RH ACCESS FUND ELIGIBILITY STATUS UPDATE GUIDE

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KEY TERMS:

Client: is a person with reproductive capacity who is seeking reproductive health, family planning, or abortion services at a RHCare, CCare, or AbortionCare clinic.

Enrollee: a client who has completed the RH Access Fund Enrollment Form and is enrolled in RH Access Fund.

SAVE: Systemic Alien Verification for Entitlements Program; the program state staff use to confirm Eligible Immigration Status for RH Program clients

SSA: Social Security Administration; RH Program staff work with to confirm enrollee's social security numbers and US citizenship status.

SSN: Social Security Number

The RH Access Fund monthly eligibility status update is in an Excel workbook that includes 6 tabs each month, and a 7th tab once per quarter:

1. Electronic Citizenship Match Failures

2. Duplicate Records

3. Unverified SSNs

4. Found SSNs

5. Corrected SSNs

6. Quarterly Income Check results (once per quarter)

Below are descriptions and samples of what each tab looks like (with fake information). On every tab, client information is sorted by Agency number, then Clinic number, then RH Access Fund ID. You only need to look at enrollees who enrolled at your agency or clinic.

If you have any additional questions, please contact us at RH.Program@state.or.us.

Please remember to use a **secure** email when sending client/enrollee information like names, DOB or SSN.

1. Electronic Citizenship Match (CitMatch) Failures:

Electronic Citizenship Match Failures - January Enrollments [*SAMPLE*]						
Enrollment Date	**Agency**	**Clinic**	**RHAF ID#**	**Match Found**	**Explanation**	**If citizenship is not verified, CCare clinics will not be able to bill for visits after:**
1/7/2023	1111	6512	9786542	N	SSA records indicate enrollee is not a US Citizen. Needs Certificate of Naturalization or birth certificate, or double check for immigration status.	4/6/2023
1/22/2023	1111	6513	9786124	N	Enrollee did not provide SSN, unable to find correct SSN or verify citizenship through SSA.	4/21/2023
1/15/2023	1144	8777	9776682	N	SSN not verified. Could be either a name mismatch or incorrect SSN.	4/14/2023
1/7/2023	1144	8777	9786331	N	SSA records indicate enrollee has had a last name change. Contact us at rh.enrollment@oha.oregon.gov with any alternate names.	4/6/2023

- Includes all enrollees who enrolled the previous month and marked U.S. Citizenship on the Enrollment Form, but for whom citizenship has not been verified.

- Any enrollee who provides their own U.S. citizenship documentation (U.S. passport, birth certificate, etc.) has met the citizenship verification requirement and will <u>not</u> be listed. This list will only include enrollees for whom clinic staff marked the "Client needs verification by state" checkbox under the Proof of U.S. Citizenship tab in the Eligibility Database.

- A brief explanation is provided to document the reason for the mismatch. The most common reasons are:

  i. Enrollee did not provide SSN, unable to find correct SSN or verify citizenship through SSA.

     - These apply to enrollees who did not provide a SSN at the time of enrollment. Without a valid SSN, the electronic citizenship match with SSA cannot be performed. This indicates that state staff searched for valid SSNs in state databases but were unable to find one.

     - These enrollees will need either (1) a valid SSN so the SSA citizenship match can be performed, or (2) other citizenship documentation, such as a U.S. passport or birth certificate (if born in Oregon, clients can complete the Oregon Birth Information Form; if born in another state, see our Client Enrollment webpage for more information on obtaining out-of-state birth certificates).

  ii. SSA records indicate enrollee is not a US citizen. Needs Certificate of Naturalization or birth certificate, or double check for immigration status.

     - For these enrollees, SSA is indicating that the enrollee's information is correct (name and DOB match the SSN) but SSA records indicate the enrollee is not a US citizen. This can happen for a couple of reasons: (1) enrollee recently became a US citizen and has not yet updated their status with SSA, or (2) enrollee is truly not a US citizen.

     - These enrollees need to provide their own proof of US citizenship such as a Certificate of Naturalization or U.S. passport. You may also double check their enrollment form to be sure they did not indicate they hold Eligible Immigration Status or Another Status. If they do in fact have one of those statuses, you can change their status in the RH Access Find Eligibility Database.

  iii. SSA records indicate enrollee has had a name change. Please contact us with any alternate name information.

     - For these enrollees, SSA is indicating that the enrollee's first name and DOB match the SSN, but the last name does not match SSA's records.

     - These enrollees need to provide an alternate last name in order for us to successfully perform the SSA citizenship match, or else they need to provide their own citizenship documentation. If you obtain alternate name information from any enrollee, please let us know by sending a secure email to rh.enrollment@oha.oregon.gov.

  iv. SSN not verified. Could be either a name mismatch or incorrect SSN.

     - For these enrollees, SSA is indicating that the enrollee's name and/or DOB do not match the SSN provided, or the SSN is not a valid SSN.

- Please double check the enrollee's enrollment form for typos and/or double check with the enrollee regarding their SSN and to see whether they have had any name changes (first or last name).

- These enrollees will likely also appear on the Unverified SSNs tab (see Section 3 for details).

2. **Duplicate Records:**

Duplicate RH Access Fund Records – January Enrollments [*SAMPLE*]				
Enrollment Date	**Agency**	**Clinic**	**RHAF ID#**	**Current Status:**
1/5/2023	1111	6513	9786124	Active - use this one
10/22/2018	2222	3377	7658952	Deleted
1/18/2023	4444	4411	9772165	Active - use this one
8/11/2019	4444	4411	6258901	Deleted

- Includes enrollees for whom a duplicate RH Access Fund enrollment record was found.

- RH Program staff have determined which record will be used moving forward and have deleted the other record.

3. **Unverified SSNs:**

Unverified SSNs, January Enrollments [*SAMPLE*]					
Enrollment Date	**Agency**	**Clinic**	**RHAF ID #**	**Verified? (Y/N)**	**If SSN is not verified, CCare clinics will not be able to bill for visits after:**
1/15/2022	1155	7733	9771652	N	4/30/2022
1/9/2022	1111	6512	9786512	N	4/30/2022
1/27/2022	1155	7733	9771652	N	4/30/2022

- Includes enrollees who provided a SSN at the time of enrollment and for whom SSA records indicate either (1) a mismatch between the enrollee's name/DOB and SSN, or (2) the SSN provided is not a valid SSN.

- You may need to do one of the following: (1) double check the enrollee's enrollment form for possible typos, (2) ask the enrollee to double check their SSN and ask if they have had any name changes or alternate names (first or last).

- Enrollee coverage will not be suspended for invalid SSN; however, CCare clinics will not be able to bill for these enrollee's services until the enrollee's SSN is corrected.

4. **Found SSNs:**

Found SSNs for January Enrollments who did not know their SSN [*SAMPLE*]			
Enrollment Date	**Agency**	**Clinic**	**RHAF ID#**
1/17/2023	1111	6513	9783444
1/9/2023	1144	8455	9778775
1/27/2023	1144	8455	9775812

- Includes enrollees who did not provide a SSN at the time of enrollment and for whom state staff were able to find and verify a SSN.

- State staff search state databases to find possible SSNs, and then send these enrollees' information to SSA to verify the match. When verified, the corrected SSNs are uploaded to the RH Access Fund Eligibility Database. For enrollees who are US citizens and who did not have citizenship verified, the SSA match can also provide a citizenship match.

5. **Corrected SSNs:**

Corrected SSNs for January Enrollments [*SAMPLE*]			
Enrollment Date	**Agency**	**Clinic**	**RHAF ID #**
1/15/2023	1111	6513	9781112
1/17/2023	1111	6513	9783444
1/9/2023	1144	8455	9778775

- Includes enrollees for whom state staff found a correction to the SSN provided at the time of enrollment.

- These are often typos such as a couple of numbers that got switched. When these corrections are verified through the SSA match, corrections are uploaded to the RH Access Fund Eligibility Database.

6. **Quarterly Income Check:**

Quarterly Income Check results for clients found to be over-income, Q1 2022 (January - March) Enrollments [*SAMPLE*]								
Enrollment Date	**Agency**	**Clinic**	**RHAF ID #**	**House hold size**	**Income limit (based on household size)**	**EMPLOYMENT DEPARTMENT Quarterly Income (Q1/2022)**	**Monthly Average**	**Monthly Average over limit?**
1/11/2022	1111	6513	9781112	1	$2,684	$8,162	$2,721	$192
1/29/2022	1111	6513	9783444	2	$3,630	$11,157	$3,719	$290
2/3/2022	1115	7733	9774127	1	$2,684	$8,495	$2,832	$303
2/22/2022	1115	7733	9774561	1	$2,684	$7,994	$2,665	$136

- Once per quarter (February, May, August, and November) we include a list of enrollees who completed an enrollment form during the previous quarter for whom our income check indicated their average monthly income was over the RH Access Fund income limit for their household size.

- We check enrollees' income through the Oregon Employment Department, which has income information available on a quarterly basis. We then calculate a monthly average. If that monthly average is greater than the RH Access Fund income limit, we suspend RH Access Fund coverage.

- We grant a 45-day window for these enrollees to have their coverage reinstated if there is a reasonable explanation for the income discrepancy. You can get in touch with the enrollee to find out if their coverage should be reinstated.

  - For example, an enrollee enrolled in April and was unemployed during April, but then got a new job in May and started making a higher income. Enrollee' income during their enrollment month (April) is all that matters, so for this enrollee, if you confirm that their income during April was below the limit, then you can contact state RH Program staff to have the enrollee's coverage reinstated.

  - If the enrollee confirms that their income was too high, we will terminate RH Access Fund coverage. Or, if you are unable to get in touch with the enrollee during that 45-day window, we will terminate RH Access Fund coverage. After that point, enrollees will have to fill out a new RH Access Fund Enrollment Form before clinics can bill for RH Access Fund services, and we will check their income again based on their new enrollment date.

- Any RH Access Fund-eligible visits that occurred during their coverage period will still be paid by RH Access Fund. Visits after an enrollee's suspension date will not be paid by the RH Access Fund, unless coverage has been reinstated.

  See also the RH Access Fund Verification FAQ document for more information about this process.

Guide to the RH Access Fund Oregon Birth Records Update

Once a month, RH Program staff look at all enrollees who have filled out the Oregon birth information form and requested an Oregon birth records match. Results of these attempted matches are listed in a spreadsheet, see example below. All confirmed matches are uploaded to the RH Access Fund Eligibility Database and you will see 'State verified through OR Vital Records' under Proof of US Citizenship/National.

The Oregon birth records match is most appropriate for enrollees who were born in Oregon and do not know their SSN (and are therefore unable to utilize the SSA electronic citizenship match). This match is only available for enrollees who list a birthplace in Oregon. Enrollees born outside of Oregon will need other citizenship documentation. As one option, the RH Program will order birth certificates from other states for enrollees who request it, see our Client Enrollment webpage for more information.

ORHP

Results for RH Program Oregon Birth Record Requests submitted as of 02/04/2022 [SAMPLE]					
Request submitted for RHAF ID #	Record Last Updated at:		Date Record Last Updated	Match Found?	Reason Match Not Found
	Project	Clinic			
9786542	1111	6512	1/23/2022	Yes	
9786512	1111	6512	1/23/2022	No	Not an Oregon county - born out of state
9777754	1144	8455	1/17/2022	Yes	
9776682	1144	8777	1/18/2022	Yes	