

**Medical Programs IEVS Wage Interface
Frequently Asked Questions (FAQs)**

	Question	Answer
1.	How should eligibility sites identify which individuals can be verified through IEVS and which individuals still need income documentation?	The Department assumes that all Colorado employers report employee’s income to the Colorado Department of Labor and Employment (CDLE). Eligibility sites can accept self-declaration of income if the individual supplies an SSN, is assumed to be working under that SSN, and their employer is within the State of Colorado. If individuals do not meet the criteria, they will need to provide income documentation.
2.	Can clients that have a SSN but are not working in the State of Colorado self-declare income? For example, clients may live in Colorado but work in Wyoming or Kansas.	<p>Some out of state employers report to CDLE which seems dependent upon how many Colorado individuals are employed. Most do not. The Department is currently researching this issue. If an individual self-declares income and is known to work for an out of state employer, the case should be pending for income documentation (1 reflective paystub is still acceptable or an employer letter). The Department will share the correct CBMS procedure for requesting the income documentation in the immediate future.</p> <p>A Help Desk ticket should be submitted for the case so the Department can track the impact of this issue. It is imperative that eligibility sites submit a ticket so that a system remedy can be prioritized. If Help Desk tickets are not submitted, the Department will be unable to justify the need for an automated system process for the issue.</p>
3.	What is the process for eligibility workers to follow when a client states they were a victim of identity theft?	<p>These individuals should be encouraged to follow-up with the authorities due to identity theft or the eligibility site should refer these cases for review according to their business practices (some counties refer these cases to their fraud units for investigation).</p> <p>Individuals that can submit documentation of identity theft (police report, etc.) should have the IEVS discrepancy removed from their case. IEVS discrepancies will continue</p>

Medical Programs IEVS Wage Interface Frequently Asked Questions (FAQs)

		<p>quarterly on cases until the issue is resolved. The Department encourages sites to flag these cases and remove the IEVS discrepancies quarterly but has not identified one specific business process. The Department encourages comments from eligibility sites and stakeholders on possible efficiencies or automated processes in these situations.</p>
4.	Will CBMS accept self-declared income for undocumented individuals or for SSNs that are not verified through the State Online Query (SOLQ)?	<p>CBMS will accept self-declared income for any individual that has provided a SSN regardless of their citizenship status. CBMS does not require the SSN to be verified through SOLQ for the purpose of accepting self-declared income.</p>
5.	How will self-declared income affect other programs (financial) when IEVS overrides the manually entered income?	<p>The IEVS wage income record is not overriding the manually entered income. Instead, it is creating a new income record and eligibility workers will see two separate income records. When the IEVS income record is posted, the financial programs ignore the income type of “Wage-CDLE.” The medical programs will use the new income type to determine eligibility.</p>
6.	If a client applies for Family Medical (FM) on an ongoing Food Assistance (FA) case, how will self-declaration of income affect FA?	<p>If a client applies for FM and they have an ongoing FA case, CBMS will accept the self-declared income for FM and will pend FA to obtain income verification.</p>
7.	If we have a case that is financial program only, will IEVS still interface?	<p>No, IEVS will not automatically interface and post an IEVS wage income record to a financial program only case.</p>
8.	With self-declared income, how do we pend a case if a client provides a SSN but does not provide the amount of the income?	<p>When a client provides their SSN but does not provide the amount of income, with the “Income Received Details” page enter the verification as “Received” and the sources as “Amount Unknown”. This will generate a verification checklist requesting verification.</p>
9.	If there is a mismatch on a SSN, can we ask for a copy of the SSN card to ensure data entry is correct?	<p>Yes, if there is questionable information, a copy of the SSN card may be requested to ensure data entry is correct.</p>

Medical Programs IEVS Wage Interface Frequently Asked Questions (FAQs)

10.	If the IEVS interface determines a discrepancy for clients and they are over income for Medicaid, does a recovery need to be generated? Is a fraud investigation required?	If a discrepancy is determined for a client and they are over income for Medicaid, recoveries and/or a fraud investigation should be initiated if it is the current business process for the eligibility site. The requirements for Medicaid claims and fraud investigation have not changed with this implementation.
11.	Do eligibility workers need to enter the employer's FEIN number within CBMS?	No, eligibility workers do not need to enter the employer's FEIN number within CBMS. This field will be populated by IEVS when a discrepancy is identified and an IEVS wage income record is posted.
12.	Will an IEVS discrepancy occur if a client was laid off from their employment?	An IEVS discrepancy may or may not occur if a client was laid off from their employment. This is dependent on the data entry of the effective begin and end dates within the Income Received Details page in CBMS. Please refer to the <i>CBMS Income and Eligibility Verification System (IEVS) Processing Guide</i> (found within the CBMS portal) for details on the criteria for the IEVS wage data match and calculation of the IEVS discrepancies.
13.	Will income from IEVS automatically end date when employment ends?	No, income from IEVS will not automatically end date when employment ends. Eligibility workers will need to enter the appropriate effective end date whenever employment ends.
14.	If an application is received on 8/15/2011 and processed on 8/30/2011, can IEVS be used to verify income if the SSN is provided?	No, IEVS cannot be used to verify income if the SSN is provided in this example. The reason for this is that the IEVS data match occurs up to six months after the income is inputted in CBMS. However, the client can self-declare income for the eligibility determination.
15.	If we have access to CDOLE, can we verify income through CDOLE instead of waiting for the IEVS wage interface?	No, if you have access to CDOLE you cannot verify income through CDOLE instead of waiting for the IEVS wage interface.
16.	Will unemployment income interface?	No, the unemployment information from the IEVS data match will not be interfaced into CBMS.
17.	Does IEVS match employer to employer?	No, IEVS does not match employer to employer. The IEVS wage data match is based on total earned income in CBMS

Medical Programs IEVS Wage Interface Frequently Asked Questions (FAQs)

		compared to the total earned income report to CDOLE. Please refer to the CBMS Income and Eligibility Verification System (IEVS) Processing Guide (found within the CBMS portal) for details on the criteria for the IEVS wage data match and calculation of the IEVS discrepancies.
18.	What happens if there are multiple employers and IEVS only creates one employer record? How will the income be calculated for the medical program?	If there are multiple employers in CBMS and the IEVS interface posts only one IEVS wage employer, the medical program will determine eligibility based on the IEVS wage employer.
19.	If another quarter IEVS income is posted, will it end the previous quarter's income?	Yes, if there is another IEVS discrepancy identified in another quarter, the previous quarter's income will be end dated by the IEVS wage interface. The effective end date will be populated within the Income Received Details page and a new record will be created for the new quarter.
20.	Can the IEVS income record be highlighted or shaded a different color so eligibility workers know which one is the IEVS record? Some manual records are also entered in all upper case.	No, the IEVS income record cannot be highlighted or shaded a different color at this time. All of the IEVS income records will be posted with the new source values of "Wage-CDLE Interface," "Wage-CDLE," and "CDLE." These will be indicators that the record was created through the IEVS interface.
21.	If a client does not agree to the IEVS income data used to determine eligibility, does the individual need to file an appeal in writing?	If a client does not agree with the IEVS wage income data, they do not need to file an appeal in writing. Clients may dispute verbally or in writing. Upon disputing, they must provide full month's pay stubs for all three months of the quarter in question as well as the pay stubs for the current income. An employer letter may also be used in lieu of pay stubs.
22.	What is the time limit for a client to dispute an IEVS discrepancy?	There is no time limit for a client to dispute an IEVS discrepancy. If the client remains active, they may dispute at any time. If the client's case is closed, they are provided the appeals timeframe of 30 days.
23.	If the income increases which causes clients to be denied for FM and considered for CHP+, will special action occur automatically?	Yes, if the income increases and the clients are denied for FM due to over income, special action will automatically add CHP+ to the case and determine CHP+ eligibility.

Medical Programs IEVS Wage Interface Frequently Asked Questions (FAQs)

24.	What is the user ID that will be displayed within the history page when a record is posted by IEVS?	The user ID that will be displayed within the history page when an IEVS wage record is posted is “IND183B”.
25.	Once there is an IEVS income record in CBMS, should eligibility workers enter all pay stubs clients provide into CBMS?	Yes, all pay stubs provided by clients should be entered into CBMS.
26.	If a new financial HPLG is added to the medical case, will another record for the same employer need to be added if only the IEVS income record is posted?	Yes, if a new financial HPLG is added to a medical case, another record for the same employer will need to be added if only the IEVS wage income record is posted. This is due to the financial HPLGs ignoring the IEVS wage income record.
27.	Will individuals who are in the home but not requesting assistance receive IEVS discrepancies?	Yes, it is possible that individuals who are in the home but not requesting assistance will receive an IEVS discrepancy. Although they are not requesting assistance, it is possible that their information is needed to determine eligibility for another member in the household.
28.	Will this interface occur for ancillary members? How should we be entering ancillary members so that their wages are not posted?	Ancillary members are not included within the IEVS wage data match. Please continue to follow established processes when entering data for ancillary members.
29.	Will the IEVS interface post income for clients on a guaranteed FM program?	Yes, the IEVS wage interface will post income for clients on a guaranteed FM program. However, CBMS will not use this information to determine eligibility for the client until after the end of their guaranteed period.
30.	Will this change cause cases to run back and impact financial programs?	Yes, this change will cause cases to run back. However, financial programs will not be negatively impacted. For Food Assistance, the FA use month will determine if and when the income is to be used for the clients.
31.	Where will the alert be sent if there is a team caseload?	Each caseload, whether or not a team, has a Primary Worker assigned. The alert will be sent to the Primary Worker.
32.	Will IEVS post to case comments?	No, the IEVS interface will not post case comments. An alert will be generated and reports are available to review the income records posted by the IEVS interface.
33.	Is the speed letter going to be available in Spanish and will it being available in the queue?	The IEVS speed letter is currently being translated and will be available in Spanish. Once implemented, this letter will be available in the print queue.

**Medical Programs IEVS Wage Interface
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34.	Will online help (Shift+F1) be updated to incorporate the IEVS wage record?	Yes, online help will be updated. A request has been made to update the Online Help for the Employment History, the Income Details, and Income Received Details pages.
35.	Will the <i>Navigating Effective Begin and End Dates (for CBMS Web)</i> document be updated to include information on end dating IEVS wage record?	Yes, the <i>Navigating Effective Begin and End Dates (for CBMS Web)</i> document will be updated to include information on end dating IEVS wage record. A request has been made to update the document.