

**SVES SCHIP Citizenship and Identification Interface  
Implementation August 28, 2011  
Frequently Asked Questions (FAQs)**

	<b>Question</b>	<b>Answer</b>
1.	<b>Is this interface for Colorado born clients or is this nationwide?</b>	<b>The SSA database is a national database.</b>
2.	<b>Will citizenship and identity verified through this interface be acceptable for CHP+?</b>	<b>Yes, this interface is acceptable for all medical programs.</b>
3.	<b>Will the interface look at clients who are requesting FM?</b>	<b>Yes, if the client is requesting medical assistance and meets all of the selection criteria.</b>
4.	<b>If we have received Citizenship and Identity verification can we enter this information and process the case or do we need to wait for the interface?</b>	<b>No, do not wait to process the application. If verification has been received, please enter this information within CBMS and process as you normally would.</b>
5.	<b>Does this interface happen behind the scenes or is there a report that needs to be worked?</b>	<b>This interface is behind the scenes. The clients that are selected and included on the request file to SSA are based on the selection criteria. The response file received from SSA will determine what information is populated for each client.</b>
6.	<b>If the client has verified citizenship but not identity, will they be selected?</b>	<b>No, at this time the selection criteria does not include unacceptable identity verification. If the client has acceptable citizenship verification and unacceptable identity verification, they will not be selected.</b>
7.	<b>Is there any indicator that will tell us that the selection process has started?</b>	<b>No, there is not an indicator that will inform you that the client has been selected and included on the request file.</b>
8.	<b>If the selection process was not initiated correctly will we still get an alert?</b>	<b>No, an alert will only be generated when a response is received from SSA.</b>
9.	<b>When an SSN is entered for an individual, will the individual be selected?</b>	<b>Only if the individual meets all other selection criteria.</b>
10.	<b>Should workers enter the name on the application or the name on the SSN card?</b>	<b>Enter the name that the client has declared on the application.</b>
11.	<b>Will this interface look at previous citizenship records located in history?</b>	<b>No, the selection criteria is not based on past records.</b>
12.	<b>If we don't have individual caseload names, where will the alert be sent in order for it to be resolved?</b>	<b>The alert will be sent to the user ID assigned to the case.</b>
13.	<b>Do you have to run EDBC in order for the interface to happen?</b>	<b>No, EDBC is not required for the selection criteria.</b>
14.	<b>If the interface was unable to verify, how do we notify the client?</b>	<b>If you receive a verification code that indicates that citizenship could not be confirmed, a corresponding Notification</b>

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		Letter will need to be sent to the client to inform them that verification is still needed. This letter can be accessed within the View SVES SCHIP SSN Verification Date window.
15.	Will the interface record override existing acceptable verification such as passports, birth certificates, etc?	No, if citizenship verification is entered as received and the Acceptable Doc field = N, the verification will not be overridden. The Acceptable Doc and SSA Confirmation fields will be updated to reflect Y.
16.	What if SSA does not confirm and the client never responds?	If SSA is unable to confirm the client's citizenship, the client is still responsible for providing the missing verification as indicated on the Verification Checklist and Notification Letter. If the client does not provide by the Due Date on the Verification Checklist, CBMS will deny or discontinue the case appropriately.
17.	The Verification Checklist states 10 business days. When does the clock start since we are trying to verify through SSA?	There is no extension to the Due Date listed on Verification Checklist when the client is selected for this interface.
18.	Do financial programs accept these records for citizenship and identity requirements?	No, financial programs (FA, AF, CW) do not accept the SSA records for their citizenship and identity verification requirements.
19.	Is this interface going to help with the 15/16 year old clients that are pending for DRA?	Only if they are pending for both citizenship and identity verification.
20.	Can we search by Case Number in the new window?	Yes, you can search by Case Number.
21.	When we receive a verification code of C or D for indication of death, will CBMS discontinue due to death?	No, if a verification code is received that includes an indication of death; this information will not be posted to the Date of Death field within the Individual Demographics screen.
22.	Will the case comment indicate who the verification code was received for?	Yes, when a verification code is received, a system generated case comment will auto populate on an individual level.
23.	What is the correct wording for case comments on the verified records?	When a verification code is received that indicates that citizenship has been confirmed, a system generated case comment will auto populate.
24.	Are the notification letters available in	No, not at this time. This will be included

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	<b>Spanish?</b>	<b>in a future change request.</b>
<b>25.</b>	<b>Will the notification letter button be deactivated once we print the letter?</b>	<b>No, the button is not deactivated.</b>
<b>26.</b>	<b>Is the notification letters captured in print history?</b>	<b>Yes, once printed, they are recorded in the Search/View Printed Client Correspondence for the case.</b>
<b>27.</b>	<b>For notification letters B, C and D there is no due date attached for clients to return missing information. What is this due date?</b>	<b>The Due Date for the missing verification is included on the Verification Checklist.</b>
<b>28.</b>	<b>Can Medicaid be changed to Medical on the notification letters?</b>	<b>Yes, this will be included in a future change request.</b>
<b>29.</b>	<b>Do we need to send out a notification letter for verification code A?</b>	<b>No, this verification code indicated that citizenship has been confirmed.</b>
<b>30.</b>	<b>Is it possible to send out a combined letter for all household members within a case that were sent and response was received?</b>	<b>No, the verification code received will generate a corresponding notification letter. Responses for individuals within the same household could be received at different times.</b>
<b>31.</b>	<b>What will the Effective Begin Date (EBD) for the new SCHIP records be and how far will EDBC run back?</b>	<b>EBD date information is listed with the PowerPoint for this project under CBMS Posting.</b>
<b>32.</b>	<b>On new Medical applications, clients can request 3 months retro coverage. Will the interface record use the earlier EBD or application date?</b>	<b>For citizenship, the EBD on the Individual Demographics screen will not be updated. For Identity records, the EBD for that record will be the current system date and cannot be updated. This is a known issue and a help desk ticket will need to be submitted. This issue will be corrected in a future change request.</b>
<b>33.</b>	<b>What is the current system date?</b>	<b>The current system date is the date the record is posted. If the record is posted on 9/10/11, the EBD for the record will be 9/10/11.</b>
<b>34.</b>	<b>Why are the reports processed on the 8<sup>th</sup> of the month?</b>	<b>This date was chosen in order to decrease the chances of impacting system performance due to other reports that are run at the beginning of the month.</b>
<b>35.</b>	<b>Can the reports be saved in Excel format instead of PDF?</b>	<b>We will look into this. If it is possible, it will be included within a future change request.</b>
<b>36.</b>	<b>Can a daily report be generated?</b>	<b>We will look into this. If it is possible, it will be included within a future change</b>

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		<b>request.</b>
<b>37.</b>	<b>Is there a projected implementation date for Phase 2? Will there be training?</b>	<b>An implementation date for Phase 2 of this project has not been determined. Yes, there will be training delivered prior to implementation of this project.</b>
<b>38.</b>	<b>Has the SSA interface been implemented in other states? How successful has it been?</b>	<b>Since January 2010, more than 30 states have implemented an electronic interface with SSA. On average across those states, the data matches have yielded a 94% positive match rate.</b>