

**G-100 Verification Standards****G-110 Verification Requirements****G-100 Verification Standards**

---

MS Manual 01/01/14

Arkansas Act 1265 requires that the agency conduct electronic data matches first through the Federal sources and then through State sources if unable to obtain the required verification needed to determine eligibility for Medicaid through the Federal source. However, additional verification sources may be used if there is a discrepancy between the information provided by the individual and the electronic data source or the information can't be verified through the data matches.

**G-110 Verification Requirements**

MS Manual 01/01/14

Certain eligibility factors must be verified either through electronic sources or by the individual. See below which eligibility factors require verification and which factors do not require verification.

**G-111 Eligibility Factors That Require Verification**

MS Manual 07/06/15

The following must be verified when determining eligibility for Medicaid:

- Social Security Number (SSN)
- Citizenship
- Alien Status
- Income
- Age/Date of Birth
- Disability (when required)
- Resources (For categories that require a resource test refer to [MS E-110](#)).



**NOTE:** When citizenship cannot be verified via the electronic sources, the applicant will be notified to provide verification of citizenship and identity. Refer to [MS G-133](#).

Refer to sections below for specific information regarding verification of the above eligibility factors.

**G-100 Verification Standards**

**G-112 Eligibility Factors That Do Not Require Verification**

**G-112 Eligibility Factors That Do Not Require Verification**

MS Manual 01/01/14

The following eligibility criteria do not require verification unless questionable:

- Residency
- Pregnancy
- Household Composition

**G-113 Verification Sources**

MS Manual 11/18/15

The primary source of verification is through electronic sources such as the Federal Data Services Hub (FDSH) and the Arkansas verification database, ARFinds. The FDSH is only available to the Family and Individuals Group.

The FDSH is a verification source that enables immediate access to multiple data bases via a single electronic transaction. Information provided by the individual will be verified through the federal data services by the following federal agencies:

- Social Security Administration (SSA) – Citizenship
- Internal Revenue Service (IRS) – Income (Most recent Federal tax return information)
- Department of Homeland Security (DHS) – Immigration status
- TALX (The Work Number) – Employment and income data from the employer.

The Arkansas verification database, ARFinds, is a multiple source database directly integrated with the eligibility system. It eliminates the need to access multiple screens. Information provided by ARFinds includes:

- SOLQ - Inquiry of SSA information
- WESD (Workforce and Employment Security Data) – Wage history and unemployment insurance benefits
- OCSE (Office of Child Support Enforcement) – Child support
- Vital Records – Births, deaths, marriages, and divorces
- DMV (Department of Motor Vehicle).

Other sources of verification include:

- Paper Documentation provided by the individual

**G-100 Verification Standards****G-114 Reasonable Opportunity for Providing Verification**

- ✓ Check Stubs
  - ✓ Employer Statements
  - ✓ Bank Statements
  - ✓ Collateral Statements
  - ✓ Legal Documents (guardianship court order, etc.)
- SNAP – verified information in the individual’s SNAP record.
  - TEA – verified information in the individual’s TEA case record.

**G-114 Reasonable Opportunity for Providing Verification**

MS Manual 01/01/14

Verification must first occur through electronic sources. If unable to obtain verification through electronic sources, verification will be required from the client and a 10 day notice will be sent requesting the required verification. Additional time to provide the verification will be allowed if requested. Information that is not necessary to determine eligibility will not be requested.

**G-115 Self Declaration**

MS Manual 01/30/15

For the Medicare Savings Program (MSP), self-declaration will be accepted for all eligibility requirements with the exception of alien status of non-citizens. Alien status must always be verified. If the declared income and resources are within the allowable amounts for the program, the client’s declaration will be accepted. The caseworker, will however, view SOLQ on all applicants to confirm the accuracy of the gross benefits, Medicare claim number, and Medicare Part-A entitlement. If the applicant declares resources, the value of which would make him/her ineligible, and the caseworker cannot determine if the resource is countable (such as a life insurance policy or burial plan), the caseworker should then contact the applicant to determine if the resource is countable. The client’s statement of the type of resource and the resource value will be accepted and documented. If it cannot be determined through contact with the client that the resource is countable, the client must be given the opportunity to provide a copy of the resource document.

**G-120 Verifying the Social Security Number**

MS Manual 01/01/14

The SSN will be verified via the Federal Data Services Hub (FDSH) or through the SSN enumeration process for all individuals that have been entered into the eligibility system. If all

**G-100 Verification Standards**

**G-130 Verifying Citizenship**

match data agrees with SSA records, the system will be updated to reflect that the SSN has been verified.

If a mismatch occurs, an SSN mismatch report will be generated to the county office and the procedures in [Appendix C](#) will be followed to resolve the mismatch.

**G-130 Verifying Citizenship**

MS Manual 01/01/14

Federal Law and Regulations require that citizenship must be verified for all Medicaid recipients declaring to be citizens or nationals of the United States.

**Exceptions to the verification requirement**

Citizenship verification is not required for the following:

- a. Individuals entitled to or enrolled in Medicare.
- b. Individuals in receipt of SSI payments.
- c. Individuals receiving SSDI benefits based on disability
- d. Children who are in foster care
- e. Children who are recipients of foster care maintenance or adoption assistance payments under Title IV-E.

**G-131 Methods of Citizenship Verification**

MS Manual 07/06/15

**Families and Individuals Group**

Verification of citizenship will occur through the Federal Data Services Hub (FDSH). If citizenship cannot be validated through the FDSH, the agency will conduct an electronic data match directly with Social Security Administration (SSA) or by obtaining acceptable documentation from the individual.

**AABD and Other Groups**

Verification of citizenship will occur directly through the SSA State Verification and Exchange System (SVES). The individual's name, Social Security Number (SSN) and date of birth (DOB) will be compared to the SSA master file. (Refer to [Appendix C](#)).

## G-100 Verification Standards

## G-132 Reasonable Opportunity for Verifying Citizenship



**NOTE:** Citizenship verified through the FDSH or SVES also verifies identity.

**G-132 Reasonable Opportunity for Verifying Citizenship**

MS Manual 01/01/14

When citizenship cannot be verified through an electronic source or SVES, the agency will provide the applicant a “90-day reasonable opportunity period” to provide the necessary documents to verify citizenship. (Refer to [Appendix C](#)).

Situations that may trigger the reasonable opportunity period:

- The individual is unable to provide a SSN, needed for electronic verification with SSA;
- Either the federal data services hub or SSA or DHS databases are temporarily down for maintenance or otherwise unavailable, thereby delaying electronic verification;
- There is an inconsistency between the data available from an electronic source and the individual’s declaration of citizenship which the agency must attempt to resolve, including by identifying typographical or clerical errors; or
- Electronic verification is unsuccessful, even after agency efforts to resolve any inconsistencies, and additional information, including documentation is needed.

A notice will be sent to the applicant advising that verification of citizenship must be provided within 90 days. The due date must be included on the notice. The reasonable opportunity begins on the date the notice is received by the individual. The date the notice is received is considered to be five (5) days from the date on the notice (day one is the date of the notice).

Eligibility for Medicaid will begin on the same date the reasonable opportunity period begins.



**NOTE:** If the individual clearly shows that the notice was not received on the 5<sup>th</sup> day, the 90 days will start from the date the notice was actually received.

If the needed verification for an individual is not provided within the reasonable opportunity period, then benefits for that individual will be terminated. Timely and adequate notice must be provided. Other eligible members for whom citizenship is verified will remain eligible.

When the recipient tries in good faith to present satisfactory documentation, but is unable to obtain the necessary documents and needs assistance (e.g. homeless, mentally impaired, or

**G-100 Verification Standards****G-133 Acceptable Documents for Proof of Citizenship**

physically incapacitated), and lacks someone who can act on their behalf, the caseworker should assist the recipient with obtaining the documentation of U.S. citizenship.

**G-133 Acceptable Documents for Proof of Citizenship**

MS Manual 07/06/15

When citizenship cannot be verified via the electronic sources, the applicant will be notified to provide verification. If the documents provided by the applicant are in the secondary or lower level of verification used to verify citizenship, identity must be verified also. Refer to [Appendix C](#) for acceptable documents for proof of citizenship and identity.

**G-134 Subsequent Citizenship Verification**

MS Manual 01/01/14

Once an individual's citizenship is documented and recorded, any subsequent changes in eligibility should not require repeating the documentation of citizenship. If an individual's Medicaid case is closed and he later reapplies, the worker will not need to request additional verification as long as proper documentation has been retained in the case file or narrated properly in the electronic record. However, if one of the two exceptions below occurs, the individual's citizenship must be verified again.

1. If later evidence raises a question of a person's citizenship or identity; or,
2. If there is a gap of more than 5 years since the Medicaid case was closed and the verification had been previously destroyed.

**G-140 Alien Status Verification Requirements**

MS Manual 02/01/17

For the Families and Individuals group, verification will first occur through the FDSH. For other groups, alien status will be verified through SAVE (Systematic Alien Verification for Entitlement). If verification cannot be completed through these processes, refer to [MS Appendix C](#).

In order to obtain verification from SAVE, the alien must provide documentation of alien status. In addition to providing alien documentation, all aliens must provide verification of their identity. If the documentation provided does not contain a photograph, another form of identification must be obtained.

# G-100 Verification Standards

## G-140 Alien Status Verification Requirements

If the alien does not have any documentation, refer him/her to the Immigration and Naturalization Service (INS) to obtain proof of status. Provide the individual with a 90-day written notice requesting the documentation and extend notice if additional time is needed. The INS National Customer Service Center phone number is 1-800-375-5283. The customer service center will answer all questions and schedule appointments for the INS field offices. The INS field office addresses and the Arkansas counties serviced by each office are listed below:

The Fort Smith field office is located at 4977 Old Greenwood Road, Fort Smith, AR 72903. This office services the following counties in Arkansas:

Ashley	Baxter	Benton	Boone
Bradley	Calhoun	Carroll	Clark
Columbia	Crawford	Franklin	Garland
Hempstead	Hot Spring	Howard	Johnson
Lafayette	Little River	Logan	Madison
Marion	Miller	Montgomery	Nevada
Newton	Ouachita	Pike	Polk
Scott	Searcy	Sebastian	Sevier
Union	Washington		

The Memphis Field Office is located at 842 Virginia Run Cove, Memphis, TN 38122. This office services the following counties in Arkansas:

Arkansas	Chicot	Clay	Cleburne
Cleveland	Conway	Craighead	Crittenden
Cross	Dallas	Desha	Drew
Faulkner	Fulton	Grant	Greene
Independence	Izard	Jackson	Jefferson
Lawrence	Lee	Lincoln	Lonoke
Mississippi	Monroe	Perry	Phillips
Poinsett	Pope	Prairie	Pulaski
Randolph	Saint Francis	Saline	Sharp
Stone	Van Buren	White	Woodruff
Yell			

If all other eligibility requirements are met, the Medicaid begin date will be the first day of the month of application.

## G-100 Verification Standards

## G-140 Alien Status Verification Requirements

If the individual does not provide necessary documentation of alien status for the person requesting Medicaid coverage, the individual will be eligible for emergency services only following the 90-day reasonable opportunity period.



**NOTE:** INS does not require children under age 14 to have documentation of their alien status. Therefore, if the adult who is applying for benefits has a documented legal alien status and attests to the child's legal status, the adult's statement is sufficient proof of the child's alien status.

INS requires children aged 14 through 17 to have documentation, but they are not required to carry it on their persons. The Immigration and Nationality Act (INA) requires all aliens 18 or older to carry INS documentation on their persons at all times.

**G-141 Reasonable Opportunity for Verifying Alien Status**

MS Manual 02/01/17

When alien status cannot be verified through an electronic source, Systematic Alien Verification for Entitlement (SAVE) or initial documentation provided by the individual, the agency will provide the applicant a "90-day reasonable opportunity period" to provide the necessary documents to verify alien status. (Refer to [Appendix C](#)).

A notice will be sent to the applicant advising that verification of alien status must be provided within 90 days. The due date must be included on the notice. The reasonable opportunity begins on the date the notice is received by the individual. The date the notice is received is considered to be five (5) days from the date on the notice (day one is the date of the notice).

The Medicaid begin date will be the first day of the month of application if all other eligibility requirements are met.



**NOTE:** If the individual clearly shows that the notice was not received on the 5<sup>th</sup> day, the 90 days will start from the date the notice was actually received.

If the needed verification for an individual is not provided within the reasonable opportunity period, then benefits for that individual will be terminated. Timely and adequate notice must be provided. Other eligible members for whom alien status is verified will remain eligible.

When the recipient tries in good faith to present satisfactory documentation, but is unable to obtain the necessary documents and needs assistance (e.g. homeless, mentally impaired, or



**G-100 Verification Standards****G-150 Income Verification**

physically incapacitated), and lacks someone who can act on their behalf, the caseworker should assist the recipient with obtaining the documentation of alien status.

**G-150 Income Verification**

MS Manual 11/18/15

Income verification for MAGI groups will occur in the following manner:

If a MAGI household attests to income over the MAGI income limit the system will accept the self-attestation and find the household ineligible due to income. The household will receive the appropriate notice and be referred to the Federally Facilitated Health Insurance Marketplace (FFM).

If the MAGI household has income (attested or previously verified) under the MAGI limit, the system will determine if a member of the MAGI household is on an open SNAP or TEA benefit case. If one MAGI household member is found on an open SNAP or TEA Cash case, the MAGI household income is considered verified.

If a member in the MAGI household is not found on an open SNAP or TEA Cash case, the system will continue the reasonable compatibility process and check available electronic data sources.

If the household attests to income under the MAGI limit (to include zero income) and the electronic data sources return no record of income or income less than the MAGI limit, the system will consider the MAGI household to meet reasonable compatibility and no further income verification is needed.

If the electronic data sources return an amount over the MAGI limit, the system will trigger a pending verification notice to the household for income verification.

For all other eligibility groups, sources for verification of income are ARFind, verified information from the SNAP record and documentation provided by the individual. If the income reported by the applicant exceeds the income limit, it is not necessary to check the verification sources. The applicant's statement of income may be accepted without further verification.

**G-100 Verification Standards****G-151 Reasonable Compatibility Standards for Electronic Data Sources****G-151 Reasonable Compatibility Standards for Electronic Data Sources**

MS Manual 01/30/15

Income is considered verified when the income reported by the individual is reasonably compatible with the income verified by the electronic data source.

Reasonable compatibility is met when the amount reported by the individual and the amount obtained through the electronic process are:

1. Both are equal to or below the income limit;
2. Both are greater than the income limit; or
3. If one is above and one is below the income limit but the difference between the two amounts is within 10% of the 100% Federal Poverty Level (FPL) for the appropriate household size.

The only time reasonable compatibility must be established is when the applicant's reported income is below the income limit and the verification source is above the income limit. See examples below.

**EXAMPLE:** The applicant reports a household size of one and a monthly income of \$900 per month. The FDSH provides data that the applicant has an income of \$975 per month. The 100% Federal Poverty Level (FPL) for a household of one is \$957.50 per month. A 10% Reasonable Compatibility Standard would equal an amount of \$96 ( $957.50 \times 10\% = 95.75$  rounded up to \$96). The reported and verified amounts are within \$96 of each other ( $\$975.00$  [verified amount] -  $\$900$  [reported amount] =  $\$75.00$ ) and therefore meet the reasonable compatibility standard. No additional verification is required.

**EXAMPLE:** The applicant reports a household size of three and a monthly income of \$1,600 per month. The FDSH provides data that the applicant has an income of \$1,800 per month. The 100% Federal Poverty Level (FPL) for a household of three is \$1,627.50 per month. A 10% Reasonable Compatibility Standard would equal an amount of \$163 ( $1627.50 \times 10\% = 162.75$  rounded up to \$163). The reported and verified amounts are not within \$163 of each other ( $\$1,800$  [verified amount] -  $\$1,600$  [reported amount] =  $\$200$ ) and therefore do not meet the reasonable compatibility standard. In this example, the client would need to provide proof of the reported income amount.

## G-100 Verification Standards

## G-152 Reasonable Compatibility of Income Does Not Exist

**G-152 Reasonable Compatibility of Income Does Not Exist**

MS Manual 01/01/14

If there is a discrepancy between the information provided and the electronic data, the individual must resolve the discrepancy by submitting verification of the income. For earnings, this can be verified with check stubs, pay slips, or a collateral contact with the employer. Sufficient verification must be obtained so that the actual income of the employee can be determined. The caseworker should not automatically assume that one check stub accurately reflects earnings for an entire month. Verification of payment for the last 30 days will be required if available.

**EXCEPTION:** For cases in which the individual has recently started employment and 30 days of verification is not available, the caseworker will compute the income from the best information available. Verification of all, if any, paychecks already received by the individual should be obtained and/or an employer's statement of anticipated earnings (e.g., hourly wage, number of hours expected to work/week, etc.).

Verification of earnings from self-employment will be from the Federal Income Tax Return, purchase, sales, and account books or by any other source which establishes the source and amount of income. As soon as an individual is known to be engaged in a farming business or other self-employment enterprise, he will be advised of the necessity of keeping accurate records so that his income can be determined.

Verification of in-kind earned income (e.g., free rent, groceries, etc.) will be obtained from the employer. The verification must include the value of the in-kind benefit (e.g., the rent amount the client would otherwise pay, the cost of groceries provided, etc.) and how often it is provided (e.g., monthly, weekly, etc.). If the amount fluctuates from week to week or month to month, verification of the in-kind earned income paid during the last 2 months should be obtained.

Verification of unearned income is normally obtained from documentary evidence from the source (e.g., award letter). However, another source may be used if it clearly establishes the source and amount of income.

**G-100 Verification Standards**

**G-160 Age/Date of Birth**

**G-160 Age/Date of Birth**

MS Manual 01/30/15

Age and date of birth will be verified via the Federal Data Services Hub or other electronic sources. If there is a mismatch, a task will be generated and the caseworker will manually verify age and date of birth through birth certificate or other legal documents.

**G-170 Disability**

MS Manual 01/01/14

Verification of disability must be established either through information from the Social Security Administration (SSA) or a determination by the Medical Review Team. Refer to [MS F-121](#) and [MS F-122](#) for procedures.

**G-180 Resources**

MS Manual 01/01/14

Resources will be verified for all categories with a resource test. Refer to [MS E-110](#). Examples of verification include bank statements, trust documents, deeds, etc.

**G-181 Verification of Resources using the Asset Verification System**

MS Manual 01/27/16

AABD applicant's and recipient's liquid resources will be verified using the Asset Verification System (AVS). Liquid resources include but are not limited to: checking and savings accounts, Certificates of Deposit, and bonds. The Asset Verification System will verify resource information for those categories with a resource limit. These categories include:

- Long Term Care Aged, Blind Long Term Care, Long Term Care Disabled
- ARChoices in Homecare
- Assisted Living (Living Choices)
- PACE
- Medically Needy Exceptional Category Aged, Medically Needy Exceptional Category Blind, and Medically Needy Exceptional Category Disabled
- Medically Needy Spend Down Aged, Medically Needy Spend Down Blind, Medically Needy Spend Down Disabled
- QMB-Aged, QMB Blind, and QMB Disabled

## G-100 Verification Standards

## G-181 Verification of Resources using the Asset Verification System

- ARSeniors
- Qualified Individual (QI-1)
- Specified Medicare Beneficiary (SMB)
- Disregard COLA Increase, Disregard (1984) Widow/Widower, Disregard SSA Disabled Widow/Widower, Disabled Widow/Widower Surviving Spouse, Disabled Adult Child.
- Qualified Disabled and Working Individuals
- TEFRA and Autism

**EXCEPTION:** AVS will not provide verification for SSI Categories.

AVS will be used at initial application and at re-evaluation. When a new AABD application is registered a request for resource verification will be sent to the Asset Verification System. If the application is for ARChoices and has a “Waiver App Received not Reg” characteristic selected, a request for resource verification will be sent to AVS. The registration or the waiver characteristic selection will initiate the request to AVS at initial application. The generation of a re-evaluation task will initiate the request for resource verification to AVS at re-evaluation. AVS will provide verification of the balance of accounts as of the first of the month of application and first of the month balances for the 3 months prior to application. At re-evaluation AVS will provide account balances for the first of the month the re-evaluation task is created and the first of the month balances for the 3 months prior to the creation date of the task.



**NOTE:** If an application is denied or withdrawn, a request for asset verification will be resubmitted when another application is entered into the system regardless of the time of the initial request.

The information provided by AVS is a tool to help locate any liquid resources that the household may have or has had in the 3 months prior to application or re-evaluation. The information that is returned by AVS will be used to verify the liquid resources that the household may possess. The balances that will be received will show the balance of the account as of the 1st of the month. The AVS information received will be used as actual verification of liquid resources for the household.



**NOTE:** While the AVS information is “known to the Agency”, it is not considered verified information upon receipt for some benefit programs.

**G-100 Verification Standards**

**G-181 Verification of Resources using the Asset Verification System**

If the information that is returned from AVS causes ineligibility for the client, a 10 day advance notice will be sent to the household allowing an opportunity for them to rebut the information that was provided by AVS. This will allow the household time to explain if there is a valid reason that the resources should not be included in the eligibility determination.

Any information that is received from AVS after the eligibility determination for an application or the processing of a re-evaluation has been completed will be handled at the next re-evaluation.

## G-100 Verification Standards

### G-110 Verification Requirements

## G-100 Verification Standards

---

MS Manual 01/01/14

Arkansas Act 1265 requires that the agency conduct electronic data matches first through the Federal sources and then through State sources if unable to obtain the required verification needed to determine eligibility for Medicaid through the Federal source. However, additional verification sources may be used if there is a discrepancy between the information provided by the individual and the electronic data source or the information can't be verified through the data matches.

## G-110 Verification Requirements

MS Manual 01/01/14

Certain eligibility factors must be verified either through electronic sources or by the individual. See below which eligibility factors require verification and which factors do not require verification.

## G-111 Eligibility Factors That Require Verification

MS Manual 07/06/15

The following must be verified when determining eligibility for Medicaid:

- Social Security Number (SSN)
- Citizenship
- Alien Status
- Income
- Age/Date of Birth
- Disability (when required)
- Resources (For categories that require a resource test refer to [MS E-110](#)).



**NOTE:** When citizenship cannot be verified via the electronic sources, the applicant will be notified to provide verification of citizenship and identity. Refer to [MS G-133](#).

Refer to sections below for specific information regarding verification of the above eligibility factors.

## G-100 Verification Standards

### G-112 Eligibility Factors That Do Not Require Verification

#### G-112 Eligibility Factors That Do Not Require Verification

MS Manual 01/01/14

The following eligibility criteria do not require verification unless questionable:

- Residency
- Pregnancy
- Household Composition

#### G-113 Verification Sources

MS Manual 11/18/15

The primary source of verification is through electronic sources such as the Federal Data Services Hub (FDSH) and the Arkansas verification database, ARFind. The FDSH is only available to the Family and Individuals Group.

The FDSH is a verification source that enables immediate access to multiple data bases via a single electronic transaction. Information provided by the individual will be verified through the federal data services by the following federal agencies:

- Social Security Administration (SSA) – Citizenship
- Internal Revenue Service (IRS) – Income (Most recent Federal tax return information)
- Department of Homeland Security (DHS) – Immigration status
- TALX (The Work Number) – Employment and income data from the employer.

The Arkansas verification database, ARFind, is a multiple source database directly integrated with the eligibility system. It eliminates the need to access multiple screens. Information provided by ARFind includes:

- SOLQ - Inquiry of SSA information
- WESD (Workforce and Employment Security Data) – Wage history and unemployment insurance benefits
- OCSE (Office of Child Support Enforcement) – Child support
- Vital Records – Births, deaths, marriages, and divorces
- DMV (Department of Motor Vehicle).

Other sources of verification include:

- Paper Documentation provided by the individual



## G-100 Verification Standards

### G-114 Reasonable Opportunity for Providing Verification

- ✓ Check Stubs
  - ✓ Employer Statements
  - ✓ Bank Statements
  - ✓ Collateral Statements
  - ✓ Legal Documents (guardianship court order, etc.)
- SNAP – verified information in the individual’s SNAP record.
  - TEA – verified information in the individual’s TEA case record.

### G-114 Reasonable Opportunity for Providing Verification

MS Manual 01/01/14

Verification must first occur through electronic sources. If unable to obtain verification through electronic sources, verification will be required from the client and a 10 day notice will be sent requesting the required verification. Additional time to provide the verification will be allowed if requested. Information that is not necessary to determine eligibility will not be requested.

### G-115 Self Declaration

MS Manual 01/30/15

For the Medicare Savings Program (MSP), self-declaration will be accepted for all eligibility requirements with the exception of alien status of non-citizens. Alien status must always be verified. If the declared income and resources are within the allowable amounts for the program, the client’s declaration will be accepted. The caseworker, will however, view SOLQ on all applicants to confirm the accuracy of the gross benefits, Medicare claim number, and Medicare Part-A entitlement. If the applicant declares resources, the value of which would make him/her ineligible, and the caseworker cannot determine if the resource is countable (such as a life insurance policy or burial plan), the caseworker should then contact the applicant to determine if the resource is countable. The client’s statement of the type of resource and the resource value will be accepted and documented. If it cannot be determined through contact with the client that the resource is countable, the client must be given the opportunity to provide a copy of the resource document.

### G-120 Verifying the Social Security Number

MS Manual 01/01/14

The SSN will be verified via the Federal Data Services Hub (FDSH) or through the SSN enumeration process for all individuals that have been entered into the eligibility system. If all

## G-100 Verification Standards

### G-130 Verifying Citizenship

match data agrees with SSA records, the system will be updated to reflect that the SSN has been verified.

If a mismatch occurs, an SSN mismatch report will be generated to the county office and the procedures in [Appendix C](#) will be followed to resolve the mismatch.

### G-130 Verifying Citizenship

MS Manual 01/01/14

Federal Law and Regulations require that citizenship must be verified for all Medicaid recipients declaring to be citizens or nationals of the United States.

#### Exceptions to the verification requirement

Citizenship verification is not required for the following:

- a. Individuals entitled to or enrolled in Medicare.
- b. Individuals in receipt of SSI payments.
- c. Individuals receiving SSDI benefits based on disability
- d. Children who are in foster care
- e. Children who are recipients of foster care maintenance or adoption assistance payments under Title IV-E.

### G-131 Methods of Citizenship Verification

MS Manual 07/06/15

#### Families and Individuals Group

Verification of citizenship will occur through the Federal Data Services Hub (FDSH). If citizenship cannot be validated through the FDSH, the agency will conduct an electronic data match directly with Social Security Administration (SSA) or by obtaining acceptable documentation from the individual.

#### AABD and Other Groups

Verification of citizenship will occur directly through the SSA State Verification and Exchange System (SVES). The individual's name, Social Security Number (SSN) and date of birth (DOB) will be compared to the SSA master file. (Refer to [Appendix C](#)).

## G-100 Verification Standards

### G-132 Reasonable Opportunity for Verifying Citizenship



**NOTE:** Citizenship verified through the FDSH or SVES also verifies identity.

### G-132 Reasonable Opportunity for Verifying Citizenship

MS Manual 01/01/14

When citizenship cannot be verified through an electronic source or SVES, the agency will provide the applicant a “90-day reasonable opportunity period” to provide the necessary documents to verify citizenship. (Refer to [Appendix C](#)).

Situations that may trigger the reasonable opportunity period:

- The individual is unable to provide a SSN, needed for electronic verification with SSA;
- Either the federal data services hub or SSA or DHS databases are temporarily down for maintenance or otherwise unavailable, thereby delaying electronic verification;
- There is an inconsistency between the data available from an electronic source and the individual’s declaration of citizenship which the agency must attempt to resolve, including by identifying typographical or clerical errors; or
- Electronic verification is unsuccessful, even after agency efforts to resolve any inconsistencies, and additional information, including documentation is needed.

A notice will be sent to the applicant advising that verification of citizenship must be provided within 90 days. The due date must be included on the notice. The reasonable opportunity begins on the date the notice is received by the individual. The date the notice is received is considered to be five (5) days from the date on the notice (day one is the date of the notice).

Eligibility for Medicaid will begin on the same date the reasonable opportunity period begins.



**NOTE:** If the individual clearly shows that the notice was not received on the 5<sup>th</sup> day, the 90 days will start from the date the notice was actually received.

If the needed verification for an individual is not provided within the reasonable opportunity period, then benefits for that individual will be terminated. Timely and adequate notice must be provided. Other eligible members for whom citizenship is verified will remain eligible.

When the recipient tries in good faith to present satisfactory documentation, but is unable to obtain the necessary documents and needs assistance (e.g. homeless, mentally impaired, or

### G-100 Verification Standards

#### G-133 Acceptable Documents for Proof of Citizenship

physically incapacitated), and lacks someone who can act on their behalf, the caseworker should assist the recipient with obtaining the documentation of U.S. citizenship.

#### G-133 Acceptable Documents for Proof of Citizenship

MS Manual 07/06/15

When citizenship cannot be verified via the electronic sources, the applicant will be notified to provide verification. If the documents provided by the applicant are in the secondary or lower level of verification used to verify citizenship, identity must be verified also. Refer to [Appendix C](#) for acceptable documents for proof of citizenship and identity.

#### G-134 Subsequent Citizenship Verification

MS Manual 01/01/14

Once an individual's citizenship is documented and recorded, any subsequent changes in eligibility should not require repeating the documentation of citizenship. If an individual's Medicaid case is closed and he later reapplies, the worker will not need to request additional verification as long as proper documentation has been retained in the case file or narrated properly in the electronic record. However, if one of the two exceptions below occurs, the individual's citizenship must be verified again.

1. If later evidence raises a question of a person's citizenship or identity; or,
2. If there is a gap of more than 5 years since the Medicaid case was closed and the verification had been previously destroyed.

#### G-140 Alien Status Verification Requirements

MS Manual ~~021101~~/0130/17615

For the Families and Individuals group, verification will first occur through the FDSH. For other groups, alien status will be verified through SAVE (Systematic Alien Verification for Entitlement). If verification cannot be completed through these processes, refer to [MS Appendix C](#).

In order to obtain verification from SAVE, the alien must provide documentation of alien status. In addition to providing alien documentation, all aliens must provide verification of their identity. If the documentation provided does not contain a photograph, another form of identification must be obtained.

## G-100 Verification Standards

### G-140 Alien Status Verification Requirements

If the alien does not have any documentation, refer him/her to the Immigration and Naturalization Service (INS) to obtain proof of status. Provide the individual with a ~~10~~90-day written notice requesting the documentation and extend the ~~10-day~~ notice if additional time is needed. The INS National Customer Service Center phone number is 1-800-375-5283. The customer service center will answer all questions and schedule appointments for the INS field offices. The INS field office addresses and the Arkansas counties serviced by each office are listed below:

The Fort Smith field office is located at 4977 Old Greenwood Road, Fort Smith, AR 72903. This office services the following counties in Arkansas:

Ashley	Baxter	Benton	Boone
Bradley	Calhoun	Carroll	Clark
Columbia	Crawford	Franklin	Garland
Hempstead	Hot Spring	Howard	Johnson
Lafayette	Little River	Logan	Madison
Marion	Miller	Montgomery	Nevada
Newton	Ouachita	Pike	Polk
Scott	Searcy	Sebastian	Sevier
Union	Washington		

The Memphis Field Office is located at 842 Virginia Run Cove, Memphis, TN 38122. This office services the following counties in Arkansas:

Arkansas	Chicot	Clay	Cleburne
Cleveland	Conway	Craighead	Crittenden
Cross	Dallas	Desha	Drew
Faulkner	Fulton	Grant	Greene
Independence	Izard	Jackson	Jefferson
Lawrence	Lee	Lincoln	Lonoke
Mississippi	Monroe	Perry	Phillips
Poinsett	Pope	Prairie	Pulaski
Randolph	Saint Francis	Saline	Sharp
Stone	Van Buren	White	Woodruff
Yell			

If all other eligibility requirements are met, eligibility for Medicaid will begin on the same date the ~~10~~90-day notice is sent.

## G-100 Verification Standards

### G-140 Alien Status Verification Requirements

If the individual does not provide necessary documentation of alien status for the person requesting Medicaid coverage, the individual will be eligible for emergency services only following the 90-day reasonable opportunity period.



**NOTE:** INS does not require children under age 14 to have documentation of their alien status. Therefore, if the adult who is applying for benefits has a documented legal alien status and attests to the child's legal status, the adult's statement is sufficient proof of the child's alien status.

INS requires children aged 14 through 17 to have documentation, but they are not required to carry it on their persons. The Immigration and Nationality Act (INA) requires all aliens 18 or older to carry INS documentation on their persons at all times.

### **G-141 Reasonable Opportunity for Verifying Alien Status**

MS Manual 0211/01/176

When alien status cannot be verified through an electronic source, Systematic Alien Verification for Entitlement (SAVE) or initial documentation provided by the individual, the agency will provide the applicant a "90-day reasonable opportunity period" to provide the necessary documents to verify alien status. (Refer to Appendix C).

A notice will be sent to the applicant advising that verification of alien status must be provided within 90 days. The due date must be included on the notice. The reasonable opportunity begins on the date the notice is received by the individual. The date the notice is received is considered to be five (5) days from the date on the notice (day one is the date of the notice).

The Medicaid begin date will be the first day of the month of application if all other eligibility requirements are met.



**NOTE:** If the individual clearly shows that the notice was not received on the 5<sup>th</sup> day, the 90 days will start from the date the notice was actually received.

If the needed verification for an individual is not provided within the reasonable opportunity period, then benefits for that individual will be terminated. Timely and adequate notice must be provided. Other eligible members for whom alien status is verified will remain eligible.

When the recipient tries in good faith to present satisfactory documentation, but is unable to obtain the necessary documents and needs assistance (e.g. homeless, mentally impaired, or

**G-100 Verification Standards**

physically incapacitated), and lacks someone who can act on their behalf, the caseworker should assist the recipient with obtaining the documentation of alien status.

**G-150 Income Verification**

MS Manual 11/18/15

Income verification for MAGI groups will occur in the following manner:

If a MAGI household attests to income over the MAGI income limit the system will accept the self-attestation and find the household ineligible due to income. The household will receive the appropriate notice and be referred to the Federally Facilitated Health Insurance Marketplace (FFM).

If the MAGI household has income (attested or previously verified) under the MAGI limit, the system will determine if a member of the MAGI household is on an open SNAP or TEA benefit case. If one MAGI household member is found on an open SNAP or TEA Cash case, the MAGI household income is considered verified.

If a member in the MAGI household is not found on an open SNAP or TEA Cash case, the system will continue the reasonable compatibility process and check available electronic data sources.

If the household attests to income under the MAGI limit (to include zero income) and the electronic data sources return no record of income or income less than the MAGI limit, the system will consider the MAGI household to meet reasonable compatibility and no further income verification is needed.

If the electronic data sources return an amount over the MAGI limit, the system will trigger a pending verification notice to the household for income verification.

For all other eligibility groups, sources for verification of income are ARFinds, verified information from the SNAP record and documentation provided by the individual. If the income reported by the applicant exceeds the income limit, it is not necessary to check the verification sources. The applicant's statement of income may be accepted without further verification.

**G-100 Verification Standards**

**G-151 Reasonable Compatibility Standards for Electronic Data Sources**

**G-151 Reasonable Compatibility Standards for Electronic Data Sources**

MS Manual 01/30/15

Income is considered verified when the income reported by the individual is reasonably compatible with the income verified by the electronic data source.

Reasonable compatibility is met when the amount reported by the individual and the amount obtained through the electronic process are:

1. Both are equal to or below the income limit;
2. Both are greater than the income limit; or
3. If one is above and one is below the income limit but the difference between the two amounts is within 10% of the 100% Federal Poverty Level (FPL) for the appropriate household size.

The only time reasonable compatibility must be established is when the applicant's reported income is below the income limit and the verification source is above the income limit. See examples below.

**EXAMPLE:** The applicant reports a household size of one and a monthly income of \$900 per month. The FDSH provides data that the applicant has an income of \$975 per month. The 100% Federal Poverty Level (FPL) for a household of one is \$957.50 per month. A 10% Reasonable Compatibility Standard would equal an amount of \$96 ( $957.50 \times 10\% = 95.75$  rounded up to \$96). The reported and verified amounts are within \$96 of each other ( $\$975.00$  [verified amount] -  $\$900$  [reported amount] =  $\$75.00$ ) and therefore meet the reasonable compatibility standard. No additional verification is required.

**EXAMPLE:** The applicant reports a household size of three and a monthly income of \$1,600 per month. The FDSH provides data that the applicant has an income of \$1,800 per month. The 100% Federal Poverty Level (FPL) for a household of three is \$1,627.50 per month. A 10% Reasonable Compatibility Standard would equal an amount of \$163 ( $1627.50 \times 10\% = 162.75$  rounded up to \$163). The reported and verified amounts are not within \$163 of each other ( $\$1,800$  [verified amount] -  $\$1,600$  [reported amount] =  $\$200$ ) and therefore do not meet the reasonable compatibility standard. In this example, the client would need to provide proof of the reported income amount.



**G-100 Verification Standards**

**G-152 Reasonable Compatibility of Income Does Not Exist**

**G-152 Reasonable Compatibility of Income Does Not Exist**

MS Manual 01/01/14

If there is a discrepancy between the information provided and the electronic data, the individual must resolve the discrepancy by submitting verification of the income. For earnings, this can be verified with check stubs, pay slips, or a collateral contact with the employer. Sufficient verification must be obtained so that the actual income of the employee can be determined. The caseworker should not automatically assume that one check stub accurately reflects earnings for an entire month. Verification of payment for the last 30 days will be required if available.

**EXCEPTION:** For cases in which the individual has recently started employment and 30 days of verification is not available, the caseworker will compute the income from the best information available. Verification of all, if any, paychecks already received by the individual should be obtained and/or an employer's statement of anticipated earnings (e.g., hourly wage, number of hours expected to work/week, etc.).

Verification of earnings from self-employment will be from the Federal Income Tax Return, purchase, sales, and account books or by any other source which establishes the source and amount of income. As soon as an individual is known to be engaged in a farming business or other self-employment enterprise, he will be advised of the necessity of keeping accurate records so that his income can be determined.

Verification of in-kind earned income (e.g., free rent, groceries, etc.) will be obtained from the employer. The verification must include the value of the in-kind benefit (e.g., the rent amount the client would otherwise pay, the cost of groceries provided, etc.) and how often it is provided (e.g., monthly, weekly, etc.). If the amount fluctuates from week to week or month to month, verification of the in-kind earned income paid during the last 2 months should be obtained.

Verification of unearned income is normally obtained from documentary evidence from the source (e.g., award letter). However, another source may be used if it clearly establishes the source and amount of income.

## G-100 Verification Standards

### G-160 Age/Date of Birth

#### G-160 Age/Date of Birth

MS Manual 01/30/15

Age and date of birth will be verified via the Federal Data Services Hub or other electronic sources. If there is a mismatch, a task will be generated and the caseworker will manually verify age and date of birth through birth certificate or other legal documents.

#### G-170 Disability

MS Manual 01/01/14

Verification of disability must be established either through information from the Social Security Administration (SSA) or a determination by the Medical Review Team. Refer to [MS F-121](#) and [MS F-122](#) for procedures.

#### G-180 Resources

MS Manual 01/01/14

Resources will be verified for all categories with a resource test. Refer to [MS E-110](#). Examples of verification include bank statements, trust documents, deeds, etc.

#### G-181 Verification of Resources using the Asset Verification System

MS Manual 01/27/16

AABD applicant's and recipient's liquid resources will be verified using the Asset Verification System (AVS). Liquid resources include but are not limited to: checking and savings accounts, Certificates of Deposit, and bonds. The Asset Verification System will verify resource information for those categories with a resource limit. These categories include:

- Long Term Care Aged, Blind Long Term Care, Long Term Care Disabled
- ARChoices in Homecare
- Assisted Living (Living Choices)
- PACE
- Medically Needy Exceptional Category Aged, Medically Needy Exceptional Category Blind, and Medically Needy Exceptional Category Disabled
- Medically Needy Spend Down Aged, Medically Needy Spend Down Blind, Medically Needy Spend Down Disabled
- QMB-Aged, QMB Blind, and QMB Disabled

## G-100 Verification Standards

### G-181 Verification of Resources using the Asset Verification System

- ARSeniors
- Qualified Individual (QI-1)
- Specified Medicare Beneficiary (SMB)
- Disregard COLA Increase, Disregard (1984) Widow/Widower, Disregard SSA Disabled Widow/Widower, Disabled Widow/Widower Surviving Spouse, Disabled Adult Child.
- Qualified Disabled and Working Individuals
- TEFRA and Autism

**EXCEPTION:** AVS will not provide verification for SSI Categories.

AVS will be used at initial application and at re-evaluation. When a new AABD application is registered a request for resource verification will be sent to the Asset Verification System. If the application is for ARChoices and has a “Waiver App Received not Reg” characteristic selected, a request for resource verification will be sent to AVS. The registration or the waiver characteristic selection will initiate the request to AVS at initial application. The generation of a re-evaluation task will initiate the request for resource verification to AVS at re-evaluation. AVS will provide verification of the balance of accounts as of the first of the month of application and first of the month balances for the 3 months prior to application. At re-evaluation AVS will provide account balances for the first of the month the re-evaluation task is created and the first of the month balances for the 3 months prior to the creation date of the task.



**NOTE:** If an application is denied or withdrawn, a request for asset verification will be resubmitted when another application is entered into the system regardless of the time of the initial request.

The information provided by AVS is a tool to help locate any liquid resources that the household may have or has had in the 3 months prior to application or re-evaluation. The information that is returned by AVS will be used to verify the liquid resources that the household may possess. The balances that will be received will show the balance of the account as of the 1st of the month. The AVS information received will be used as actual verification of liquid resources for the household.



**NOTE:** While the AVS information is “known to the Agency”, it is not considered verified information upon receipt for some benefit programs.

**G-100 Verification Standards**

**G-181 Verification of Resources using the Asset Verification System**

If the information that is returned from AVS causes ineligibility for the client, a 10 day advance notice will be sent to the household allowing an opportunity for them to rebut the information that was provided by AVS. This will allow the household time to explain if there is a valid reason that the resources should not be included in the eligibility determination.

Any information that is received from AVS after the eligibility determination for an application or the processing of a re-evaluation has been completed will be handled at the next re-evaluation.

Summary of Changes  
Section G-140 & 141  
Alien Status

G-140 - Changed 10-day notice to 90-day notice for an alien to verify immigration status.

G-141 – A new section of policy to describe the 90 day reasonable opportunity period for an alien to verify immigration status if that status cannot be verified through FDSH, SAVES or if the individual does not have immigration documentation. The individual will receive Medicaid coverage during this reasonable opportunity period. If immigration status is not verified during the reasonable opportunity period, Medicaid coverage will end on the 90<sup>th</sup> day.