MEDS will be used Internal File Clearance.

MEDS will be used to determine if the individual has MEC through state funded public health care programs.

8.0 Medi-Cal Minimum Essential Coverage Verification High Level Process Flow



9.0 APTC Minimum Essential Coverage Verification

Trigger condition: Consumer who is seeking eligibility to enroll (New application, Changes to Eligibility, Quarterly re-verification)

Source: CalHEERS, Non-Employer-Sponsored-Insurance (ESI) Minimum Essential Coverage (MEC), Employer-Sponsored-Insurance (ESI) Minimum Essential Coverage (MEC), Prior APTC Status.

Input required: SSN, First Name, Middle Name, Last Name, Date of Birth, Gender, Effective from Date, Effective To Date

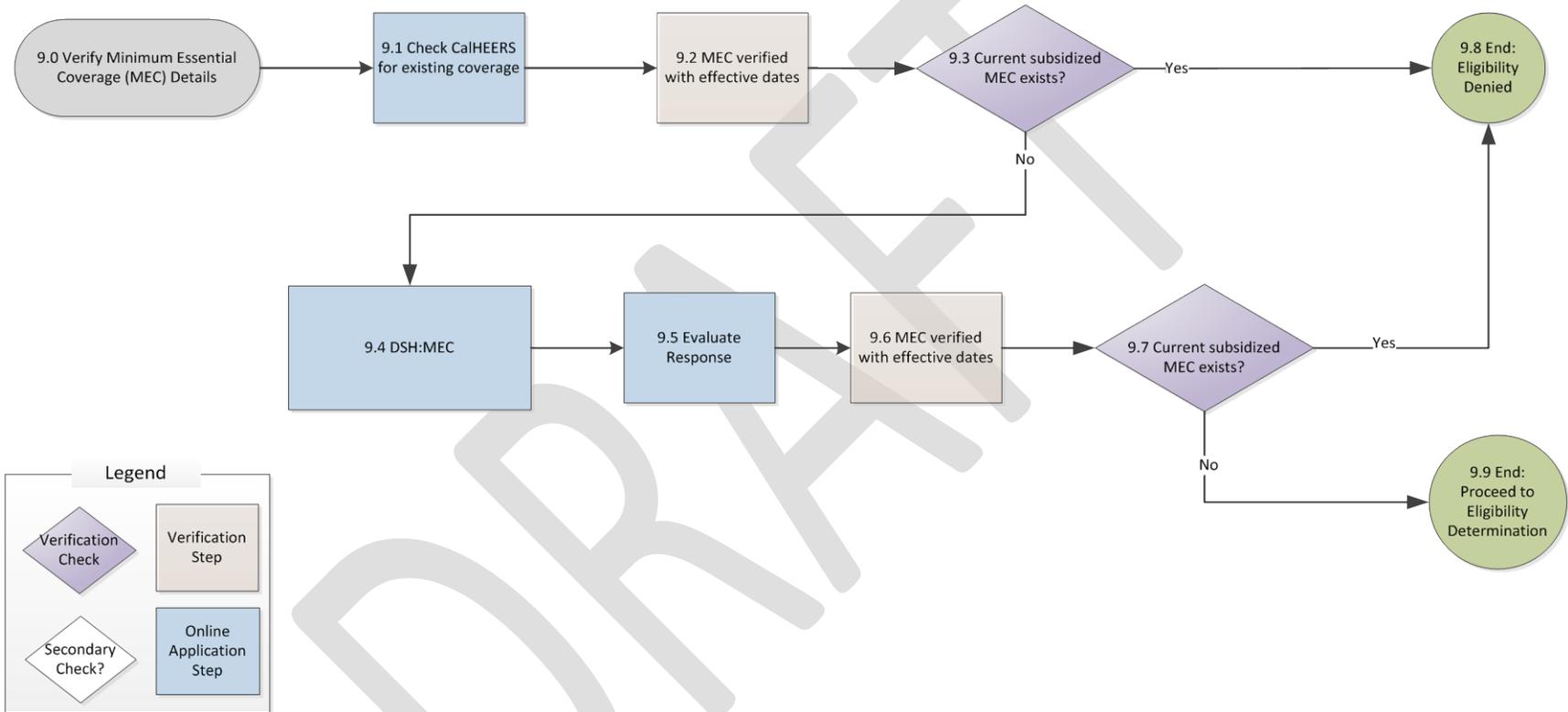
Output Expected: MEC verification code, MEC Eligibility Start Date, MEC Eligibility End Date

Verification Justification: DSH will be used Internal File Clearance.

DSH will be used to determine if the individual has MEC through federally public health care programs.

CalHEERS will be used to determine if the individual currently receiving subsidize care in California.

9.0 Minimum Essential Coverage – CalHEERS / Non-Employer Sponsored Insurance / Employer Sponsored Insurance / APTC Verification High Level Process Flow



10.0 Annual Household Income and Family Size Verification

Pre-Condition: SSA Verified (Artifact Name, section 7.1.1)

Trigger Condition: Consumer adds all member information

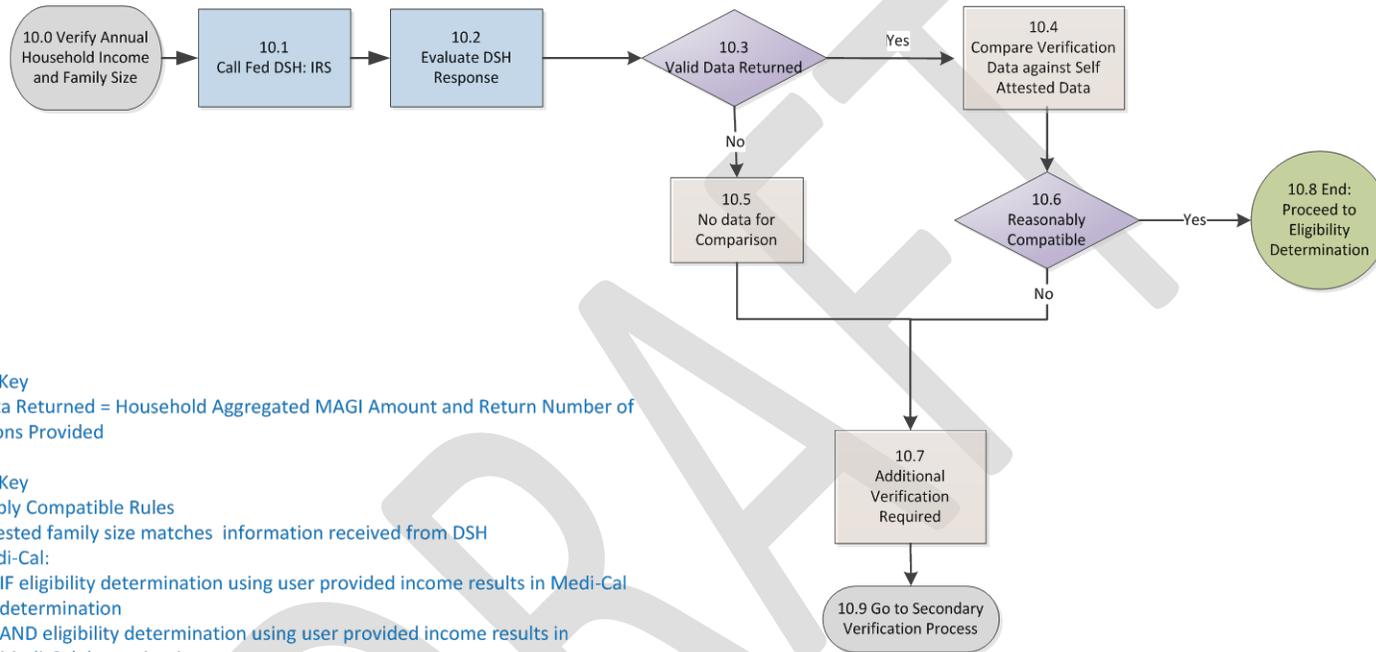
Source: IRS via DSH (Verify Annual Household Income and Family Size)

Input Required: SSN or ATIN, First Name, Last Name, Date of Birth, Type of Tax Filer

Output Expected: Household Aggregated MAGI, Number of Exemptions, Filing Status, Code for Different Spouse on Joint Return, Code for Dependent Filing Requirement, Tax Year for Tax Data Supplied, Return MAGI, Filer SSN, Return AGI, Code for No Return Found, Non-Filer SSN, Requester Id, Code for Compliance with Filing Requirement if Advance Payments Were Made

Verification Justification According to Affordable Care Act (ACA) regulation and CMS Health Insurance Exchange (HIX) Data Services Hub (DSH) Verify Annual Household Income and Family Size Business Service Definition (BSD) document, we have to verify Annual Household Income and Family Size via DSH: IRS.

10.0 Annual Household Income and Family Size Verification High Level Process Flow



Step 4.3 Key

Valid Data Returned = Household Aggregated MAGI Amount and Return Number of Exemptions Provided

Step 4.6 Key

Reasonably Compatible Rules

- Self attested family size matches information received from DSH

- For Medi-Cal:

IF eligibility determination using user provided income results in Medi-Cal determination

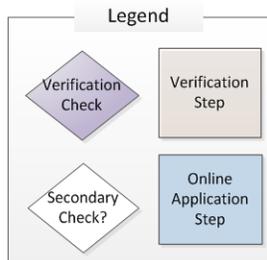
AND eligibility determination using user provided income results in Medi-Cal determination

THEN data is reasonably compatible

- For APTC/CSR:

If user provided data is within 10% range of the DSH data,

THEN data is reasonably compatible



11.0 Current Household Income Verification

Trigger Condition: Consumer adds all member information, SSN Verified

Source: IRS via DSH (Current Household Income Verification)

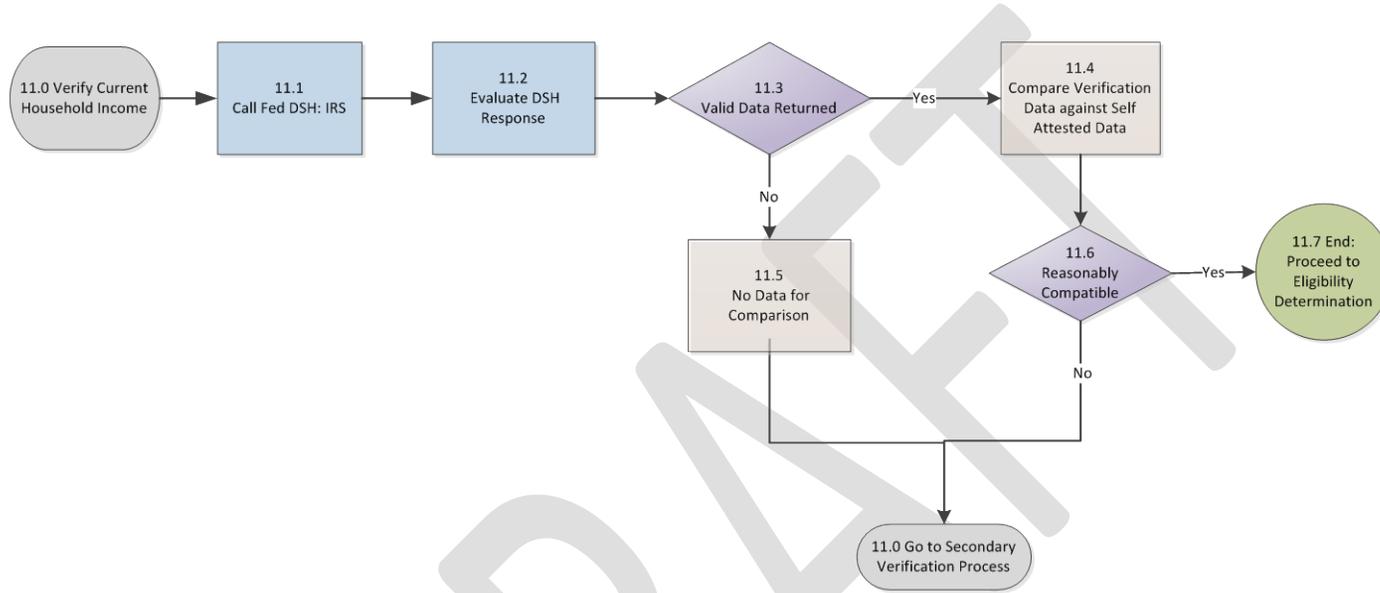
Input Required: Exchange Request ID, SSN, First Name, Last Name, DOB, Gender, State ID

Output Expected: SSN, Full Name, SSBA - Error Code, SSBA - Error Description, Reporting Period for SSBA, MBC Amount, Title II Status, Net Monthly Benefit if Payable (MBP), Unearned Income Type Code, Unearned Income Amount, Unearned Income - Net Countable Amount, QW - Error Code, QW - Error Description, Reporting Period for QW Amount, QW Amount, Federal EIN, Employer Name, Employer Street Address, Employer City, Employer State, Employer Zip Code, UI - Error Code, UI - Error Description, Reporting Period for UI, UI Benefit Amount

Verification Justification According to Affordable Care Act (ACA) regulation and CMS Health Insurance Exchange (HIX) Data Services Hub (DSH) Verify Current Household Income Business Services Definition (BSD) document, we have to verify Current Household Income via DSH: IRS.

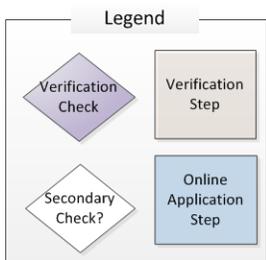
FTB, EDD, DSH: SSA will be used as alternative source of verification.

11.0 Current Household Income Verification High Level Process Flow



Step 11.3 Key
 Valid Data Returned = Household Aggregated MAGI Amount and Return Number of Exemptions Provided

Step 11.6 Key
 Reasonably Compatible Rules
 - Self attested family size matches information received from DSH
 - For Medi-Cal:
 IF eligibility determination using user provided income results in Medi-Cal determination
 AND eligibility determination using user provided income results in Medi-Cal determination
 THEN data is reasonably compatible
 - For APTC/CSR:
 If user provided data is within 10% range of the DSH data,
 THEN data is reasonably compatible



12.0 Current Household Income Alternative Verification

Trigger Condition: Consumer adds all member information, SSN Verified

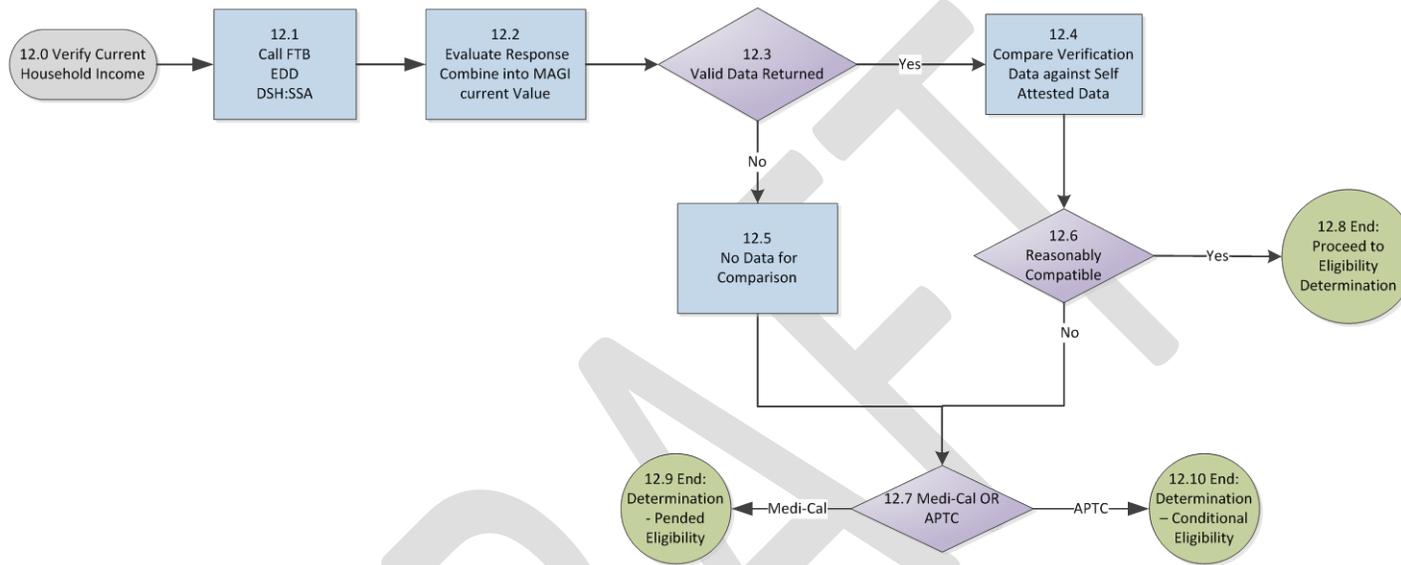
Source: FTB, EDD, DSH: SSA (Current Household Income Verification)

Input Required: Exchange Request ID, SSN, First Name, Last Name, DOB, Gender, State ID

Output Expected: SSN, Full Name, SSBA - Error Code, SSBA - Error Description, Reporting Period for SSBA, MBC Amount, Title II Status, Net Monthly Benefit if Payable (MBP), Unearned Income Type Code, Unearned Income Amount, Unearned Income - Net Countable Amount, QW - Error Code, QW - Error Description, Reporting Period for QW Amount, QW Amount, Federal EIN, Employer Name, Employer Street Address, Employer City, Employer State, Employer Zip Code, UI - Error Code, UI - Error Description, Reporting Period for UI, UI Benefit Amount Current wage, current UI, current DI, batch service preloaded in CalHEERS, 540 Tax, 1099 Miscellaneous Income

Verification Justification: FTB, EDD, DSH: SSA will be used has alternative source of verification.

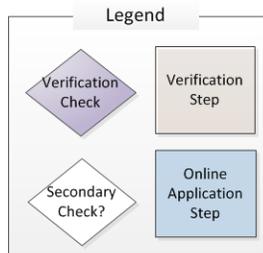
12.0 Current Household Income Secondary Verification High Level Process Flow



Step 12.3 Key
 Valid Data Returned = Household Aggregated MAGI Amount and Return Number of Exemptions Provided

Step 12.6 Key
 Reasonably Compatible Rules
 - Self attested family size matches information received from DSH
 - For Medi-Cal:
 IF eligibility determination using user provided income results in Medi-Cal determination
 AND eligibility determination using user provided income results in Medi-Cal determination
 THEN data is reasonably compatible
 - For APTC/CSR:
 If user provided data is within 10% range of the DSH data,
 THEN data is reasonably compatible

Data Access
 - FTB – Local Database
 - EDD – Web Service
 - DSH:SSA – Web service



13.0 CalHEERS Administrative Processing – High Level Process Flow

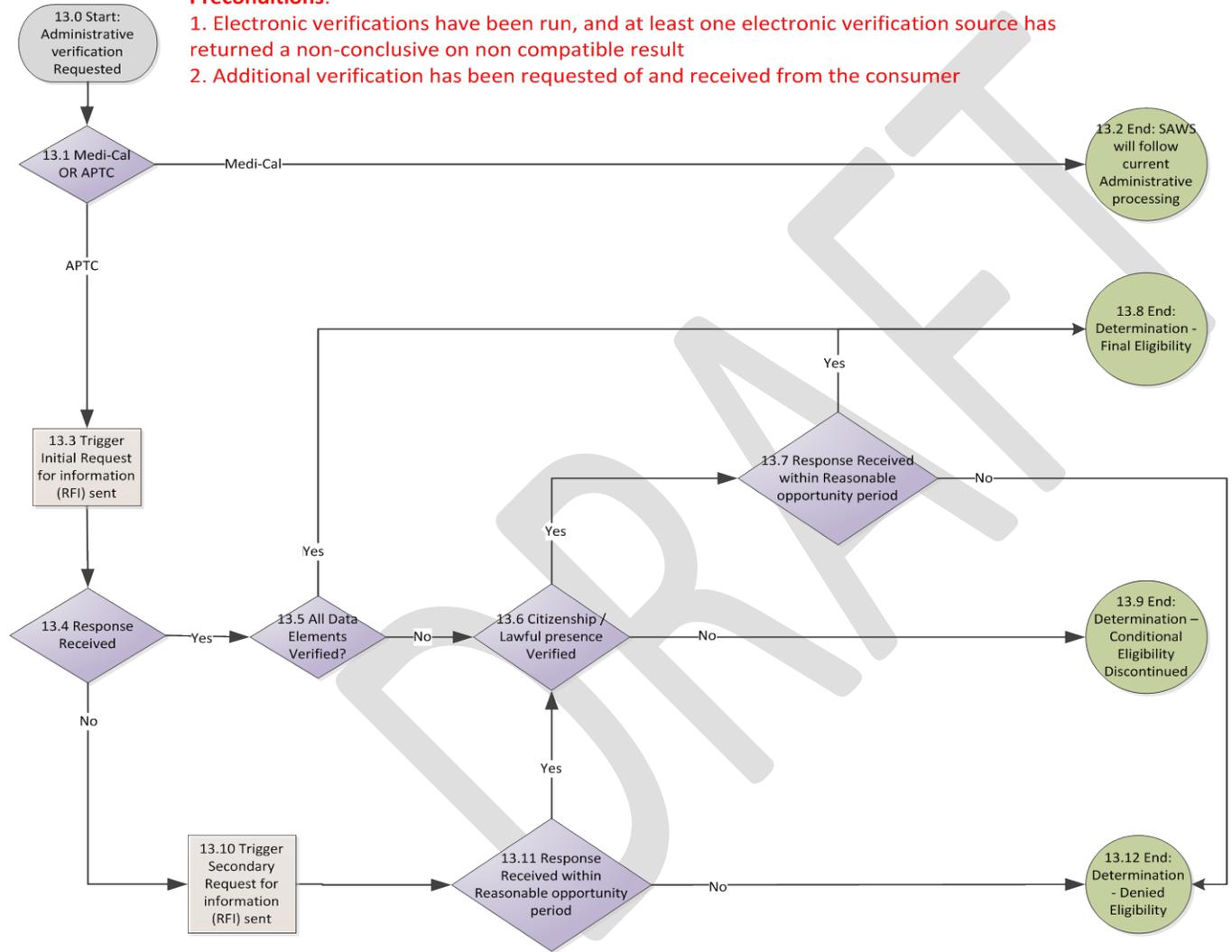
The CalHEERS Administrative Process flow describes the steps required to complete verification through an administrative process when one or more of the electronic verification sources does not conclusively verify user attested data. The flow only describes the process related to APTC verifications. Medi-Cal admin verifications are described in 14.0.

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13.0 CalHEERS Administrative Processing - High Level Process Flow

Preconditions:

1. Electronic verifications have been run, and at least one electronic verification source has returned a non-conclusive or non compatible result
2. Additional verification has been requested of and received from the consumer



14.0 SAWS Administrative Processing – High Level Process Flow

The SAWS Administrative Process flow describes the steps required to complete verification through an administrative process when one or more of the electronic verification sources does not conclusively verify user attested data. The flow only describes the process related to Medi-Cal verifications. APTC admin verifications are described in 13.0

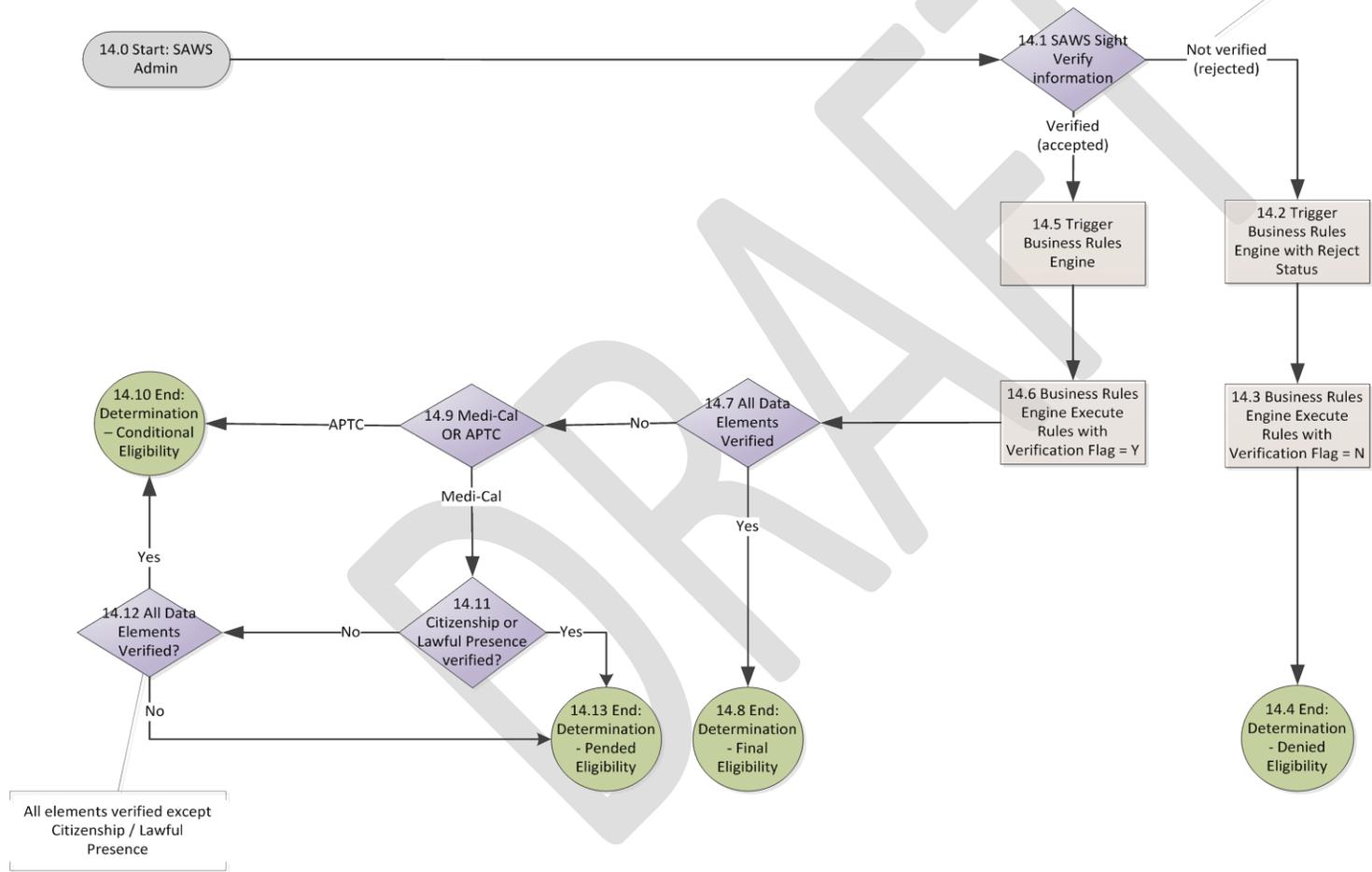
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14.0 SAWS Administrative Processing - High Level Process Flow

Preconditions:

1. Electronic verifications have been run through CalHEERS and at least one electronic verification source returned a non conclusive or non compatible result
2. Additional verification has been requested of and received from the consumer

Verified – Received and data matches
 Not Verified - Received and Not Reasonably Compatible / No Match



4. Data Element Mapping

This table represents the mapping from the Draft Data Verification Matrix to the processes in Section 6.0

Date Element #	Associated Requirement	Entity (Individual /Household)	Element to be verified	Self-Attestable For APTC/CSR?	Self-Attestable For Medi-Cal?	Primary Verification Process Flow	Alternative Verification Process Flow	Exchange Inconsistency Process (Paper Verification Requirements)	Re-verify item at App, Re-App, Renewal	Re-verify Item at the Periodic Verification Process
1		Individual	Deceased	Temporary	Temporary	1.0	6.0	TBD - Example may be a written attestation, indicating that individual is not deceased and that the information is true and correct to the best of their knowledge dated and signed by the individual who was identified as being deceased. Need to identify other types of paper verification requirements.	MC – Yes Covered California – Yes	MC – Yes Covered California – Yes

Date Element #	Associated Requirement	Entity (Individual /Household)	Element to be verified	Self-Attestable For APTC/CSR?	Self-Attestable For Medi-Cal?	Primary Verification Process Flow	Alternative Verification Process Flow	Exchange Inconsistency Process (Paper Verification Requirements)	Re-verify item at App, Re-App, Renewal	Re-verify Item at the Periodic Verification Process
2	BR8 MR18 OMR99	Individual	Age (Date of birth)	No	No	1.0	6.0	TBD - Examples may include paper verification that are copies of birth certificate, copy of state issued driver's license or ID, passport, etc.	MC – No, unless data provided through DSH or other state databases refute the information when other data is being re-verified. Covered California – No	MC – No Covered California - No

Date Element #	Associated Requirement	Entity (Individual /Household)	Element to be verified	Self-Attestable For APTC/CSR?	Self-Attestable For Medi-Cal?	Primary Verification Process Flow	Alternative Verification Process Flow	Exchange Inconsistency Process (Paper Verification Requirements)	Re-verify item at App, Re-App, Renewal	Re-verify Item at the Periodic Verification Process
3	BR27 BR43 BR46 BR47 MR15 MR16 MR23	Individual	Citizenship	Temporary	Temporary	1.0	6.0	<p>TBD - Examples of paper verification may include copy of birth certificate, passport which indicates that the individual is a US Citizen/National or a Native American document to demonstrate proof of heritage.</p> <p>Perhaps, also consider using data already known to MEDS such as data in the "CIT" data field based on information already collected through birth record transactions via MEDS.</p>	MC – No Covered California – Conditional - 90 days	MC - No Covered California – conditional - 90 days
4	BR8 MR9 MR13 MR20 MR86 MR88 MR103	Individual	SSN	No?	No	1.0	6.0	TBD - Perhaps consider accepting copy of SSN card or copy of passport.	MC – No Covered California – Conditional - 60 days	MC - No Covered California – Conditional - 90 days

Date Element #	Associated Requirement	Entity (Individual /Household)	Element to be verified	Self-Attestable For APTC/CSR?	Self-Attestable For Medi-Cal?	Primary Verification Process Flow	Alternative Verification Process Flow	Exchange Inconsistency Process (Paper Verification Requirements)	Re-verify item at App, Re-App, Renewal	Re-verify Item at the Periodic Verification Process
5	BR23 BR44 BR126	Individual	Incarceration	Temporary	Temporary	1.0	N/A See batch table	TBD - Perhaps considering written attestation, indicating that individual is not incarcerated and that the information is true and correct to the best of their knowledge, dated and signed by the individual who was identified as being incarcerated, unless the individual is under the age of 18. Need to identify other types of paper verification requirements, such as release papers.	MC – Yes Covered California – Yes	MC - Yes Covered California – Yes
6		Individual	Immigration status	Temporary	Temporary	2.0	6.0	TBD - Examples of paper verification may include copy unexpired immigration documents. Perhaps, also consider using data already known to MEDS such as data immigration status already known to MEDS that was previously verified through SAVE.	MC – TBD Covered California – Yes	MC – TBD Covered California – No

Date Element #	Associated Requirement	Entity (Individual /Household)	Element to be verified	Self-Attestable For APTC/CSR?	Self-Attestable For Medi-Cal?	Primary Verification Process Flow	Alternative Verification Process Flow	Exchange Inconsistency Process (Paper Verification Requirements)	Re-verify item at App, Re-App, Renewal	Re-verify Item at the Periodic Verification Process
7		Individual	Minimum Essential Coverage (Non-Employer Sponsored Insurance [ESI])	Temporary	Temporary	3.0	N/A	TBD - May consider accepting documentation issued from the federal/state program indicating that the individual no longer has MEC coverage. Documentation would need to be on department's letterhead, identify the individual's name, type of coverage that terminated and termination date. Letter may need to be issued within the last 60 days.	MC - N/A Covered California – Yes	MC - N/A Covered California - Yes
8	BR134 BR285 MR16 OMR159	Household	Household Composition (family size)	?	?	4.0	N/A	TBD -Example may be a written attestation, indicating that the information is true and correct to the best of their knowledge, dated and signed by the individual the applicant. Written attestation would identify all of the individuals in the household, relationship to the individual (e.g., spouse, child, etc.) and whether or not each individual will be claimed as a tax dependent.	MC – No Covered California – No	MC - No Covered California - No

Date Element #	Associated Requirement	Entity (Individual /Household)	Element to be verified	Self-Attestable For APTC/CSR?	Self-Attestable For Medi-Cal?	Primary Verification Process Flow	Alternative Verification Process Flow	Exchange Inconsistency Process (Paper Verification Requirements)	Re-verify item at App, Re-App, Renewal	Re-verify Item at the Periodic Verification Process
9	BR43 BR46 BR78 BR79 BR107 BR108 BR126 BR134 BR296 SR40 SR49 SR60 SR262 MR5 MR6 MR12 MR13 MR23 ORM159	Household	Annual Income	No	No	4.0	?	TBD - May consider accepting proof of income, such as pay check stub issued within last 45 days, employer statement, if self-employed a profit and loss statement, and award letters, etc.	MC – Yes Covered California – Yes	MC - Yes Covered California - Yes

Date Element #	Associated Requirement	Entity (Individual /Household)	Element to be verified	Self-Attestable For APTC/CSR?	Self-Attestable For Medi-Cal?	Primary Verification Process Flow	Alternative Verification Process Flow	Exchange Inconsistency Process (Paper Verification Requirements)	Re-verify item at App, Re-App, Renewal	Re-verify Item at the Periodic Verification Process
10	BR43 BR46 BR78 BR79 BR107 BR108 BR126 BR134 BR296 SR40 SR49 SR60 SR262 MR5 MR6 MR12 MR13 MR23 ORM159	Household	Current Income (all forms of income including Lump Sum, earned/unearned, etc.)	No	No	5.0	?	TBD - May consider accepting proof of income, such as pay check stub issued within last 45 days, employer statement, if self-employed a profit and loss statement, and award letters, etc.	MC – Yes Covered California – Yes	MC - Yes Covered California – Yes
11a		Individual	Covered California - Birth of Baby	Fully	Fully	N/A	N/A	N/A - accept attestation for birth of baby.	Covered California – No	Covered California – No
11b		Individual	MC and AIM - Birth of Baby	Fully	Fully	N/A	N/A	N/A - accept attestation for birth of baby.	MC – No	MC - TBD

Date Element #	Associated Requirement	Entity (Individual /Household)	Element to be verified	Self-Attestable For APTC/CSR?	Self-Attestable For Medi-Cal?	Primary Verification Process Flow	Alternative Verification Process Flow	Exchange Inconsistency Process (Paper Verification Requirements)	Re-verify item at App, Re-App, Renewal	Re-verify Item at the Periodic Verification Process
12		Individual	Marriage: Reported change in circumstances Covered California - Eligibility during Special Enrollment Period	Fully	Fully	N/A	N/A	N/A - Accept attestation for marriage.	MC – No Covered California – No	MC - No Covered California – No
13		Individual	Divorce: Reported change in circumstances	Fully	Fully	N/A	N/A	N/A - Accept attestation for divorce.	MC – No Covered California – No	MC - No Covered California – No
14		Individual	Adoption: Reported change in circumstances Covered California - Eligibility during Special Enrollment Period	Fully	Fully	N/A	N/A	N/A - Accept attestation for adoption.	MC – No Covered California – No	MC - No Covered California - No
15	BR76 BR153 MR35 MR57 MR67	Individual	Pregnancy – MC and Covered California	Fully	Fully	N/A	N/A	N/A - Covered California will not calculate an unborn baby in the household composition, due to IRS rules.	MC – No Covered California – No	MC – No Covered California – No

Date Element #	Associated Requirement	Entity (Individual /Household)	Element to be verified	Self-Attestable For APTC/CSR?	Self-Attestable For Medi-Cal?	Primary Verification Process Flow	Alternative Verification Process Flow	Exchange Inconsistency Process (Paper Verification Requirements)	Re-verify item at App, Re-App, Renewal	Re-verify Item at the Periodic Verification Process
16	BR76 BR153 MR35 MR57 MR67	Individual	Pregnancy - AIM	N/A	N/A	N/A	N/A	N/A		
17	BR8 MR9 MR13 MR20 MR86 MR88 MR103	Individual	SSN Waiver - All individuals applying for coverage - MAGI-Based Medi-Cal & Covered California Religious Objection	Temporary	Temporary	N/A	N/A	TBD - Paper documentation may include proof of filing for a waiver with IRS, document from IRS indicating that the applicant submitted or was approved a SSN waiver, or statements from leaders of the recognized religious sector or division in which the document indicates that the individual is a part of their sector/division, is dated and signed by the leader.	MC – No Covered California – No	MC - No Covered California – No

Date Element #	Associated Requirement	Entity (Individual /Household)	Element to be verified	Self-Attestable For APTC/CSR?	Self-Attestable For Medi-Cal?	Primary Verification Process Flow	Alternative Verification Process Flow	Exchange Inconsistency Process (Paper Verification Requirements)	Re-verify item at App, Re-App, Renewal	Re-verify Item at the Periodic Verification Process
18	BR44 BR126 BR134 OMR159	Individual	State residency	Fully	No	N/A	N/A	TBD - In the event the applicant attests to their California residence, however, DSH data provides information that refutes the attestation. The individual will be required to provide documents that demonstrate their California residency. Examples of documents may include, copy of a paycheck (?), utilities bill with the individual's name and CA address on it, or California issued Driver's License or ID card with a CA address.	MC – No Covered California – No	MC - No Covered California – No
19		Individual	American Indian / Alaska Native	Fully?	Fully?	N/A	N/A	TBD - In the event the applicant attests to their Native American Indian heritage, individuals will need to provide documentation demonstrating their heritage. Documents may include an enrollment document issued by a federally recognized tribe or Certificate of Degree of Indian Blood (CDIB) from the Bureau of Indian Affairs.	MC - N/A Covered California – No	MC - N/A Covered California – No

Date Element #	Associated Requirement	Entity (Individual /Household)	Element to be verified	Self-Attestable For APTC/CSR?	Self-Attestable For Medi-Cal?	Primary Verification Process Flow	Alternative Verification Process Flow	Exchange Inconsistency Process (Paper Verification Requirements)	Re-verify item at App, Re-App, Renewal	Re-verify Item at the Periodic Verification Process
20		Individual	Employer Sponsored Insurance (ESI)	Fully?	Fully?	N/A	N/A	TBD - Documentation from the employer (signed on company letterhead) indicating that the individual is not eligible and/or enrolled in employer sponsored insurance (ESI). The document must include a "true correct and best to my knowledge statement," must be dated, and signed by the employer or the employer delegate.	MC – No Covered California – Yes	MC - No Covered California – Yes

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5. Action Items

#	ReqPro ID	Date Opened	Due Date	Assigned To	Action Item	Resolution	Status	Impact
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#	ReqPro ID	Date Opened	Due Date	Assigned To	Action Item	Resolution	Status	Impact
	AI1100	12/07/2012	1/11/2013	Raymond Martin	<p>Unclear how batch verification will be leveraged in the overall process flow for eligibility. Types of questions that need to be addressed:</p> <ol style="list-style-type: none"> 1. If data is planned to be verified through batch, do we still request manual verification from the user? 2. If batch verification is required does the user still get notified that their eligibility is conditional on final verification? <p>Coordination of NOAs to user must be considered so that the consumer does</p>	All subsequent verification will become administrative verification.	Closed	

#	ReqPro ID	Date Opened	Due Date	Assigned To	Action Item	Resolution	Status	Impact
	A11093	12/07/2012	1/11/2013	Darryl Lewis	Can Covered California programs still issue eligibility if SSA says an SSN is invalid? All subsequent verification calls are based on SSN, so there is a high probability that all other verifications calls will fail	For APTC/CSR always issue conditional eligibility	Closed	

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#	ReqPro ID	Date Opened	Due Date	Assigned To	Action Item	Resolution	Status	Impact
	A11094	12/07/2012	1/11/2013	Maria Delk	<p>For Medi-Cal, if SSN cannot be verified, then income cannot be verified through DSH. The current direction is income is the <u>only</u> reason verification failure that will result in no determination. If that is true, eligibility could not be given in a situation where SSN cannot be verified (because of the dependency between the two elements).</p> <p>If the SSN is not verified do we want to still call alternative income verification using an unverified SSN?</p>	<p>For Medi-Cal –</p> <p>Application will be pended.</p> <p>Administrative verification will be done.</p>	Closed	

#	ReqPro ID	Date Opened	Due Date	Assigned To	Action Item	Resolution	Status	Impact
	AI1095	12/07/2012	1/18/2013	Darryl Lewis	Can APTC use current monthly income as an alternative verification for annual income?	Yes, if factors are same in conversion based on frequency (Medi-Cal income factoring)	Closed	
	AI1096	12/07/2012	1/18/2013	Darryl Lewis	What active MEC programs CalHEERS / MEDS would disqualify for APTC (SHOP/ Medi-Cal)? How do we use the dates of coverage to effective disqualify coverage.	<p>Applicant can be covered but their dependents may not be covered under SHOP.</p> <p>Any full-scope M/C program without a share of cost, without a termination date or with a termination date, then if otherwise eligible, eligible the first of the month following termination.</p> <p>Resolution with assumption that M/C with a Share of Cost is not MEC.</p>	Closed	Impacts detail design.
	AI1097	12/18/2012	1/18/2013	Maria Delk	We have received Aid codes with full and restricted list (Karen email) but we need the 2014 version of all Medi-Cal Aid codes with full and restricted list.	Closing action item. Duplicate of action item 404. Action item 404 was reopened once DHCS began expanding the aid code list. Full aid code list will be associated to 404.	Closed	

#	ReqPro ID	Date Opened	Due Date	Assigned To	Action Item	Resolution	Status	Impact
	AI1098	12/18/2012	1/11/2013	Lorenza Pennington	<p>How is application verification process triggered for IEVS Applicant from MEDS?</p> <p>What data needs to be sent to MEDS to initiate the process?</p> <p>What MEDS transaction contains the trigger for IEVS Applicant verification process? AP18?</p>	Currently IEVS will not be used for alternative verification. Decision items AI1111 and AI1112	Closed	

#	ReqPro ID	Date Opened	Due Date	Assigned To	Action Item	Resolution	Status	Impact
	A11105	12/18/2012	1/18/2013	Srikanth Koppisetty	Citizenship and lawful presence check should be moved before the Person details check in Eligibility determination flow, because SSN is not required for lawful presence check.	12/19/2012 – Update process flow diagram for eligibility flow and added re-verification/renew flow.	Closed	

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#	ReqPro ID	Date Opened	Due Date	Assigned To	Action Item	Resolution	Status	Impact
	AI1099	12/21/2012	1/11/2013	Raymond Martin	DHCS and covered California needs to take Identify proofing at account creating (including Adults and children who do not have credit history and also valid people who are not authenticated) to legal to find out, if there is no identity, how application proofing will handle such applicant.	Update: Raymond 1/9 - Requires escalation to understand the scope and requirements around how an identity proofing service would be used. Identity proofing will be in scope and the flow will be detailed by the security account creation detail design.	Closed	

#	ReqPro ID	Date Opened	Due Date	Assigned To	Action Item	Resolution	Status	Impact
	AI1101	12/21/2012	1/18/2013	Maria Delk / Darryl Lewis	<p>If lawful presence verification results are not one of the valid responses code returned from DHS.</p> <p>Does a message need to be displayed to applicant that lawful presence is not verified and case has been opened with DHS?</p> <p>If the applicant has valid documentation, can this be used in an admin verification prior to the DHS case being resolved?</p>	<p>Message should be displayed on ED page.</p> <p>No. Based on DHCS / MC current state policy, and legal interpretation from Exchange Counsel, we do not have to message the user that a case has been opened with Dept. Homeland Security.</p> <p>Decision has no impact to current design.</p>	Closed	Impact for phase 2 verification plan.

#	ReqPro ID	Date Opened	Due Date	Assigned To	Action Item	Resolution	Status	Impact
	AI1106	12/21/2012	1/1/2013	James Kane	Can CalHEERS exchange information G845 with DHS electronically, do we have MOA?	CalHEERS will use FDSH web service "VLP Send Docs Electronically" that has the following description: "Send electronic copies of the individual's immigration documents, attached to the G-845 form, to DHS."	Closed	
	AI1107	12/21/2012	1/18/2013	Darryl Lewis	Will IEVS be required for program integrity for Medi-Cal and APTC in 2014?	Currently IEVS will not be used for alternative verification. Decision items AI1111 and AI1112.	Closed	
	AI1108	12/28/2012	1/18/2013	Srikanth Koppisetty	Do we have to do lawful presence and residency check for re-verification / renewal process?	We are doing Residency check and Lawful presence for re-verification / renewal process. We are not doing Lawful presence check for Periodic verification.	Closed	

#	ReqPro ID	Date Opened	Due Date	Assigned To	Action Item	Resolution	Status	Impact
	AI1109	12/28/2012	1/18/2013	Darryl Lewis	For re-verification / renewal process, do we have to trigger minimum essential coverage verification process via DSH?	Yes, we trigger MEC check	Closed	
	AI1104	12/28/2012	1/18/2013	Raymond Martin	For SHOP Eligibility determination flow, if user tries to enter information and it is not valid after 3 times, what should be the status of application. Is it Conditional eligibility or Pended eligibility?	Follow up required with SHOP to understand fully their verification requirements. This question may be obsolete. Raymond following up with Mary Ogden. SHOP is not part of verification plan.	Closed	

#	ReqPro ID	Date Opened	Due Date	Assigned To	Action Item	Resolution	Status	Impact
	AI1103	12/31/2012	1/11/2013	Darryl Lewis	What does Covered California want to do with dead received match for APTC?	Conditional Eligible. Covered California has no pending apps.	Closed	
	AI1102	12/31/2012	1/11/2013	Maria Delk	<p>What does DHCS want to do with death indicator received match from DSH for periodic verification?</p> <p>When CalHEERS receives the periodic death file from the Feds and someone who is enrolled in Medi-Cal is now deceased. What action should CalHEERS take automatically or manually?</p>	<p>SSA Death Record Match for applicant during initial application.</p> <p>Medi-Cal: Determination is pending due to data discrepancy. Applicant cannot be made eligible until the data discrepancy is resolved at SSA</p> <p>APTC/CSR: Determination is made and eligibility can be granted as conditional. The determination cannot be made eligible without condition until the data discrepancy is resolved at SSA. Admin can extend the period of conditional eligibility if the person has good cause why the discrepancy could not be resolved.</p>	Closed	

#	ReqPro ID	Date Opened	Due Date	Assigned To	Action Item	Resolution	Status	Impact
	AI1214	01/21/2013	01/25/2013		<p>What does APTC want to do with death flag indicator from DSH for all the application enrolled in APTC?</p> <p>When CalHEERS receives the periodic death file from the Feds and someone who is enrolled in APTC is now deceased. What action should CalHEERS take automatically or manually?</p>	<p><u>PERIODIC VERIFICATION (NON-FINANCIAL)</u></p> <p>In the situation below (death) we would:</p> <p>1) Automatically:</p> <ul style="list-style-type: none"> a. Send notification of change of circumstance b. Give them 30 days to respond to change: <ul style="list-style-type: none"> i. If public responds: <ul style="list-style-type: none"> 1. And agrees: re-determine household eligibility 2. And disagrees: validate response/information received from public (receives 90 day inconsistency period to resolve) ii. If public doesn't respond: <ul style="list-style-type: none"> 1. Re-determine eligibility based on known information 2. Notify public of change 	Closed	

#	ReqPro ID	Date Opened	Due Date	Assigned To	Action Item	Resolution	Status	Impact
	AI1110	12/31/2012	1/18/2013	Darryl Lewis	When bypass flag is set to true (ignore death in DSH but alive in CalHEERS records), do we keep sending notification to service representative? Once a year notification? Is there any frequency for this?	<p>SSA Death Record Match for applicant during initial application.</p> <p>Medi-Cal: Determination is pended due to data discrepancy. Applicant cannot be made eligible until the data discrepancy is resolved at SSA</p> <p>APTC/CSR: Determination is made and eligibility can be granted as conditional. The determination cannot be made eligible without condition until the data discrepancy is resolved at SSA. Admin can extend the period of conditional eligibility if the person has good cause why the discrepancy could not be resolved.</p>	Closed	Impacts for phase 2 verification plan.
	AI1092	01/08/2013	1/11/2013	Vijay Kumar Kanapala	Are "US nationals" going to be verified through either existing SSA or lawful presence services?	No DSH documentation mentions "US National". Our assumption is that DSH will not differentiate between US nationals and citizens.	Closed	

#	ReqPro ID	Date Opened	Due Date	Assigned To	Action Item	Resolution	Status	Impact
	AI1273	1/31/2013	2/8/2013	Karen Roach	What is the current SAWS process for resolving discrepancy with SSA death match indicator	Consumer has to work with SSA to resolve the inconsistency. The data cannot be sight verified	Closed	
	AI1274	1/31/2013	2/8/2013	Darryl Lewis	APTC - If age is not verified within the timeframe, do we discontinue eligibility or sent notification to queue for manual verification	If an applicant does not provide the required supporting documents or there are inconsistencies that relate to age determination, Covered California (CC) must provide the applicant with a 90-day period, in accordance with section 155.315(f), to resolve the inconsistency. If after the 90-day period an applicant's age is still not verified, CC must provide an exception, on a case-by-case basis, to accept an applicant's attestation as to the information which cannot otherwise be verified along with an explanation of circumstances as to why the applicant does not have documentation. CC does not discontinue the applicant's eligibility.	Closed	

#	ReqPro ID	Date Opened	Due Date	Assigned To	Action Item	Resolution	Status	Impact
	AI1275	1/31/2013	2/8/2013	Darryl Lewis	If applicant does not submit all the required supporting documents, is 90 days is hard stop or applicant gets reminder to submit documents?	<p>If an applicant does not provide the required supporting documents or there are inconsistencies that relate to citizenship/immigration status, CC must still provide the applicant with a 90-day period to resolve the inconsistency. This period can be extended if the applicant shows that they have made a good faith effort to obtain the required documentation during the period. Additionally, CC must still allow the applicant to enroll in a QHP and even to receive APTC/CSR during the inconsistency period, provided that they attest to CC that they understand that any APTC paid on their behalf are subject to reconciliation at the end of the benefit year. The only exception is that if after this 90-day period, they are still unable to resolve the inconsistency regarding their citizenship/immigration status, CC <u>cannot</u> accept their attestation and must disenrollment them and discontinue their benefits (unless we give them a good faith period).</p> <p>Also, in the case of an inconsistency related to citizenship/immigration status, the 90-day inconsistency period starts from the date on which the notice of inconsistency <u>received</u>, which means 5 days after the date on the notice (or 95 days from the date the notice was sent), as opposed to 90 days from the date on which the notice was sent to the applicant, which is the case for the rest of the inconsistencies.</p>	Closed	

#	ReqPro ID	Date Opened	Due Date	Assigned To	Action Item	Resolution	Status	Impact
	AI1276	1/31/2013	2/8/2013	Maria Delk	Need to look CDCR realignment process and find out process to deal with incarceration status	Alignment applies to female inmates only, who are supervised by parole agent. State source only. Pend and send to SAWS. Applicant will not be eligible and application will be pended and it will go through paper administrative process and SAWS will manage this application.	Closed	
	AI1277	1/31/2013	2/8/2013	Maria Delk and Darryl Lewis	Confirm administrative verification process - When SSN cannot be verified via electronic verification process. Can a SCR or SAWS worker can manually site verify and rerun the eligibility without electronic verification.	Consumer has to work with SSA to resolve the inconsistency. The data cannot be sight verified	Closed	

#	ReqPro ID	Date Opened	Due Date	Assigned To	Action Item	Resolution	Status	Impact
	AI1278	1/31/2013	2/8/2013	Maria Delk and Darryl Lewis	If a change is reported that affects eligibility, do we verify changed element or verify all element	Only verify those items of change that affect eligibility. Note: For self-reported changes of income see §435.916(d) and follow the requirements of §435.952 which leads us to §435.948 to verify financial information.	Open	

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#	ReqPro ID	Date Opened	Due Date	Assigned To	Action Item	Resolution	Status	Impact
					<p>What documents are allowed as verification evidence in the case where admin verification is required?</p> <p>What is the process for termination of eligibility / enrollment when data is not verified before the end of the reasonable period for resolution of verification discrepancies? Is there an automatic discontinuance in this case?</p>			
	AI1315	2/8/2013	2/14/2013	Darryl Lewis		All documentation requested provided by DHCS and Covered California on 02/27/13.	Closed	

#	ReqPro ID	Date Opened	Due Date	Assigned To	Action Item	Resolution	Status	Impact
					<p>What documents are allowed as verification evidence in the case where admin verification is required?</p> <p>What is the process for termination of eligibility / enrollment when data is not verified before the end of the reasonable period for resolution of verification discrepancies? Is there an automatic discontinuance in this case?</p>			
	AI1316	2/8/2013	2/14/2013	Maria Delk		All documentation requested provided by DHCS and Covered California on 02/27/13.	Closed	

6. Decision Items

#	ReqPro ID	Date	Decision Item
1.	AI1111	12/18/2012	Applicant IEVS is determined not suitable as an alternative source for electronic verification because of timeliness, ability to access based on CMS verification template (section B-1 use of Electronic data sources). Application IEVS is valuable for program integrity measures.
2.	AI1112	12/18/2012	Recipient IEVS is determined not suitable as an alternative source for electronic verification because of timeliness, ability to access based on CMS verification template (section B-1 use of Electronic data sources). Recipient IEVS is valuable for program integrity measures. We need further discussion future (post 2014) interfaces with recipient IEVS and use of it as alternative electronic verification.
3.	AI1113	01/04/2013	CalHEERS will not use MEDS SCI J-verified flag for SSA verification.

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Requirement #	Element Type	Verification Element	Allowable Verification documents (Document Name)	Can be site verified by SAWS? (Y/N)	Time to Submit Verification Documents	Action if not verified within time period	Additional processing	Exchange Inconsistency Process (Paper Verification Requirements)	Additional Comments
1	Individual	Deceased	N/A	No	MC - N/A	For Medi-Cal - Pended until verified		Based on resolution to action item 1102 and 1110, the exchange and SAWS will not be able to override the deceased verification record from SSA, instead the consumer has to resolve this with SSA.	Exchange Comment: No specific DSH verification for deceased; however SSA response to SSN verification may provide data regarding deceased SSN for an individual. Exchange Question: Is DPH data already stored in MEDS for existing CINs; or, will transaction have to be sent to DPH to obtain deceased data then data transmitted back to CalHEERS via MEDS alert?
2	BR8 MR18 OMR99	Individual	Age (Date of birth)	Yes	MC - inconsistency process and timeframe managed by SAWS	MC - Process Managed by SAWS		Examples may include paper verification that are copies of birth certificate, copy of state issued driver's license or ID, passport, letters from the Canadian Department of Indian Affairs, school records, or tribal I.D. card for federally recognized tribes etc.	Exchange Comment: Would SCI or MEDS File Clearance process provide information back to CalHEERS when DOB inconsistent on application reported? We believe that the MEDS File Clearance and/or SCI would not provide the known DOB back to CalHEERS. If we were to use MEDS as a tertiary data source, how would we consider using the DOB already know to MEDS and SCI to resolve inconsistency that may have been provided by the DSH. Can an automated process occur, rather than a manual look up process?
5	BR27 BR43 BR46 BR47 MR15 MR16 MR23	Individual	Citizenship	Yes	The applicant may receive full-scope Medi-Cal, if otherwise eligible, for 90 days while resolving discrepancies in citizenship. Exchange -Yes - 90 days Reasonable Opportunity Period (ROP) to resolve inconsistencies.	MC - Process Managed by SAWS Exchange - No terminal action if unverified Exchange - Citizenship linked to lawful presence		Examples of paper verification may include Birth/baptismal certificate issued on a reservation, tribal records, letters from the Canadian Department of Indian Affairs, school records, or tribal I.D. card for federally recognized tribes, Naturalization Certificate, Individual Fee Register Receipt (INS Form G-711) etc. Perhaps, also consider using data already known to MEDS such as data in the "CIT" data field based on information already collected through birth record transactions via MEDS.	

The following secondary evidence accompanied by an identity document:

- Acceptable identity documents:
 - o Driver's license issued by a state or territory
 - o School identification card

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Requirement #	Element Type	Verification Element	Allowable Verification documents (Document Name)	Can be site verified by SAWS? (Y/N)	Time to Submit Verification Documents	Action if not verified within time period	Additional processing	Exchange Inconsistency Process (Paper Verification Requirements)	Additional Comments
6	Individual	Immigration status	<ul style="list-style-type: none"> An alien lawfully admitted for permanent residence under the Immigration and Nationality Act (INA) <ul style="list-style-type: none"> INS form I-551 INS form I-94 with a current I-551 stamp on a foreign passport INS form I-94 with a stamp showing admission under 203(a)(7) of the INA INS from I-688B showing admission under 274a.12(a)(3) An alien granted conditional entry pursuant to Section 203(a)(7) of the INA <ul style="list-style-type: none"> INS form I-94 with a stamp showing admission under 203(a)(7) of the INA INS from I-688B showing admission under 274a.12(a)(3) An alien paroled into the U.S. under Section 212(d)(5) of the INA for at least one year <ul style="list-style-type: none"> INS form I-94 showing admission for at least one year under section 212(d)(5) Notice or court order from an Immigration Judge granting parole for at least one year An alien with the appropriate immigration status who (or whose child or parent) has been battered or subjected to extreme cruelty in the United States and there is a substantial connection between the battery or extreme cruelty and the need for benefits, and who no longer resides in the household of the batterer <ul style="list-style-type: none"> Approved INS form I-130 INS form 360 petition filed under the Violence Against Women Act (VAWA) INS form I-797 indicating filing of the I-360 petition An alien granted asylum under Section 208 of the INA <ul style="list-style-type: none"> INS form I-94 showing grant of asylum under Section 208 of the INA INS form I-688B under section 274a.12(a)(5) INS form I-776 with the code "05" Grant letter from the asylum office or the USCIS An order from an Immigration Judge granting asylum A refugee admitted to the U.S. under Section 207 of the INA <ul style="list-style-type: none"> INS form I-94 showing grant of asylum under Section 208 of the INA INS form I-688B under section 274a.12(a)(5) INS form I-776 with the code "05" 	Yes	<p>MC - The applicant may receive full-scope Medi-Cal, if otherwise eligible, for 90 days while resolving discrepancies in immigration status.</p> <p>Exchange -Yes - 90 days Reasonable Opportunity Period (ROP) to resolve inconsistencies.</p>	<p>For Medi-Cal - Process Managed by SAWS</p> <p>For Exchange - eligibility and enrollment will be terminated after ROP if Lawful presence remains unverified.</p>	SCR/EW can extend the reasonable opportunity period	<p>Examples of paper verification may include INS Form I-551 (Green Card) , Unexpired Temporary I-551 stamp in a foreign passport, INS Form I-94 (Arrival/Departure Record) (Must also submit INS Form I-551 if using this form) , INS Form I-688B (Employment Authorization Card), INS Form I-776 (Employment Authorization Document, Form I-130 (Proof that petition has been filed) , Proof that INS Form I-360 has been filed on behalf of a battered alien etc.</p> <p>Perhaps, also consider using data already known to MEDS such as data immigration status already known to MEDS that was previously verified through SAVE.</p>	
7	BR134 BR285 MR16 OMR159	Household	Household Composition (family size)	N/A	N/A	MC - N/A Exchange - N/A	N/A	<p>Example may be a written attestation, indicating that the information is true and correct to the best of their knowledge, dated and signed by the individual the applicant. Written attestation would identify all of the individuals in the household, relationship to the individual (e.g., spouse, child, etc.) and whether or not each individual will be claimed as a tax dependent.</p>	Exchange Comment: Need to confirm the type of data that will be returned from DSH. Will the data identify the number of tax dependents claimed in the tax year, which can then be used to verify the applicant's attestation. Accenture needs to confirm this.
8a		Individual	Exchange - Birth of Baby	<ul style="list-style-type: none"> Birth/Baptismal certificate Sworn statement from family members or friend(s) 	N/A	MC - N/A Exchange - N/A	N/A	N/A - accept attestation for birth of baby.	<p>Exchange Comment: While we will accept attestation that the individual recently gave birth (and no additional verification is required to determine if a recent birth occurred), eligibility business rules engine needs to be "re-run" to determine if new family household composition still qualifies current enrollees for coverage with additional members being added into the household.</p> <p>Need to re-verify income based on new household composition.</p>
8b		Individual	AIM - Birth of Baby	<ul style="list-style-type: none"> Birth/Baptismal certificate Sworn statement from family members or friend(s) 	N/A	MC - N/A Exchange - N/A	N/A	N/A - accept attestation for birth of baby.	<p>Exchange Comment: While we will accept attestation that the individual recently gave birth (and no additional verification is required to determine if a recent birth occurred), eligibility business rules engine needs to be "re-run" to determine if new family household composition still qualifies current enrollees for coverage with additional members being added into the household.</p> <p>Need to re-verify income based on new household composition.</p>

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Requirement #	Element Type	Verification Element	Allowable Verification documents (Document Name)	Can be site verified by SAWS? (Y/N)	Time to Submit Verification Documents	Action if not verified within time period	Additional processing	Exchange Inconsistency Process (Paper Verification Requirements)	Additional Comments
9	Individual	Marriage: Reported change in circumstances Exchange - Eligibility during Special Enrollment Period	N/A	N/A	MC - N/A Exchange - N/A	N/A		N/A - Accept attestation for marriage.	Exchange Comment: While we will accept attestation that the individual is newly married (and no additional verification is required to determine if the person is married), eligibility business rules engine needs to be "re-run" to determine if new family household composition still qualifies current enrollees for coverage with additional members being added into the household. Need to re-verify income based on new household composition.
10	Individual	Divorce: Reported change in circumstances	N/A	N/A	MC - N/A Exchange - N/A	N/A		N/A - Accept attestation for divorce.	Exchange Comment: While we will accept attestation of a divorce (and no additional verification is required), eligibility business rules engine needs to be "re-run" to determine if new family household composition still qualifies current enrollees for coverage with the reduction of family members in the household. Need to re-verify income based on new household composition.
11	Individual	Adoption: Reported change in circumstances Exchange - Eligibility during Special Enrollment Period	N/A	N/A	MC - N/A Exchange - N/A	N/A		N/A - Accept attestation for adoption.	Exchange Comment: While we will accept attestation that a child is newly adopted (and no additional verification is required), eligibility business rules engine needs to be "re-run" to determine if new family household composition still qualifies current enrollees for coverage with the reduction of family members in the household. Need to re-verify income based on new household composition.
12	BR23 BR44 BR126	Individual	Incarceration	MC - Release Papers Exchange - Release Papers	Yes	MC - 45 days for application (two contact rule applies) 30 days for renewal	MC - Process Managed by SAWS Exchange - No terminal action if unverified	Perhaps considering written attestation, indicating that individual is not incarcerated and that the information is true and correct to the best of their knowledge, dated and signed by the individual who was identified as being incarcerated, unless the individual is under the age of 18. Need to identify other types of paper verification requirements, such as release papers.	Exchange Comment - Will it take IEVS data 3 -5 days to provide the verification. Or, will the timing be more "real time?"
13	BR43 BR46 BR78 BR79 BR107 BR108 BR126 BR134 BR296 SR40 SR49 SR60 SR262 MR5 MR6 MR12 MR13 MR23 ORM159	Household	Annual Income	Earned Income • Pay stub (pay stub not required to have been issued within the last 30 days but must accurately reflect the amount reported on the application; see ACWDL 00-31 and Errata 00-31E). • Copy of last year's federal tax return that accurately reflects the current income • Signed letter from employer that displays the gross income, payment frequency, and date of paycheck • If verification cannot be obtained from one of the above methods applicant/beneficiary may sign a statement, under penalty of perjury, indicating his/her gross monthly earned income Unearned Income • Award letter or most recent cost-of-living increase notice • IEVS/PVS printout • Current bank statement if the applicant/beneficiary has direct deposit (Note: the income deposited may not reflect gross income if Medicare premiums are being deducted or any overpayment is being collected) • Copy of the current benefit check ((Note: the income deposited may not reflect gross income if Medicare premiums are being deducted or any overpayment is being collected) • Signed statement from the individual or organization providing the income • Copy of last year's federal tax return that accurately reflects current income • Gift income letter Net Profit from Self-Employment • Receipts displaying gross profit and expenses • Business records such as profit and loss statements • Copy of last year's federal tax return along with federal schedule C, D, E, or F as appropriate that accurately reflects current income Net Income from the Rental of Property • Lease or sales agreement	Yes	MC - 45 days for application (two contact rule applies) 30 days for renewal Exchange -Yes - 90 days Reasonable Opportunity Period (ROP) to resolve inconsistencies.	MC - Process Managed by SAWS Exchange - No terminal action if unverified	May consider accepting proof of income, such as pay check stub issued within last 45 days, employer statement, if self-employed a profit and loss statement, and award letters, etc.	Exchange Comments: DSH will have Title II benefit income information via SSA (monthly and annual amounts). IEVS also has SSA Title II income information too.

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Requirement #	Element Type	Verification Element	Allowable Verification documents (Document Name)	Can be site verified by SAWS? (Y/N)	Time to Submit Verification Documents	Action if not verified within time period	Additional processing	Exchange Inconsistency Process (Paper Verification Requirements)	Additional Comments
14	Household	Current Income	<p>Earned Income</p> <ul style="list-style-type: none"> Pay stub (pay stub not required to have been issued within the last 30 days but must accurately reflect the amount reported on the application; see ACWDL 00-31 and Errata 00-31E). Copy of last year's federal tax return that accurately reflects the current income Signed letter from employer that displays the gross income, payment frequency, and date of paycheck If verification cannot be obtained from one of the above methods applicant/beneficiary may sign a statement, under penalty of perjury, indicating his/her gross monthly earned income <p>Unearned Income</p> <ul style="list-style-type: none"> Award letter or most recent cost-of-living increase notice IEVS/PVS printout Current bank statement if the applicant/beneficiary has direct deposit (Note: the income deposited may not reflect gross income if Medicare premiums are being deducted or any overpayment is being collected) Copy of the current benefit check ((Note: the income deposited may not reflect gross income if Medicare premiums are being deducted or any overpayment is being collected) Signed statement from the individual or organization providing the income Copy of last year's federal tax return that accurately reflects current income Gift income letter <p>Net Profit from Self-Employment</p> <ul style="list-style-type: none"> Receipts displaying gross profit and expenses Business records such as profit and loss statements Copy of last year's federal tax return along with federal schedule C, D, E, or F as appropriate that accurately reflects current income <p>Net Income from the Rental of Property</p> <ul style="list-style-type: none"> Lease or sales agreement 	Yes	45 days for application (two contact rule applies) 30 days for renewal	MC - Process Managed by SAWS		May consider accepting proof of income, such as pay check stub issued within last 45 days, employer statement, if self-employed a profit and loss statement, and award letters, etc.	Exchange Comments: DSH will have Title II benefit income information via SSA (monthly and annual amounts). IEVS also has SSA Title II income information too.
16	Individual	Pregnancy - Exchange	<p>Required documents listed in the Medi-Cal Eligibility Procedures Manual, 4M - Verification documents match CHIP requirements.</p> <ul style="list-style-type: none"> Written statement from: <ul style="list-style-type: none"> Physician Physician's Assistant Certified Nurse Midwife Certified Nurse Practitioner Licensed midwife, or Designated medical or clinical personnel with access to patient's medical record <p>Note: Not required for minor consent services</p>	N/A	MC - N/A Exchange - N/A	N/A		N/A - Exchange will not calculate an unborn baby in the household composition, due to IRS rules.	Exchange Comments: Due to IRS rules and requirements, individuals who indicate that the are pregnant will continue to be counted as 1 individual regardless of them being pregnant. This is different compared to Medi-Cal rules, in a pregnant woman's unborn child is counted in the family size.
16	Individual	Pregnancy - AIM	N/A	N/A	AIM -Follow up required	N/A		N/A - Exchange will not calculate an unborn baby in the household composition, due to IRS rules.	Exchange Comments: Due to IRS rules and requirements, individuals who indicate that the are pregnant will continue to be counted as 1 individual regardless of them being pregnant. This is different compared to Medi-Cal rules, in a pregnant woman's unborn child is counted in the family size.
17	Individual	SSN	<ul style="list-style-type: none"> Valid social security card For non-valid or absent social security card, follow Security Administration procedures 	No	MC - 60 days	N/A		Perhaps consider accepting copy of SSN card or copy of passport.	Exchange Comments: Need to further discuss under what circumstances may MEDS "J-verified" SSN data may be used. Specifically, because "J-verified" SSN stored in MEDS indicate that the individual's SSN was previously verified via SSA. Should confirm with feds whether or not "J-verified" data may be used during the verification process as a secondary source, since the data derived from SSA.

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Requirement #	Element Type	Verification Element	Allowable Verification documents (Document Name)	Can be site verified by SAWS? (Y/N)	Time to Submit Verification Documents	Action if not verified within time period	Additional processing	Exchange Inconsistency Process (Paper Verification Requirements)	Additional Comments
18	Individual	SSN Waiver - All individuals applying for coverage - MAGI-Based Medi-Cal & Exchange Religious Objection		N/A	MC - 60 days Exchange -Yes - 90 days Reasonable Opportunity Period (ROP) to resolve inconsistencies.	MC - Process Managed by SAWS Exchange - Reasonable opportunity period can be extended.		Paper documentation may include proof of filing for a waiver with IRS, document from IRS indicating that the applicant submitted or was approved a SSN waiver, or statements from leaders of the recognized religious sector or division in which the document indicates that the individual is a part of their sector/division, is dated and signed by the leader.	
19	BR44 BR126 BR134 OMR159	Individual	State residency	Yes	45 days for application (two contact rule applies) 30 days for renewal Exchange : Self attestable	MC - Process Managed by SAWS Exchange - No terminal action if unverified		In the event the applicant attests to their California residence, however, DSH data provides information that refutes the attestation, the individual will be required to provide documents that demonstrate their California residency. Examples of documents may include, copy of a paycheck (?), utilities bill with the individual's name and CA address on it, or California issued Driver's License or ID card with a CA address.	
20	Individual	American Indian / Alaska Native	<ul style="list-style-type: none"> • Current California driver's license or identification card • Current and valid California vehicle registration form in the applicant's name • Evidence the applicant is employed in California • Evidence the applicant has registered with a public or private employment agency in California • Evidence that the applicant has enrolled his/her children in a California school • Evidence that the applicant is receiving public assistance in California • Voter registration form of receipt, voter notification card, or an abstract of Voter of registration • Current California utility bill in the applicant's name • Current California rent or mortgage receipt in the applicant's name. Rent receipts provided by a relative shall not be accepted, (CCR, Section 50320.1(a)(1)(A)). <p>Note: Current state residency verification procedures require that applicants must compete and sign the Medi-Cal Residence Declaration (MC 212) stating both of the following apply:</p> <ul style="list-style-type: none"> • they do not own or lease a principal residence outside the state of California (unless exempt under Title 22 CCR Section 50425), and • they are not receiving public assistance outside of this state 	Yes	90 days for Exchange	Exchange - No terminal action if unverified		In the event the applicant attests to their California residence, however, DSH data provides information that refutes the attestation, the individual will be required to provide documents that demonstrate their California residency. Examples of documents may include, copy of a paycheck (?), utilities bill with the individual's name and CA address on it, or California issued Driver's License or ID card with a CA address.	If information is received from DSH (PARIS) where the individual is aided in another state, a business flow will need to be developed to resolve inconsistency Exchange Comment - Requires further analysis by the Exchange. Additional clarification will be forthcoming. Need to confirm whether or not Native American Indian federal regulations also apply to Alaska Natives. In addition, need to determine whether or not documentation for one individual in the home can be used for all members of the household.
			<ul style="list-style-type: none"> • Proof of Ancestry Documents for Native American Indian's or Alaska Native's • Copy of Native American Indian or Alaska Native enrollment document from a federally recognized tribe, or o Certificate of Degree of Indian Blood (CDIB) from the Bureau of Indian Affairs, o Letter of Indian Heritage from a California Indian Health Service Clinic 	Yes	90 days for Exchange	Exchange - No terminal action if unverified		In the event the applicant attests to their Native American Indian heritage, individuals will need to provide documentation demonstrating their heritage. Documents may include an enrollment document issued by a federally recognized tribe or Certificate of Degree of Indian Blood (CDIB) from the Bureau of Indian Affairs.	