

# **Oregon Reproductive Health Program and CCare Client Verification FAQs**

**If you have a question that is not answered here, please contact Rachel Linz at 971-673-0358 or [rachel.s.linz@dhsosha.state.or.us](mailto:rachel.s.linz@dhsosha.state.or.us).**

The RH Program is required to verify citizenship and income for all clients who claim U.S. citizenship; and ensure that all clients are not enrolled in OHP.

## **OHP Enrollment Checks**

### **Why do state staff check for OHP Enrollment?**

OHP enrollment is checked for all clients because clients may not be enrolled in both OHP and the RH Program.

### **How do state staff check for OHP Enrollment?**

Prior to claims processing each month, Ahlers generates a list of clients for whom a claim with an SSN was submitted to the RH program. This list is matched against MMIS records to see if any clients had active OHP enrollment on the date of service on the claim. This is called a 270/271 match.

If a client has active OHP eligibility, their submitted claim will be rejected, and this will appear in the CCare Rejects Eligible for Medicaid (ORM033) Report. Additionally, Ahlers will terminate the client's RH Program eligibility in the eligibility database. Clinics will need to submit a claim for the client's services to OHP for payment.

If a client no longer has active OHP eligibility, they may re-enroll into the RH Program and will need to complete a new enrollment form.

## **Citizenship Verification**

### **Why do state staff verify clients' citizenship and income?**

The RH Program has three funding sources for clients seeking clinical reproductive health services, and each source has different requirements. One of these funding sources, CCare, requires that citizenship and income be verified for clients who claim U.S. citizenship. We use this funding source when possible, because it allows us to use federal funds for services provided to eligible clients.

We do not verify information provided by clients who claim Eligible Immigration Status or Another Immigration Status, because the funding sources that pay for services provided to these clients do not require verification.

### **How do state staff verify citizenship?**

Each month, state staff generate a list of clients enrolled or re-enrolled in the previous month. From this list we select all clients who claimed U.S. citizenship.

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## U.S. Citizenship

State staff send the names, dates of birth (DOB), and SSNs of clients who claimed U.S. citizenship to the Social Security Administration (SSA) for SSN and citizenship verification.

To verify citizenship for clients who enrolled without an SSN, state staff attempt to find an SSN by searching state databases. All SSNs that are found are sent to the SSA for verification. As an additional measure, clients who do not know their SSN should complete an [Oregon birth record request form](#), or an out-of-state birth certificate request (see [instructions for requesting out-of-state birth certificates](#)).

If state staff are unable to find a client, or their information could not be verified, the client is still eligible for the RH Program; however, clinic staff should ask the client to provide proof of their citizenship. See the end of this document for a sample script for contacting clients to verify their citizenship status.

## Eligible Immigration Status

State staff do not verify the immigration status of clients with Eligible Immigration Status. These clients are not required to submit immigration documentation or SSN.

## Another Immigration Status

State staff do not verify the immigration status of clients with Another Immigration Status. These clients are not required to submit immigration documentation or SSN.

## **Income Verification**

### **Why do state staff verify clients' income?**

All the funding sources for the RH Program require individuals to meet certain eligibility criteria to enroll. One of the eligibility criteria is having an income at or below 250% of the federal poverty level at the time of enrollment.

### **How do state staff verify clients' income?**

Clients enrolling in the RH Program self-declare their income and household size on the enrollment form. Clients whose eligibility is suspended (according to the schedule below) will be listed in the RH Program Eligibility Status Update spreadsheet that is sent via email.

### **When do state staff verify clients' income?**

Wage information from the Oregon Employment Department is available on a quarterly basis (see schedule below). We check clients' wage information from the quarter when they enrolled in the RH Program, and we calculate a monthly

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average. Clients whose average monthly income is above the eligibility guidelines for their stated household size will have their eligibility *suspended*. Clients whose eligibility has been *suspended* will have their eligibility *terminated* after 45 days of suspension unless the discrepancy has been resolved.

Client Income Verification Schedule	
Client Enrolled During:	Income Will be Checked In:
Jan. 1 – Mar. 31 (Q1)	May
Apr. 1 – Jun. 30 (Q2)	August
Jul. 1 – Sep. 30 (Q3)	November
Oct. 1 – Dec. 31 (Q4)	February

## What is the difference between suspended eligibility and terminated eligibility?

The client's record in the RH Program Eligibility Database will display a message explaining whether they are suspended or terminated.

**Suspended:** When a client's eligibility has been suspended, state staff can reinstate their eligibility, at which point we will reimburse for RH Program services again.

**This client is NOT currently eligible for RH Program benefits**  
**Wage records indicate client may be over RH Program income threshold. RH Program eligibility is suspended until client is contacted to resolve income discrepancy. Once explained, contact RH Program state staff to reinstate client's eligibility.**

**Terminated:** When a client's eligibility has been terminated, the client must complete a new RH Program Enrollment Form (including updated self-declared income) to re-enroll in the RH Program. Clients whose eligibility has been terminated will remain in the RH Program Eligibility Database.

**This client is NOT currently eligible for RH Program benefits**  
**Eligibility dates were ended because client cannot verify income. Client MUST fill out a new enrollment form before receiving RH Program services.**

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## **Will the RH Program pay claims for client whose eligibility has been suspended or terminated?**

If the visit occurred before the date of suspension or termination the RH Program will reimburse for the visit. The client's eligibility dates are shown in the client's record in the RH Program Eligibility Database. Any claim with a date of service after the client's eligibility has been suspended or terminated will be denied.

## **What do we need to do to resolve an income discrepancy?**

Clinic staff should contact the client and have a verbal conversation to confirm their income information. If the client has a reasonable explanation for the discrepancy, clinic staff should contact state staff to have the client's eligibility reinstated. You can call or send a secure email to state staff and we will reinstate their eligibility. It is not necessary to ask the client for pay stubs or other paper documentation.

## **What if the client is here in the clinic right now, and their eligibility is suspended?**

If a client is in the clinic and state staff are unavailable, leave a voicemail or send a secure email and we will reinstate their eligibility as soon as we are able. We will always trust the client's word over the wage records that we search, because we are calculating a monthly average and we know that many clients have income that changes from month to month. Clients should not be turned away if state staff are not available to lift a suspension right away.

## **What are considered "reasonable explanations" for being over income?**

There are several reasons why a client's reported income on the RH Program Enrollment Form may not match what is found in the Oregon Employment Division's records. Employers only report earnings on a *quarterly* basis instead of a *monthly* basis, therefore we are only able to determine an *average* monthly income. For example, a client may state that she was unemployed when she enrolled but then found a job the next month which resulted in high quarterly earnings. In this case, the client would still be eligible for the RH Program if her income was within the guidelines during the month she enrolled.

A client's eligibility may be reinstated if s/he provides one of the following explanations:

- Employment status changed at some point in the quarter
- Received a bonus or increase in pay at some point in the quarter
- Household size changed at some point in the quarter

There may be other reasonable explanations for an income discrepancy. If a client's eligibility should be reinstated or if you are unsure, please contact Rachel Linz at 971-673-0358 or [rachel.s.linz@dhsosha.state.or.us](mailto:rachel.s.linz@dhsosha.state.or.us), or Sara Botelho at 971-673-0859 or [sara.n.botelho@dhsosha.state.or.us](mailto:sara.n.botelho@dhsosha.state.or.us). Be sure to provide the

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explanation from the client in either the voice mail or secure email message. We will work with you to reinstate eligibility whenever possible.

## **What if the client does not recall their income for the reported period?**

If a client does not recall what her/his income was for the period, the state must use the information provided in the Oregon Employment Department records. If the records indicate that the client's income is above the eligibility guidelines for their reported household size, eligibility will remain suspended until the client can provide corrected information on their income and/or household size, or until 45 days after the suspension date, at which point eligibility will be terminated.

## **Following-Up with Clients**

### **What if we cannot reach the client because they have moved or their phone number has changed?**

If the client cannot be contacted, you will need to wait until the client makes contact with a RH Program or CCare clinic to receive services. At that time, efforts should be made to resolve the issue. If the client has been suspended and the discrepancy cannot be resolved within 45 days after the date of suspension, the client's eligibility will be terminated and the client will need to complete a new RH Program enrollment form, and the income verification process will start over.

### ***Sample Scripts for Contacting Clients:***

We recognize the challenges and sensitivity around contacting clients. It is important to make the client aware that they are being contacted because the state is following its obligation to maintain funding. We want to be sensitive to clients' concerns around confidentiality. When contacting the client, try to maintain a light tone to prevent the client from feeling like they are being punished or second-guessed. Please see below for suggested scripts.

#### **Sample Script for Verifying Income**

*Hello, my name is \_\_\_\_\_ and I am calling from \_\_\_\_\_.  
You received medical services from us/our clinic in the past through the RH Program. We have been asked to confirm some of the information you provided on the Enrollment Form. It appears that some of the information does not match our records search. There are many reasons why that could happen, and we are hoping you can help us resolve this discrepancy.*

*You reported a monthly income of \$\_\_\_\_\_ on the RH Program Enrollment Form. This doesn't appear to match records from the Oregon Employment Department's records of reported wages. Since those records only provide information for three-month periods (or quarters) at a time, we are checking to see if something changed in your employment status or your income during that time period.*

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*We also want to make sure we have your correct household size. Is it still [household size listed on enrollment form]?*

*Thank you for your time and helping to explain the difference in information.*

### *Sample Script for Collecting Citizenship Documentation*

*Hello, my name is \_\_\_\_\_ and I am calling from \_\_\_\_\_.  
You received medical services from us/our clinic in the past through the Reproductive Health Program. We have been asked to confirm some of the information you provided on the Enrollment Form.*

*You marked on the RH Program Enrollment Form that you have U.S. citizenship. We have not been able to find records to confirm this. To help us pay for your services, could you please bring in proof of your U.S. citizenship, like a passport, or birth certificate? [If client has not provided their SSN] We can also use your SSN to verify your U.S. citizenship, are you able to provide your SSN?*