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TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY ADMINISTRATIVE OFFICERS
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS
ALL COUNTY PUBLIC HEALTH DIRECTORS
ALL COUNTY MENTAL HEALTH DIRECTORS
ALL CONSORTIA/SAWS PROJECT MANAGERS

Letter No: 19-20

SUBJECT: ELECTRONIC SAVE VERIFICATION PROCESS

Purpose

The purpose of this All County Welfare Directors Letter (ACWDL) is to provide counties and the Statewide Automated Welfare System (SAWS) with information about updates made to the electronic Systematic Alien Verification for Entitlements (SAVE) process initiated through the Medi-Cal Eligibility Data System (MEDS) to verify immigration status and the new data elements available in SAVE verification responses. The SAVE electronic verification process is used to verify immigration status when required for official purposes of a government agency which participates in the SAVE program.

The MEDS changes described in this letter are made in conjunction with implementation of SAVE version 37. SAVE version 37 will automate second level SAVE verifications, and will provide grant date and sponsorship information. Because the federal government no longer accepts third level SAVE verification requests by mail (except in extraordinary circumstances), the counties must use the SAVE website (<https://save.uscis.gov/web/vislogin.aspx>) to complete third level SAVE verification requests.

Background

Medi-Cal Eligibility Division Information Letter (MEDIL) 17-14 informed counties about implementation of the electronic SAVE verification process. MEDIL 17-14 provided that, when necessary, counties are to use the electronic SAVE verification process to complete second and third level verifications through the SAVE website (<https://save.uscis.gov/web/vislogin.aspx>).

MEDS Electronic SAVE Verification Process

MEDS will electronically submit a record to SAVE for first level verification of immigration status when a MEDS transaction does any of the following:

- Adds an alien number to a MEDS record,
- Changes an alien number on a MEDS records, or
- Changes a date of birth (DOB) on a MEDS record that has a previously verified alien number.

If the county requires a SAVE first level verification outside of these MEDS record actions, submit an AP22 transaction via the MEDS online SAVE screen.

As part of the effort to streamline the MEDS-based SAVE verification process, the Department of Health Care Services (DHCS) implemented the automation of electronic second level verification when the immigration status is not verified in the first level verification response from SAVE. When required, second level SAVE verification is submitted automatically. Within three to five federal working days, SAVE will return the second level verification response. The second level response is sent to the SAWS and county via MEDS.

When immigration status is not verified in the second level verification response from SAVE, counties will receive the message "Institute Third Level Verification" in the "EMPLOYMENT-ELIGIBILITY-MESSAGE" field on the SAVE response file. The SAVE response file provides the results of the requests for SAVE information to the participating agencies in an electronic format. The counties will need to use the SAVE website (<https://save.uscis.gov/web/vislogin.aspx>) to complete the third level verification.

SAVE Website Access

To access the SAVE website all users must have a username and password. SAVE Supervisor users are responsible for adding and deleting users, managing alerts, and overseeing users within their department. If you need assistance locating a SAVE Supervisor user in your county, send the request to SAVEAccess@dhcs.ca.gov. When adding new users, assign general users the role "View ISV Responses for all Users in the Department". Supervisor users must ensure that only authorized users have access to SAVE. For information on the requirements to determine who should be granted SAVE access and information on using the SAVE website, see the "SAVE Program Guide" and "SAVE User Reference Guide". Existing SAVE users can access the most recent "SAVE Program Guide" and "SAVE User Reference Guide" by logging into the

SAVE website and selecting the Resources tab from the Main Navigation Page. The guides can also be viewed here:

<https://save.uscis.gov/web/media/resourcescontents/saveprogramguide.pdf>.
<https://save.uscis.gov/web/media/resourcesContents/SAVEUserGuide.pdf>.

Utilizing the SAVE Website to Complete Third Level Verification

To initiate a third level verification, select “Initiate Case” from the Navigation Menu or the Quick Links section. The displayed prompt reads, “Has your case already gone through initial verification?” select “Yes” and enter the Case Verification Number. Upload documents and submit the third level verification request. When the third level SAVE verification is complete, the county must ensure that the beneficiary is in the correct aid code for their appropriate Medi-Cal eligibility. In addition, counties must follow current Medi-Cal policy and take whatever steps are necessary to ensure that the Citizen/Alien Indicator Code, the Alien Eligibility Code, and the Date of Entry or Grant Date (as appropriate) are correct in MEDS, reflecting the appropriate level of benefits and/or the correct immigration status coding in MEDS based on the SAVE verification response (when necessary).

SAVE Case Verification Number

The SAVE generated Case Verification Number is used to identify and search for verification cases in the SAVE system. The 15 digit Case Verification Number includes information about when the record was submitted for SAVE verification and consists of the following elements:

- Year (4 digits)
- Day (Julian Date 3 digits)
- Time (Hours 2 digits, Minutes 2 digits, Seconds 2 digits)
- Two alphanumeric characters at the end of the verification number.

For example, a SAVE request generated at 12:45:15 on January 15, 2019, with an alphanumeric identifier of “YC” would read as follows: “2019015124515YC”.

The new MEDS business process, effective March 27, 2019, is sending counties the last thirteen digits of the SAVE generated Case Verification Number in the “Verification Number” field on the first level and the second level SAVE verification response. This means that the first two digits of the case verification number (which denote the century) are omitted when the number is sent to the counties via MEDS, therefore counties will need to manually fill-in “20” for the first two digits on the SAVE website to complete the field.

For example, the “Verification Number” field on the first level and the second level SAVE verification response for a SAVE request generated at 12:45:15 on January 15, 2019, with an alphanumeric identifier of “YC” would read: “19015124515YC”. To enter the Case Verification Number on the SAVE website, enter “20” followed by the thirteen digits from the “Verification Number” field on the first level and the second level SAVE verification response provided to counties via the new MEDS business process.

Utilizing the SAVE Website to View Grant Date and Sponsorship Information.

To view grant date and sponsorship information, select “Search Case” from the Navigation Menu or the Quick Links section and enter the Case Verification Number. If the SAVE system has grant date or sponsorship information, it will be provided on the individual case results page.

Currently, the SAVE system is programmed to return sponsorship information that covers only the past 10 years. To access sponsorship information outside of the 10 year limit, a third level verification request must be submitted through the SAVE website. In the case verification comments field, include “Provide I-864 information” to indicate a request for sponsorship information outside of the 10 year limit. It is not necessary to upload a document to request sponsorship information outside of the 10 year limit.

If you have any questions, or if we can provide further information, please contact Jillian Davis, by phone at (916) 345-8172 or by email at Jillian.Davis@dhcs.ca.gov.

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