



HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Brent Earnest, Secretary
Marilyn Martinez, Director

General Information Memorandum

ISD-GI 15-30

TO: ISD Employees

FROM:  Marilyn Martinez, Director, Income Support Division

RE: SNAP and Medicaid Application & Recertification Processing

DATE: May 22, 2015

On April 29, 2015, GI 15-20 was rescinded to allow for the updating of materials. This GI replaces the GI 15-20 and updates the training material for SNAP & Medicaid Application & Recertification Processing.

Should you have any questions regarding this training, please contact Vida Tapia-Sanchez, ISD Deputy Director of Programs via email at vida.tapia-sanchez@state.nm.us or by phone at 505-827-1300.

Thank you.



SNAP & Medicaid

Application & Recertification Processing

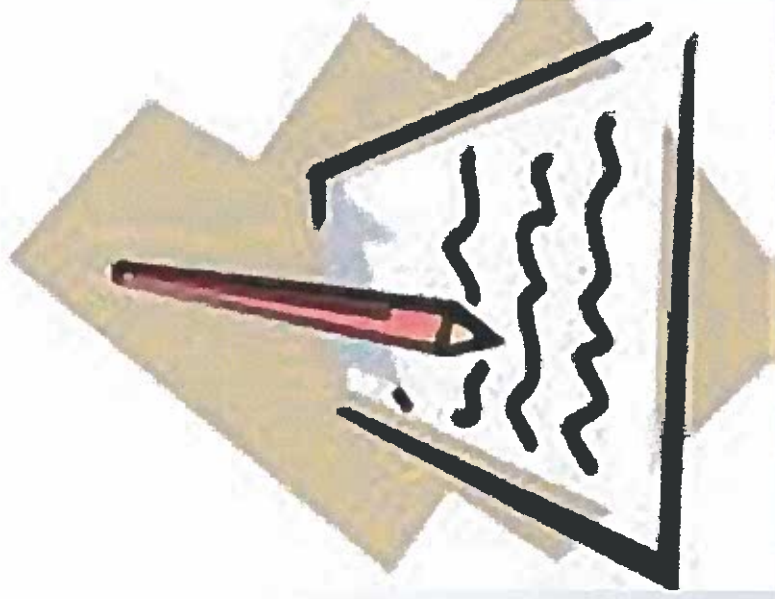
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APPLICATIONS



The Right to Apply

“Any individual has the right to make a formal application for any program of financial, food, or medical assistance administered by the Income Support Division, regardless of whether he/she appears to meet the conditions of eligibility and without regard to whether he/she has participated in a screening.”

8.100.110.8 NMAC

Applications

- ▶ Application forms must be readily accessible to whomever requests the form. 7 CFR 273.2(c)(3)
- ▶ Each office is required to inform individuals of their right to have a printed copy of their online application to review the information that has been recorded. 7 CFR 273.2(c).
- ▶ The HSD 100 is an integrated application that can be used for all programs. All previous versions of approved ISD/MAD applications are to be accepted.
- ▶ When a request for an application is received, staff will mail, fax, HSD website, or hand deliver an application and provide the YES NM web address to the requestor on the same day the request is received.

All Application Procedures

- Paper applications are to be date stamped prior to scanning and indexing into ASPEN. (7 CFR 273.2(c)(1))
- YES NM applications are programmed with the proper application date according to regular office hours.
- Individuals should be encouraged to review the “Program Application Information” on YESNM. When an applicant submits a paper application, the applicant is to be given the “Program Application Information” pages as this contains the following important information:
 - Proof Checklist
 - Reporting Requirements
 - Rights and Responsibilities
 - Privacy and Nondiscrimination Statements
 - Right to a Fair Hearing

8.100.110.8 NMAC

All Application Procedures

What methods can an application be submitted?

- ▶ In person
- ▶ Authorized Representative
- ▶ Mail / Drop-Box
- ▶ Fax / E-Fax
- ▶ Electronic: YESNM

8.100.110.8 NMAC

All Application Procedures

What makes an Application Valid?

Minimum requirements

- ▶ Applicant's Name
- ▶ Mailing address
- ▶ Signature
- ▶ Or Signature of Authorized Representative

8.100.110.9 NMAC

Authorized Representative

- ▶ Authorized Representative is known as Filing Representative in ASPEN.
- ▶ Applicant can have an Authorized Representative for any or all programs.
- ▶ Can be an individual or an organization.
- ▶ Must be designated by the applicant in writing.
 - Post application submittal requirement
- ▶ Identification of the Authorized Representative must be verified.

Apply for
Benefits

Obtain
Benefits

Use Benefits
(SNAP only)

All Application Processing Timeframes

- ▶ Applications that cannot be processed within the specified timeframes will be issued a 'Notice of Delay.'
- ▶ The 'Notice of Delay' is being programmed in ASPEN and will include the information below:
 - the cause of the delay is the fault of the applicant or ISD;
 - the reason for the delay;
 - the deadline for any action the applicant must take to remedy the delay; and
 - the consequences of not taking the required action.

7 CFR 273.2(h) and DHG, p. 21 section 11
8.139.110.13D NMAC

Initial Application Processing Timeframes

Application is good for 60 days

- ▶ **SNAP:**
 - Regular SNAP Applications must be processed within 30 days
 - Application should be approved in ASPEN by the 29th day to ensure the household receives benefit no later than the 30th calendar day.
 - **Expedite** SNAP Applications must be processed no later than the 6th calendar day to ensure the household receives benefits no later than the 7th calendar day after the date of application. 8.139.110.16B(1) NMAC

- ▶ **Medicaid:**
 - MAGI: Must be processed within 45 days.
 - When disability determination is required, the Department has 90 days.

8.139.110 & 8.100.130 NMAC

Note: Under current court ruling, an application for SNAP and Medicaid will remain in pending status until completed. Applications submitted for a case that is pending or a suspended status should be processed in accordance with the DHG Training.

Initial Application Processing Timeframe

Delay

Applications processed after the 30th/45th day, but before the 60th day.

- ▶ Right to a Fair Hearing: Applicants have the right to request a fair hearing if there is a delay in processing.
- ▶ Issuance of benefit:
 - **Applicant Delay**: Eligible applicants that complete the application process before the 60th day of the application will have their benefits prorated from the date they provide all mandatory verification.
 - **Department Delay**: Eligible applicants will receive their benefits back to date of application.

8.100.130.11 NMAC
8.139.110.13,14 NMAC

Note: Under current court ruling, an application delay as a result of the department or the applicant will result in benefits back to the date of application (if application is still pending).

What are the steps taken once an application is received by ISD?

- Application Received and Screened
- Interview scheduled (SNAP only)
 - If applicant is present when the application is submitted they are encouraged to complete the interview at that time.
- Information that should be completed and discussed at the interview
- Missed Interview procedures

Application Received and Screened

- ▶ If an applicant mails in the application, leaves the application in a drop box, or is unwilling or unable to be screened in person, the application will be screened for all programs and for expedited SNAP eligibility.
- ▶ A “Cold Call” attempt will be made prior to scheduling an interview.
- ▶ If expedite, process application (same day).
- ▶ The standard procedure when screening an application is that the caseworker will utilize available interfaces to verify application information.
 - Interfaces include:
 - Department of Workforce Solutions (DWS)
 - Quarterly Wage Earnings
 - Unemployment Insurance
 - Child Support (CSED)
 - SOLQ (Social Security Administration)
 - SDX
 - SAVE
 - Other trusted sources of data

Application Received and Screened Continued...

- ▶ Review the application for all possible categories that applicant may be eligible for.
- ▶ When eligibility is ran, ASPEN automatically looks at all COE's and based on information entered, starts with the COE that is most advantageous.
- ▶ If applicant is eligible for Expedite and not in the office refer to IPP 11-10 to ensure the correct procedure is followed.

8.139.110.16 NMAC

Note: If a current COE is pending for any reason but another COE can be processed – PROCESS IT! Example: SNAP is pending actual earnings and DWS shows quarterly that can be used to process the MAGI, then process the MAGI.

Postponement of Expedite Interview

ISD IPP 11 - 10
DATE: November 30, 2011

TO: All ISD Staff
FROM: Ted Roth, Acting Director
Income Support Division

SUBJECT: Postponement of Expedite Interview

Effective December 1, 2011, this IPP will establish the procedure for postponing the interview for applicants who meet the expedite criteria.

New Mexico has been approved for a waiver from the United States Department of Agriculture Food and Nutrition Services (USDA FNS) to allow households screened and eligible for expedite services to postpone the interview, if the applicant cannot be contacted.

Applicants who submit their application at the local county ISD should be encouraged to stay for an interview or to schedule a phone interview within the expedite service processing guidelines.

The following steps provide the procedure for applications that are faxed or dropped off at the ISD office and meet the initial expedite criteria.

Step 1: Verify Identity of the Applicant

Identification can be validated as indicated on Proof Checklist (ISD 135) and regulation at § 100.130 NMAC.

Households whose identification cannot be determined by field office staff do not qualify for the waiver and must be processed under normal SNAP application processing procedures.

Step 2: Contact the Applicant

If the applicant provides a phone number on the application or a phone number can be obtained through the case file, the caseworker will attempt to contact the applicant by phone to complete the interview.

Postponement of Expedite Interview

Page 1

If the caseworker is unable to contact the applicant at the phone number on the application or on record, the household must be certified for expedite SNAP benefits.

The caseworker shall then send the applicant an Appointment for Interview (ISD 127e) for an interview within the normal 10 workday scheduling timeframe.

When screening Identify Barriers

8.139.110.11NMAC

What are the barriers to application?

Transportation

Lack of Child Care

Employed Greater than 20 hours per Week

Disability

Bad Weather

Illiteracy

Illness

Language

Resides in a Rural Area

Care of a Household Member

Application Received and Screened Continued...

During the screening process, inquiries will be completed in ASPEN to determine the following:

- Is the applicant known to ISD?
- What cases have they had in the past?
- Do they have an active case?
- What benefits do they already have?

Note: If expedited SNAP processing is denied, the applicant will be informed of the right to request an agency review conference to be held within two (2) days of the request unless the household requests a later date.

8.139.110.11F(4)(a)NMAC

Interviews



Interview scheduling

- ▶ An appointment letter informing the applicant of the interview date, time, and type of interview, i.e. PI or FTF, will be mailed to the applicant on the same day as the date of application.
- ▶ The interview will be scheduled to be held within ten (10) working days from the date the application was submitted or to the extent possible, convenient for both the applicant and ISD.
- ▶ A single interview can be done for multiple categories. (Note: applicants applying for MAGI only do not require an interview.)

8.100.110.8A(3) NMAC

During the Interview

- ▶ A confidential (one-on-one) discussion of the applicant's circumstances will occur.
- ▶ The Caseworker will:
 - Provide applicant with program information including participation requirements
 - ISD's nondiscrimination policy and procedures
 - Complaint and fair hearing procedures
 - Rights and Responsibilities (FAP & FSP 013)
 - Application processing standard, including time limits
 - Over-issuances and/or under-issuance
 - Reporting Requirements
 - Offer and provide assistance in obtaining verification
 - Will utilize and review appropriate interfaces to verify applicants circumstance and any documents provided by applicant
 - Community Resource
- ▶ Applicant should leave the interview with information about what is still pending, if anything, and when to expect to hear from ISD.
- ▶ If items are pending, a HUMAD is generated to inform the applicant of what verification is still needed.

8.139.110.11F(1) NMAC

During the Interview Continued...

Worker/Client Checklist

ISD is responsible for explaining the following:

- ▶ Rights and responsibilities of Applicant
- ▶ Application and recertification process
- ▶ Reporting responsibilities
- ▶ Program participation requirements
- ▶ Disqualification processes
- ▶ FAP & FSP 013

During the Interview Continued...

If items are Pending Issue a HUMAD

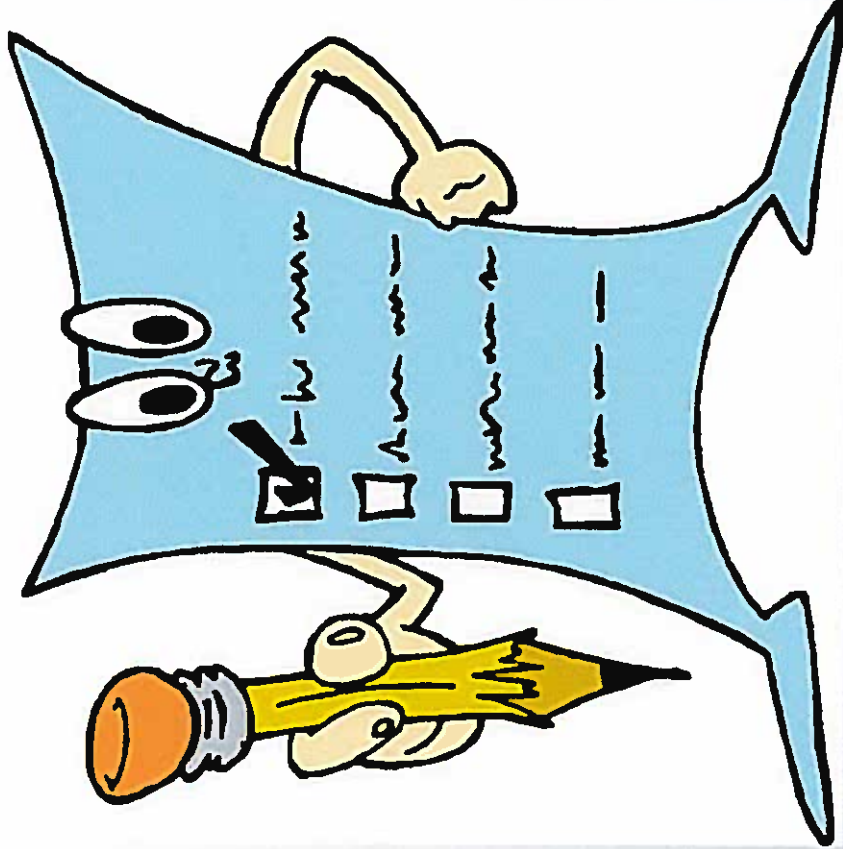
- ▶ The HUMAD explains in writing what questions remain, how they can be resolved, alternate proof and why you need the information.
- ▶ Informs the applicant's eligibility for assistance cannot be established without that documentation.
- ▶ Informs the applicant that failure to provide the information will lead to the denial, reduction, or termination of assistance.

Missed interview Procedures

- ▶ Missed Interviews:
 - Notice of Missed Interview (NOMI) will be mailed to applicant when the applicant is marked as a no-show in the App Reg Scheduling Queue Calendar in ASPEN.
 - The applicant is responsible for contacting ISD to reschedule interview

8.139.110.11H NMAC

Interim Reporting



Interim Reporting

Semiannual/Annual Reporting

Report is due by the **10th day** of the **renewal month** of the SNAP certification period.

No Interview is required.

The Interim Report form must include information about:

- Household composition
- Earned income
- Unearned income
- Changes in Countable resources
- Dependent care expenses
- Changes in Medical expenses
- Changes in Child support obligations
- Student Status
- Change in immigrant status

8.130.120 NMAC

Interim Reporting Continued...

Interim Reporting

- ▶ **Time Limits:**
 - If IR is complete and all verifications provided:
 - ISD has 10 working days to review and process the report.
 - If IR is complete and all verifications provided **EXCEPT** verification of an allowable deduction:
 - ISD has 10 working days to review and process the report.
 - If IR is incomplete and missing verification:
 - A HUMAD must be issued requesting the missing mandatory (or allowable deduction) verifications.

Interim Reporting Continued...

Reporting changes:

- Any reported change that results in a decrease in benefits will not take effect until the next Recertification.
- The Department will act on reported changes between reporting periods and depending on their reporting requirement, ASPEN will determine the effect on eligibility according to policy.

Exceptions:

- Over gross income
- Moved out of state
- Death of Head of Household
- Fails to comply with work requirements
- Client request for closure
- IPP 14-06 (Custody)

Regular Reporting



Regular Reporting

- ▶ **Medicaid:**
 - Must report any changes in the clients circumstances that might effect their eligibility within 10 days from the date the change occurred.
 - **Note:** Children are continuously eligible for a 12 month period and pregnant woman for duration/postpartum.

Recertification



Recertification

Expiration:

- ▶ When the certification period expires:
 - A notice of expiration is automatically generated by ASPEN at least 45 days prior.
- ▶ You can utilize existing client data to recertify MAGI Medicaid.
- ▶ If you are approving an active COE and there is a Newborn or Transitional Medicaid COE due to expire, use the Admin Process to determine a new COE.

Recertification Continued....

▶ Timely Recertification:

A household that does not submit an application by the 15th of the last month of recertification, loses its right to uninterrupted benefits.

8.139.120.8B NMAC

▶ Untimely Recertification:

A client can still turn in their application by the end of the last day of the expiration month. The case will close on the last day. It stays closed until the recertification process is completed in ASPEN by complying with the HUMAD timeframe.

Note: Under current court ruling, Recertifications do not close for failure to renew. Should an applicant file a new application or turn in pending verification after the expiration, benefits begin from the original renew date. You must mark the packet received (even if late) and recertify case – do not re-app the case.

Recertification Continued...

- ▶ **Scheduling the Interview:**

If a recipient mails in the renewal packet, leaves the renewal packet in a drop box, or is unwilling or unable to be seen in person, a “Cold Call” will be made prior to scheduling an interview.

Recipients who timely submit their recertification packet by the 15th day of the last month of the certification must have their interview scheduled so the household will have at least 10 days after the interview to provide necessary verification before the expiration expires.

7 CFR 273.14(b)(3)(iii) / 8.139.120.8D NMAC

- ▶ **Missed Interview:**

You must mark the client as a no-show in Recertification Scheduling Queue and ensure the Notice of Missed Interview is mailed out, and document in case comments.
8.139.120.E NMAC

A worker does not need to take further action unless the client requests a reschedule.

- ▶ **Pending verifications:**

10 days to provide the verification, or until the certification expires, whichever is longer (no second HUMAD).

8.139.120.8G(5) NMAC

Recertification Continued...

Recertification Verification Standards:

- ▶ Change in income if the source has changed or the amount has changed by more than \$50 (SNAP only) 7 CFR 273.2f8
- ▶ Change in utility expenses if the source has changed (client statement)
- ▶ New social security numbers (client statement)
- ▶ Previously unreported medical expenses
- ▶ Total recurring medical expenses which have changed by more than \$25
- ▶ Other information which has changed or is questionable
- ▶ Unchanged information shall not be reverified unless it is incomplete, inaccurate, inconsistent, or outdated

8.139.110.111(2)

Verifications

- ▶ Determining eligibility for assistance requires that certain verification regarding an applicant/recipient circumstances be made available to ISD.
- ▶ The applicant/recipient is responsible to provide the verification necessary to determine eligibility.
- ▶ Only necessary verification to establish eligibility will be requested.

Note: Medicaid applications can not be held up from processing for verification that is being requested for other COE's; if all mandatory verification has been provided for the Medicaid it has to be processed.

8.100.130.10A NMAC

Verifications Continued....

- ▶ Request verification which is readily available
 - Readily Available verification means it can be obtained by the applicant/recipient within 5 working days at no cost.
- ▶ Verification should be used to establish more than one eligibility factor whenever possible.

8.100.130.10 NMAC

Verifications Continued...

Verification of a NEGATIVE Statement:

- ▶ A negative statement is a statement by an applicant/recipient that something does not exist or did not occur.
- ▶ A sworn statement can be an acceptable verification unless the negative statement becomes questionable.
- ▶ Negative statements may be discussed with the applicant depending on his or her circumstances.

8.100.130.10 NMAC

Verifications Continued...

When can we accept clients statement?

SNAP

- Shelter
- Resources
- Utilities
- Child Care
- Household Composition
- Purchasing and preparing separately

Medicaid

- Age
- Relationship
- Household composition
- Pregnancy
- Citizenship and Identity for the first 90 days

Verifications Continued...

What are mandatory verifications?

▶ SNAP

- Income (earned/unearned (which includes contributions and loans))
- Identification (HOH only)
- Citizenship/Immigration status
- NM Residency
- Non Concurrent receipt of benefits
- Legally obligated child support payments

▶ Medicaid

- Identification (within 90 days)
- NM Residency
- Citizenship (within 90 days)
- Immigration Status (IPP 14-03)

NOTE: Non-applicants and non-eligible applicants: Reporting an SSN is voluntary for individuals who are not seeking assistance for themselves. IPP-14-02

NOTE: Evidence of immigration status may not be used to determine that an individual is not a State resident.

Verifications Continued...

Sources of information to verify client's situation

*****Use the best source available keeping in mind the COE that you are determining eligibility for.*****

1. Prior Case Data not subject to change
2. Government sources of Data (Interfaces)
3. Documentary Evidence
4. Collateral Contacts
5. Sworn Statements

*****Reminder*****

Medicaid only-income can be verified through DWS, this is NOT true for SNAP

Verifications Continued...

What is considered questionable?

- ❖ Inconsistent statements made by the applicant/recipient
- ❖ Inconsistent with other information on the application
- ❖ Inconsistent with information on previous applications
- ❖ Inconsistent with credible information received by ISD
- ❖ Information which is questionable at face value

8.100.130.12 NMAC

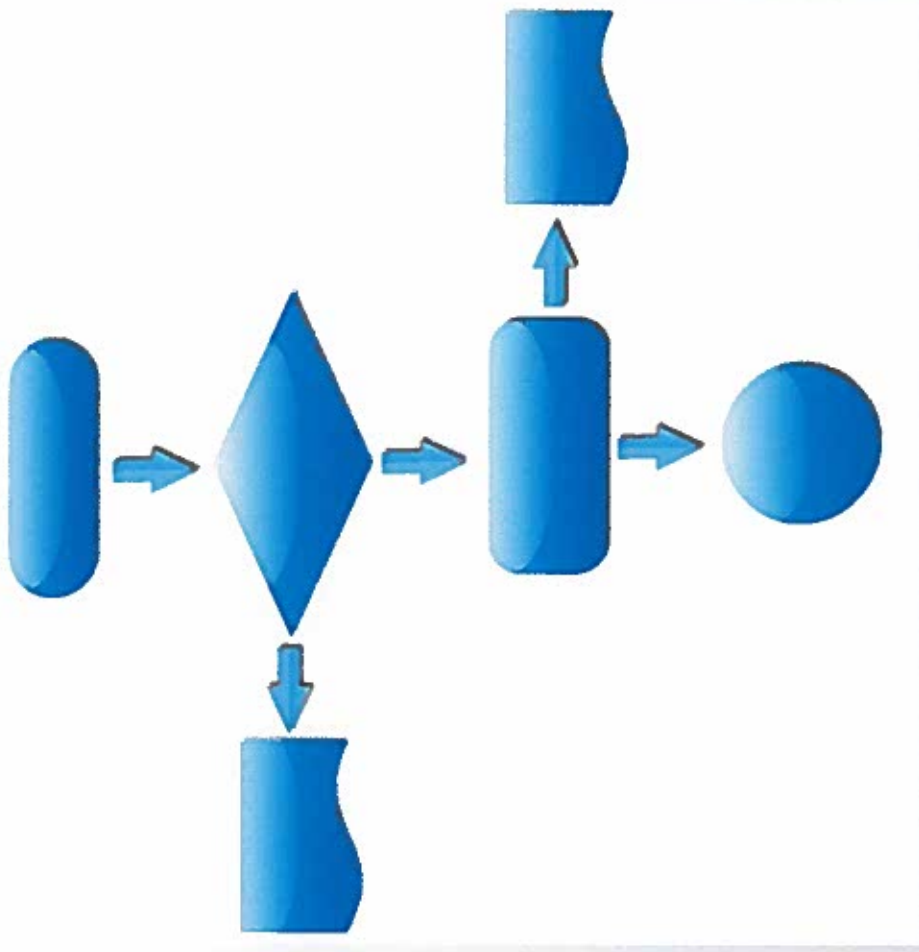
Verifications Continued...

What should you do with questionable verification?

- ❖ Always allow the applicant to tell you about their circumstance.
- ❖ If the applicant's statements are reasonable it is not necessary to request physical documentation.
- ❖ Always include a description of the applicant's circumstances in the case comments.

Per GI 09-09

Overview



Application Procedure Review

- ▶ Always inform applicants of the processing timeframes
- ▶ Offer assistance in obtaining verification
- ▶ Allow the household 10 days to return verification
- ▶ Three 10-day extensions can be requested 8.100.130.11A(6) NMAC
- ▶ Applicant does not need to file a new application if it is less than 60 days old
- ▶ Once a determination is made on any application, a notice will be sent to the applicant informing them of the decision
 - Applications processed after the 30th day but before the 60th day need to be reviewed to determine if the delay was caused by the Applicant or the Department.

Note: Under current DHG ruling, an application for SNAP and Medicaid will remain in pending status until completed. DHG states these applications cannot be closed due to procedural reasons.

MAGI



MAGI Categories

Other Adult

Who Is Eligible?

- An Individual age 19 up to age 65
- Cannot be entitled to or receiving Medicare
- Meet all non-financial eligibility requirements
- Have countable income less than 133% of Federal Poverty Level (FPL) for the household size

8.296 NMAC

MAGI Categories Continued...

Parent/Caretaker

Who Is Eligible?

- Must be a natural, step, or adoptive parent of a child, provided they live with the child
- Specified relative(s) within the fifth degree of relationship by blood, marriage or adoption when the parent(s) do not live with the child (as determined by New Mexico statute chapter 45 – uniform probate code)
- Meet all non-financial eligibility requirements
- Household with countable Income less than the income standard for the household size

8.292 NMAC

MAGI Categories Continued...

Children

Who Is Eligible?

- Under nineteen years of age
- Meet all non-financial eligibility requirements
- Children ages 6–18:
 - Have countable income less than 240% of FPL
 - Cannot have private health insurance if the countable income is between 190% and 240% FPL
- Children ages 0–5:
 - Have countable income less than 300% of FPL
 - Cannot have private health insurance if the countable income is between 240% and 300% FPL

8.295 NMAC

MAGI Categories Continued...

Full Pregnancy

Who Is Eligible?

- A woman who is pregnant
 - Self Attestation, does not need to be medically verified unless questionable
- Meet all non-financial eligibility requirements
- Have countable income less than FPL for the household size
- Un-born Child(ren) will be included in budget group

8.293 NMAC

MAGI Categories Continued...

Pregnancy Related Services

Who Is Eligible?

- A woman who is pregnant
 - Self Attestation, does not need to be medically verified unless questionable
- Meet all non-financial eligibility requirements
- Have countable Income less than 250% of FPL for the household size
- Un-born Child(ren) will be included in budget group

8.294 NMAC

MAGI Categories Continued...

Newborn/Transitional

Who is Eligible?

- **Newborn Medicaid:**
 - Infants born to mothers who are eligible for and receiving New Mexico Medicaid at the time of birth
 - Mothers deemed to have been eligible for New Mexico Medicaid at the time of the birth
- **Two categories for Transitional:**
 - Loss of Parent Caretaker Medicaid due to Spousal Support/Child Support (27)
 - Loss of Parent Caretaker Medicaid due to Earnings From Employment (28)
 - To be a Medicaid eligible applicant must have:
 - Received parent caretaker Medicaid in at least one month of the six months prior to ineligibility for parent caretaker Medicaid
 - Lost parent caretaker Medicaid wholly or in part due to new or increased spousal support/child support or earnings from employment
 - At least one Medicaid eligible dependent child living in the home
 - Continues to meet all non-financial eligibility
- **Passive Renewal**
 - ISD will utilize current case information and applications to determine eligibility for children turning one who's newborn eligibility is expiring and those adults who's transitional is expiring.

8.297 NMAC & 8.298 NMAC

MAGI Non-Financial Verification

Non-Financial Eligibility Standards	MAGI
<i>Deductions</i>	5% FPL Deduction depending on the Category of Eligibility
<i>Immigrant Status</i>	*Mandatory Verification: HSD will utilize electronic sources
<i>Residency</i>	*Self Attestation
<i>Relationship</i>	*Self Attestation
<i>Age</i>	*Self Attestation
<i>Identity/Citizenship</i>	*Self Attestation (within first 90 days – must be verified after)
<i>Receipt of other benefits</i>	*Mandatory Verification: HSD will utilize electronic sources
<i>Enumeration (SSN)</i>	*Mandatory Verification: HSD will utilize electronic sources
<i>Pregnancy</i>	*Self Attestation

* HSD will request verification if Self Attestation is questionable

MAGI Reporting Requirements

What Information must be reported?

- ▶ Any change in circumstances which might affect the recipients eligibility within 10 days from the date the change occurred.
 - **Note:** Children are continuously eligible for a 12 month period and pregnant woman for duration/postpartum.

Federal Exchange

- ▶ If an applicant/recipient is denied Medicaid or approved for a limited benefit (Family Planning), the applicant/recipient and their information will be forwarded to the Federal Healthcare exchange. They will be evaluated for other insurance affordability programs.

42 CFR 435.916(f)(2)

Admin Renewals



Administrative Renewal/ Reconsideration Period/ Recertification

- ▶ Most Medicaid categories will have a 12 month recertification
- ▶ An Administrative Renewal (Admin Renewal) is a recertification process for Medicaid cases (MAGI Adult, MAGI Parent Caretaker, MAGI Child, Newborn and Transitional Medicaid).
 - The intent of an Admin Renewal is to allow the field office to complete a recertification with readily available information up to 120 days prior to the recertification date
- ▶ Sources of readily available information includes but is not limited to:
 - ✓ ACTIVE SNAP, TANF, GA, or LIHEAP case (certified within the last 6 months)
 - ✓ Department of Workforce Solutions scans
 - ✓ Other trusted interfaces
- ▶ If an Admin Renewal cannot be completed, ASPEN will issue a pre-populated notice (MAD 608), at least 45 days prior to recertification end date.
- ▶ A reconsideration period is 90 days after closure, if an individual completes the renewal process within the 90 day period, benefits will be re-established from recertification closure date.

Administrative Renewal/Reconsideration Period/ Recertification Continued...

What if I do not have enough information to complete the Admin Renewal?

- If a HUMAD needs to be issued for additional information, DO NOT pursue the Admin Renewal.
- Wait for the recertification packet (MAD 608) to issue and for the packet to be returned.
- A MAD 608 is automatically issued at least 45 days prior to certification expiration if no action has been taken on the case.
- If an Admin Renewal has been initiated, and it is determined there is not enough information to finalize the case, the renewal task must be disposed and ensure case comments are documented.

NOTE: MAGI categories do not require interviews as part of the application or recertification process for a determination of eligibility.

Citizenship, Immigration, Enumeration, & Identity Overview



Overview of Citizenship, Immigrant Status, Enumeration and Identity

Enumeration (Social Security Numbers)

- ▶ The social security number is required for every individual who is requesting benefits for themselves. The exception is for individuals with certain immigration statuses that may not have a social security number.
- ▶ Providing the social security number of a mandatory household member that is not seeking benefits for themselves is voluntary. However, failure to provide the social security number shall result in the denial of assistance for the household member and not the entire benefit group.
- ▶ Verification that the enumeration requirement for an applicant/recipient has been met is mandatory. The applicant/recipient must provide the social security number (SSN) which has been issued to the individual no later than 90 days following approval.
- ▶ Infants: Are not required to have a social security number as a condition of eligibility
- ▶ **Reminder.....Staff are not to request the SSN from the household member when processing requests or for tracking purposes. When conducting an inquiry in ASPEN, staff may request the name and date of birth or address to complete the inquiry.**

- ▶ 8.100.130 NMAC
- ▶ 8.139.410 NMAC
- ▶ 8.200.410 NMAC
- ▶ 8.291.410 NMAC

Overview of Citizenship, Immigrant Status, Enumeration and Identity

Citizenship and Immigration Status (IPP-14-03)

- ▶ An individual must be a citizen of the United States or meet the immigrant eligibility criteria for the specified program.
 - Verification of citizenship and immigrant status is mandatory for eligibility.
 - Staff are to first verify the immigration status using SAVE, requests for documentary evidence should be made only after the SAVE inquiry has been conducted and the information is not available or questionable.
 - Household members who are not seeking benefits for themselves are not required to provide citizenship or immigration status information.
- ▶ Infants: Are considered to have met the citizenship and identity requirements for ongoing eligibility. Requests for citizenship and identity are considered to be established.

SAVE

- ▶ All applicants who indicate eligible alien status must be verified through the (SAVE) system. This verification is completed in ASPEN after entering information on the Immigrant Details page and clicking the save and continue; on the next page, Save Response page, there is a button, which the user will click to run a verification.



Submit Initial Verification

See screen shots on next slide of the Immigrant Details page and the Response page from ASPEN.

Immigrant Details Page

SAVE Response (1) (2) (3) (4) (5) (6) (7) (8) (9) (10) (11) (12) (13) (14) (15) (16) (17) (18) (19) (20) (21) (22) (23) (24) (25) (26) (27) (28) (29) (30) (31) (32) (33) (34) (35) (36) (37) (38) (39) (40) (41) (42) (43) (44) (45) (46) (47) (48) (49) (50) (51) (52) (53) (54) (55) (56) (57) (58) (59) (60) (61) (62) (63) (64) (65) (66) (67) (68) (69) (70) (71) (72) (73) (74) (75) (76) (77) (78) (79) (80) (81) (82) (83) (84) (85) (86) (87) (88) (89) (90) (91) (92) (93) (94) (95) (96) (97) (98) (99) (100)

Case Name: Henry's Affairs Case ID: 10011205 Case Status: Pending

Individual Information

First Name: Henry Address: 1511 Avenida de las Americas, Suite 1000, Miami, FL 33134

Last Name: Henry DOB: 07/25/1980

SAVE Verification Query Details

SAVE ID: SAVE Verification Status: SAVE Verification Status

Immigrant Type / Document: I-551 annotated with class other than RE, AU, or AS

Admission Number: A12345678

1-84 Card Number: ABC123456789

Student and Exchange Visitor Information System (SEVIS) ID: ABC123456789

1-84 Number: 11142917

Document Expiration Date: 11/14/2017

Initial Verification Response - LEVEL 1

First Name: Henry Last Name: Henry

U.S. Date of Entry: 07/25/1980 Birth Country: United States

Class of Admission(COA): I-551 Annotated with Class Other Than RE, AU, or AS

Additional Verification(AV) Code: 123456789

Additional Verification(AV) Text: 123456789

Second Verification Response - LEVEL 2

G-845 Major Code: G-845 Major Statement

G-846 Minor Code: G-846 Minor Statement

Class of Admission(COA): G-845 Major Statement

Admitted Until Date: 11/14/2017

Third Verification Response - LEVEL 3

G-845 Major Code: G-845 Major Statement

G-846 Minor Code: G-846 Minor Statement

Class of Admission(COA): G-845 Major Statement

Admitted Until Date: 11/14/2017

SAVE Response Page

SAVE Response (1) (2) (3) (4) (5) (6) (7) (8) (9) (10) (11) (12) (13) (14) (15) (16) (17) (18) (19) (20) (21) (22) (23) (24) (25) (26) (27) (28) (29) (30) (31) (32) (33) (34) (35) (36) (37) (38) (39) (40) (41) (42) (43) (44) (45) (46) (47) (48) (49) (50) (51) (52) (53) (54) (55) (56) (57) (58) (59) (60) (61) (62) (63) (64) (65) (66) (67) (68) (69) (70) (71) (72) (73) (74) (75) (76) (77) (78) (79) (80) (81) (82) (83) (84) (85) (86) (87) (88) (89) (90) (91) (92) (93) (94) (95) (96) (97) (98) (99) (100)

Case Name: Henry's Affairs Case ID: 10011205 Case Status: Pending

Individual Information

First Name: Henry Address: 1511 Avenida de las Americas, Suite 1000, Miami, FL 33134

Last Name: Henry DOB: 07/25/1980

SAVE Verification Query Details

SAVE ID: SAVE Verification Status: SAVE Verification Status

Immigrant Type / Document: I-551 annotated with class other than RE, AU, or AS

Admission Number: A12345678

1-84 Card Number: ABC123456789

Student and Exchange Visitor Information System (SEVIS) ID: ABC123456789

1-84 Number: 11142917

Document Expiration Date: 11/14/2017

Initial Verification Response - LEVEL 1

First Name: Henry Last Name: Henry

U.S. Date of Entry: 07/25/1980 Birth Country: United States

Class of Admission(COA): I-551 Annotated with Class Other Than RE, AU, or AS

Additional Verification(AV) Code: 123456789

Additional Verification(AV) Text: 123456789

Second Verification Response - LEVEL 2

G-845 Major Code: G-845 Major Statement

G-846 Minor Code: G-846 Minor Statement

Class of Admission(COA): G-845 Major Statement

Admitted Until Date: 11/14/2017

Third Verification Response - LEVEL 3

G-845 Major Code: G-845 Major Statement

G-846 Minor Code: G-846 Minor Statement

Class of Admission(COA): G-845 Major Statement

Admitted Until Date: 11/14/2017

Overview of Citizenship, Immigrant Status, Enumeration and Identity

Determining if an Immigrant is Eligible to Receive SNAP and Medicaid

The “Guide to Immigrant Eligibility” is a tool to assist you when determining an individual’s eligibility for all programs administered by ISD. Below provides details on how to determine eligibility for SNAP and Medicaid.

STEP #1: Determine if the person is a “qualified immigrant” or “other immigrants” (defined by federal law).

“Qualified” immigrants are:

- Lawful permanent residents (LPRs);
- Refugees and asylees;
- Persons granted withholding of deportation/removal, conditional entrants (in effect prior to Apr. 1, 1980), and persons paroled into the U.S. for at least one year;
- Cuban/Haitian entrants; and
- Battered spouses and children with a pending or approved self-petition/immigrant visa, or application for cancellation of removal/ suspension of deportation, and whose need for benefits has a substantial connection to the battery or cruelty. Parents and children of battered children/spouses are also “qualified.”

“Other” immigrants are:

- Fully present member of Hmong or Laotian tribe during the Vietnam era, when the tribe militarily assisted the U.S., spouse, surviving spouse or child of tribe member. or
- Certain American Indians born in Canada, or
- Victims of trafficking and their derivative beneficiaries.
- Member of federally recognized Indian tribe, or
- Certain American Indians born in Canada, or
- Were receiving SSI on Aug. 22, 1996, or
- Lawfully residing children under 21, or
- Lawfully residing pregnant women, or
- Entered the US before 8/22/96 and permanently residing in the US under color of law (i.e. “living in the US with the knowledge and permission of the immigration and naturalization service and whose departure the agency does not contemplate enforcing.”).

STEP #2: Determine if the person is an “eligible” immigrant.

- Depending on the persons “qualified,” they may be barred from participation in the programs for 5 years.
- Some individuals who are not in a “qualified” status are eligible for participation in some programs like Medicaid.

Overview of Citizenship, Immigrant Status, Enumeration and Identity

Supplemental Nutrition Assistance Program (SNAP)	
Were 65 or older and were lawfully residing in the U.S. on 9/22/96 or	<p>Eligible if:</p> <ul style="list-style-type: none"> • Are under age 18, or • Have been in “qualified” immigrant status for at least five years or • Lawful Permanent Residents who have worked or can be credited with 40 hours of qualifying quarters, or • Granted refugee or asylum status or withholding of deportation/removal, Cuban/Haitian entrant, or Amerasian immigrant, or • Are receiving disability-related assistance or • Veteran, active duty military; spouse, un-remarried surviving spouse, or child, or • Member of Hmong or Laotian tribe during the Vietnam era, when the tribe militarily assisted the U.S.; spouse, surviving spouse, or child of tribe member. or • Certain American Indians born abroad.
“QUALIFIED” IMMIGRANTS WHO ENTERED THE U.S. ON OR AFTER AUG. 22, 1996	<p>Eligible if:</p> <ul style="list-style-type: none"> • Are under age 18, or • Have been in “qualified” immigrant status for at least five years, or • Lawful Permanent Residents who have worked or can be credited with 40 hours of qualifying quarters, or • Granted refugee or asylum status or withholding of deportation/removal, Cuban/Haitian entrant, or Amerasian immigrant, or Iraqi or Afghan special immigrant status, or • Are receiving disability-related assistance or • Veteran, active duty military; spouse, un-remarried surviving spouse, or child, or • Member of Hmong or Laotian tribe during the Vietnam era, when the tribe militarily assisted the U.S.; spouse, surviving spouse, or child of tribe member, or • Certain American Indians born abroad.
OTHER IMMIGRANTS (NOT OF “QUALIFIED” STATUS)	<p>Eligible if:</p> <ul style="list-style-type: none"> • Lawfully present member of Hmong or Laotian tribe during the Vietnam era, when the tribe militarily assisted the U.S., spouse, surviving spouse or child of tribe member, or • Certain American Indians born in Canada, or • Victims of trafficking and their derivative beneficiaries.

Overview of Citizenship, Immigrant Status, Enumeration and Identity

Determining SNAP Eligibility utilizing the “Guide to Immigrant Eligibility”

- 30 year old immigrant applying for SNAP benefits. She receives SSI and entered the U.S. on January 1st, 1997.
- This individual would be eligible to receive SNAP benefits as she falls into the category of “Qualified” Immigrants who entered the U.S. on or after Aug. 22, 1996 and is receiving disability related assistance.

“QUALIFIED” IMMIGRANTS WHO ENTERED THE U.S. ON OR AFTER AUG. 22, 1996

Eligible If:

- Are under age 18, or
- Have been in “qualified” immigrant status for at least five years, or
- Lawful Permanent Residents who have worked or can be credited with 40 hours of qualifying quarters, or
- Granted refugee or asylum status or withholding of deportation/removal, Cuban/Haitian entrant, or Amerasian immigrant, or Iraqi or Afghan special immigrant status, or
- Are receiving disability-related assistance or
- Veteran, active duty military; spouse, un-remarried surviving spouse, or child, or
- Member of Himong or Loatian tribe during the Vietnam era, when the tribe militarily assisted the U.S.; spouse, surviving spouse, or child of tribe member, or
- Certain American Indians born abroad.

Overview of Citizenship, Immigrant Status, Enumeration and Identity

Determining SNAP Eligibility utilizing the “Guide to Immigrant Eligibility”

- 50 year old immigrant applying for SNAP benefits. He is not a legal permanent resident but is a victim of trafficking.
- This individual would be eligible to receive SNAP benefits as he falls into the category of “other immigrants” and is eligible because he is a victim of trafficking.

OTHER IMMIGRANTS (NOT OF “QUALIFIED” STATUS)

Eligible if:

- Lawfully present member of Hmong or Laotian tribe during the Vietnam era, when the tribe militarily assisted the U.S., spouse, surviving spouse or child of tribe member, or
- Certain American Indians born in Canada, or
- Victims of trafficking and their derivative beneficiaries.

Overview of Citizenship, Immigrant Status, Enumeration and Identity

Medicaid

Were 65 or older and were lawfully residing in the U.S. on 9/22/96 or

Eligible if:

- Remained continuously present in US until obtained qualified alien status (i.e. no absence from U.S. for more than 90 days, or total aggregate absence of more than 90 days)

"QUALIFIED" IMMIGRANTS WHO ENTERED THE U.S. ON OR AFTER AUG. 22, 1996

Eligible only if:

- Have been in "qualified" status for at least 5 years, or
- Children under 21, or
- Pregnant women, or
- Were granted refugee or asylum status or withholding of deportation/removal, or
- Cuban/Haitian entrant, or Amerasian, or Iraqi or Afghan special immigrant status, or
- Battered spouses and children, or
- Lawfully residing veteran or active duty in the armed forces, including spouses and unmarried children.

OTHER IMMIGRANTS (NOT OF "QUALIFIED" STATUS)

Eligible if:

- Victims of trafficking and their derivative beneficiaries, or
- Member of federally recognized Indian tribe, or
- Certain American Indians born in Canada, or
- Were receiving SSI on Aug. 22, 1996, or
- Lawfully residing children under 21, or
- Lawfully residing pregnant women, or
- Entered the US before 9/22/96 and permanently residing in the US under color of law (i.e., "living in the US with the knowledge and permission of the immigration and naturalization service and whose departure the agency does not contemplate enforcing."⁷)

Overview of Citizenship, Immigrant Status, Enumeration and Identity

Determining Medicaid Eligibility utilizing the “Guide to Immigrant Eligibility”

- 30 year old immigrant is applying for Medicaid benefits. She is pregnant and has been an LPR for 1 year.
- This individual would be eligible to receive Medicaid as she falls into the category of “other immigrants” and is eligible because she is lawfully residing and pregnant.

OTHER IMMIGRANTS (NOT OF “QUALIFIED” STATUS)

Eligible if:

- Victims of trafficking and their derivative beneficiaries, or
- Member of federally recognized Indian tribe, or
- Certain American Indians born in Canada, or
- Were receiving SSI on Aug. 22, 1996, or
- Lawfully residing children under 21, or
- Lawfully residing pregnant women, or
- Entered the US before 8/22/96 and permanently residing in the US under color of law (i.e., “living in the US with the knowledge and permission of the immigration and naturalization service and whose departure the agency does not contemplate enforcing.”)

Overview of Citizenship, Immigrant Status, Enumeration and Identity

Determining Medicaid Eligibility utilizing the “Guide to Immigrant Eligibility”

- 40 year old mom and 15 year old daughter, both immigrants, are applying for Medicaid. They both entered the U.S. after August 22, 1996. Mom has been an LPR for 6 years but her daughter has only been an LPR for 1 year.
- They are both eligible to receive Medicaid as they fall into the category of “Qualified” Immigrants who entered the U.S. on or after Aug. 22, 1996 and mom has been an LPR for longer than 5 years and her daughter is under 21.

“QUALIFIED” IMMIGRANTS WHO ENTERED THE U.S. ON OR AFTER AUG. 22, 1996

Eligible only if:

- Have been in “qualified” status for at least 5 years, or
- children under 21, or
- Pregnant women, or
- Were granted refugee or asylum status or withholding of deportation/removal, or
- Cuban/Haitian entrant, or Amerasian, or Iraqi or Afghan special immigrant status, or
- Married spouses and children, or
- Lawfully residing veteran or active duty in the armed forces, including spouses and unmarried children.

Overview of Citizenship, Immigrant Status, Enumeration and Identity

Overview of Immigrant Eligibility for Public Benefits Administered by HSD (Instructions)

This table provides an overview of whether immigrants can receive various public benefits programs in New Mexico, assuming they meet all the other requirements of the program. There are two steps to this process:

STEP #1: Determine if the person is a "qualified immigrant" (defined by federal law). "Qualified" immigrants are:

- (1) Lawful permanent residents (LPRs);
- (2) Refugees and asylees;
- (3) Persons granted withholding of deportation/removal, conditional entrants (in effect prior to Apr. 1, 1980), and persons paroled into the U.S. for at least one year;
- (4) Cuban/Haitian entrants; and
- (5) Battered spouses and children with a pending or approved self-petition/immigrant visa, or application for cancellation of removal/suspension of deportation, and whose need for benefits has a substantial connection to the battery or cruelty. Parents and children of battered children/spouses are also "qualified."

STEP #2: Look at the following table to see if they can receive benefits. If the person is "qualified," look at the first two columns. If the person is not qualified, look at the last column for "Other Immigrants (not of qualified status)" to see if the person can still receive benefits. For example, victims of trafficking are not considered "qualified" immigrants, but they are eligible for benefits.

Overview of Immigrant Eligibility for Public Benefits Administered by HSD

	Supplemental Nutrition Assistance Program (SNAP)	State Funded Cash Assistance (General Assistance; Education Works; Adult Residential Care; Burial Assistance)	New Mexico Works (TAMF)	Refugee Cash and Medical Assistance	Medicaid ¹ and Affordable Care	Emergency Medicaid (E/MASA)	LINEAP
"QUALIFIED" IMMIGRANTS WHO ENTERED THE U.S. BEFORE AUG. 22, 1994	<p>Eligible only if:</p> <ul style="list-style-type: none"> • Were 65 or older and were lawfully residing in the U.S. on 8/22/94 or • Are under age 18, or • Have been in "qualified" immigrant status for at least five years or • Lawful Permanent Residents who have worked or can be credited with 40 hours of qualifying quarters, or • Granted refugee or asylum status or withholding of deportation/removal, Cuban/Haitian entrant, or Amerasian immigrant, or • Are receiving disability-related assistance² or • Veterans, active duty military, spouse, unmarried surviving spouse, or child, or • Member of Hmong or Laotian tribe during the Vietnam era, when the tribe militarily assisted the U.S., spouse, surviving spouse, or child of tribe member, or • Certain American Indians born abroad 	Eligible	<p>Eligible if:</p> <ul style="list-style-type: none"> • Entered the US before 8/22/94 and currently "Permanently Residing under Color of Law," defined as a non-citizen who is "permanently residing in the US, the individual's presence in the US is known to DHS, and DHS does not intend to remove or deport the individual," or • Victims of trafficking and their derivative beneficiaries 	Eligible	<p>Eligible if:</p> <ul style="list-style-type: none"> • Remained continuously present in US with obtained qualified alien status (i.e. no absence from U.S. for more than 30 days, or total aggregate absence of more than 90 days) 	<p>Eligible (if not eligible for full-scope Medicaid coverage due to immigration status)</p>	<p>Eligible if:</p> <ul style="list-style-type: none"> • Entered the US before 8/22/94 and currently "Permanently Residing under Color of Law," defined as a non-citizen who is "permanently residing in the US, the individual's presence in the US is known to DHS, and DHS does not intend to remove or deport the individual," or • Victims of trafficking and their derivative beneficiaries
"QUALIFIED" IMMIGRANTS WHO ENTERED THE U.S. ON OR AFTER AUG. 22, 1994	<p>Eligible only if:</p> <ul style="list-style-type: none"> • Are under age 18, or • Have been in "qualified" immigrant status for at least five years, or • Lawful Permanent Residents who have worked or can be credited with 40 hours of qualifying quarters, or • Granted refugee or asylum status or withholding of deportation/removal, Cuban/Haitian entrant, or Amerasian immigrant status, or • Are receiving disability-related assistance or • Veterans, active duty military, spouse, unmarried surviving spouse, or child, or • Member of Hmong or Laotian tribe during the Vietnam era, when the tribe militarily assisted the U.S., spouse, surviving spouse, or child of tribe member, or • Certain American Indians born abroad 	Eligible	Eligible	Eligible	<p>Eligible only if:</p> <ul style="list-style-type: none"> • Have been in "qualified" status for at least 5 years, or • Children under 21, or • Pregnant women, or • Were granted refugee or asylum status or withholding of deportation/removal, or • Cuban/Haitian entrant, or Amerasian, or Iraq or Afghan special immigrant status, or • Battered spouses and children, or • Lawfully residing veterans or active duty in the armed forces, including spouses and unmarried children. 	<p>Eligible (if not eligible for full-scope Medicaid coverage due to immigration status)</p>	Eligible

Overview of Citizenship, Immigrant Status, Enumeration and Identity

OTHER IMMIGRANTS (NOT OF "QUALIFIED" STATUS)	Supplemental Nutrition Assistance Program (SNAP)	State Funded Cash Assistance (General Assistance; Education Works; Adult Residential Care; Burial Assistance)	New Mexico Works (TANF)	Refugee Cash and Medical Assistance	Medicaid ¹ and Affordable Care	Emergency Medicaid (EMSA)	LIHEAP
	<p>Eligible only if:</p> <ul style="list-style-type: none"> • Lawfully present member of Hmong or Luchan tribe during the Vietnam era, when the tribe initially settled the U.S., spouse, surviving partner or child of a member of the tribe • Certain American Indians born in Canada, or • Victims of trafficking and their derivative beneficiaries. 	<p>Eligible if:</p> <ul style="list-style-type: none"> • Entered the US before 8/22/96 and currently "temporarily residing under Color of Law" (includes those who are temporarily residing in the US, the individual's presence in the US is known to DHS, and DHS does not intend to remove or deport the individual" or • Victims of trafficking and their derivative beneficiaries 	<p>Eligible only if:</p> <ul style="list-style-type: none"> • Victims of trafficking and their derivative beneficiaries 		<p>Eligible if:</p> <ul style="list-style-type: none"> • Victims of trafficking and their derivative beneficiaries, or • Member of federally recognized Indian tribe, or • Certain American Indians born in Canada, or • Were receiving SSI on Aug. 22, 1996, or • Lawfully residing children under 21, or • Lawfully residing pregnant women, or • Entered the US before 8/22/96 and permanently residing in the US under color of law [i.e. living in the US with the knowledge and permission of the immigration and naturalization service and whose dependent the agency does not consider an immigrant.] 	<p>Eligible (if not eligible for full-scope Medicaid coverage due to immigration status)</p>	<p>Eligible only if:</p> <ul style="list-style-type: none"> • Victims of trafficking and their derivative beneficiaries

Overview of Citizenship, Immigrant Status and Identity Continued...

Who is exempt from proving Citizenship and Identity?

The following individuals are exempt from providing documentation of citizenship and identity:

- (1) individuals receiving supplemental security income benefits under Title XVI of the Social Security Act;
- (2) individuals entitled to or enrolled in any part of Medicare;
- (3) individuals receiving social security disability insurance benefits under Section 223 of the Social Security Act or monthly benefits under Section 202 of the act, based on the individual's disability, as defined in Section 223(d) of the act;
- (4) individuals who are in foster care and who are assisted under Title IV-B of the Social Security Act; or
- (5) individuals who are applicants of foster care maintenance or adoption assistance payment under Title IV-E of the act.
- (6) individual is not requesting assistance for themselves.

Conclusion



Document in Case Comments

REMEMBER!

Document!
Document!
Document!

(Review previous
documentation & yours!)

What
When
Who
How
Why

The situations in which the information is questionable must be clearly documented in the case comments.

Explain why it is questionable and the resolution of the information.

GI 14-40