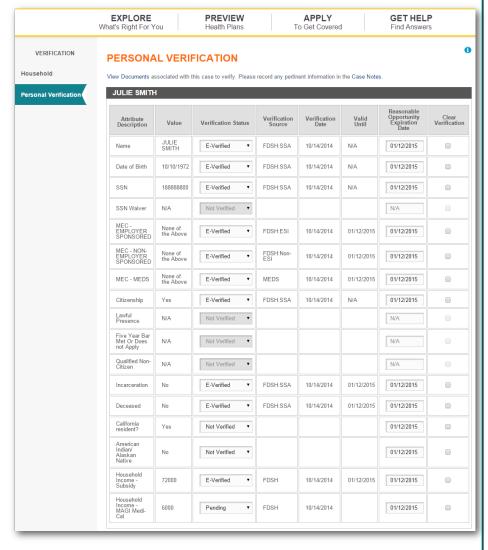March 17, 2015

The *Personal Verification* page displays the status of verifiable information used to determine an applicant's eligibility. Verification statuses may be returned by the Federal Hub or manually verified by an Administrative user. This Job Aid provides definitions for understanding the attributes, values and verification statuses, the *Reasonable Opportunity Expiration Date* and *Clear Verification* columns, and Attribute fields found on the *Personal Verification* page. It is intended for Service Center Representatives and County Eligibility Workers who validate documentation provided by consumers.

Reasonable Opportunity Expiration Date Column

The **Reasonable Opportunity Expiration Date** is the date of when requested verification should be returned (not a required field). It is defaulted to 90 days from the date of the application. County Eligibility Workers and Service Center Representatives can use this field to extend the Reasonable Opportunity period for the consumer to provide verifications, but the date entered cannot exceed 90 days from the current system date.

Clear Verification Column

The **Clear Verification** column allows users to remove the current verification status in CalHEERS and send an Attribute for verification again. To clear a verification status, click the checkbox in the **Clear**

	EXPLORE What's Right For You	PREVIEW Health Plans	APPLY To Get Covered	GET HELP Find Answers

VERIFICATION

Household

Personal Verification

PERSONAL VERIFICATION

View Documents associated with this case to verify. Please record any pertinent information in the Case Notes.

JULIE SMITH

Attribute Description	Value	Verification Status	Verification Source	Verification Date	Valid Until	Reasonable Opportunity Expiration Date	Clear Verification
Name	JULIE SMITH	E-Verified	FDSH:SSA	10/14/2014	N/A	01/12/2015	☐
Date of Birth	10/10/1972	E-Verified	FDSH:SSA	10/14/2014	N/A	01/12/2015	☐
SSN	188888800	E-Verified	FDSH:SSA	10/14/2014	N/A	01/12/2015	☐
SSN Waiver	N/A	Not Verified				N/A	☐
MEC - EMPLOYER SPONSORED	None of the Above	E-Verified	FDSH:ESI	10/14/2014	01/12/2015	01/12/2015	☐
MEC - NON-EMPLOYER SPONSORED	None of the Above	E-Verified	FDSH:Non-ESI	10/14/2014	01/12/2015	01/12/2015	☐
MEC - MEDS	None of the Above	E-Verified	MEDS	10/14/2014	01/12/2015	01/12/2015	☐
Citizenship	Yes	E-Verified	FDSH:SSA	10/14/2014	N/A	01/12/2015	☐
Lawful Presence	N/A	Not Verified				N/A	☐
Five Year Bar Met Or Does not Apply	N/A	Not Verified				N/A	☐
Qualified Non-Citizen	N/A	Not Verified				N/A	☐
Incarceration	No	E-Verified	FDSH:SSA	10/14/2014	01/12/2015	01/12/2015	☐
Deceased	No	E-Verified	FDSH:SSA	10/14/2014	01/12/2015	01/12/2015	☐
California resident?	Yes	Not Verified				01/12/2015	☐
American Indian/ Alaskan Native	No	Not Verified				01/12/2015	☐
Household Income - Subsidy	72000	E-Verified	FDSH	10/14/2014	01/12/2015	01/12/2015	☐
Household Income - MAGI Medi-Cal	6000	Pending	FDSH	10/14/2014		01/12/2015	☐

Verification column for an Attribute and click **Save**. CalHEERS resets the verification status to 'Not Verified', the **Verification Source**, **Verification Date**, and **Valid Until** fields are cleared (display as

blank). When eligibility is next determined on the case, CalHEERS will check the cleared attribute against available electronic sources to verify the value.

Verification Status Definition

Each verification attribute is explained in the table below, with a description of what the field or data item means and a definition of each possible verification status.

Attribute Description	Value	Verification Status	Verification Source	Verification Date	Valid Until	Reasonable Opportunity Expiration Date	Clear Verification
Name	JULIE SMITH	E-Verified ▼	FDSH:SSA	10/14/2014	N/A	01/12/2015	☐
Date of Birth	10/10/1972	E-Verified ▼	FDSH:SSA	10/14/2014	N/A	01/12/2015	☐
SSN	188888800	E-Verified ▼	FDSH:SSA	10/14/2014	N/A	01/12/2015	☐
SSN Waiver	N/A	Not Verified ▼				N/A	☐
MEC - EMPLOYER SPONSORED	None of the Above	E-Verified ▼	FDSH:ESI	10/14/2014	01/12/2015	01/12/2015	☐
MEC - NON-EMPLOYER SPONSORED	None of the Above	E-Verified ▼	FDSH:Non-ESI	10/14/2014	01/12/2015	01/12/2015	☐
MEC - MEDS	None of the Above	E-Verified ▼	MEDS	10/14/2014	01/12/2015	01/12/2015	☐
Citizenship	Yes	E-Verified ▼	FDSH:SSA	10/14/2014	N/A	01/12/2015	☐
Lawful Presence	N/A	Not Verified ▼				N/A	☐
Five Year Bar Met Or Does not Apply	N/A	Not Verified ▼				N/A	☐
Qualified Non-Citizen	N/A	Not Verified ▼				N/A	☐
Incarceration	No	E-Verified ▼	FDSH:SSA	10/14/2014	01/12/2015	01/12/2015	☐
Deceased	No	E-Verified ▼	FDSH:SSA	10/14/2014	01/12/2015	01/12/2015	☐
California resident?	Yes	Not Verified ▼				01/12/2015	☐
American Indian/ Alaskan Native	No	Not Verified ▼				01/12/2015	☐
Household Income - Subsidy	72000	E-Verified ▼	FDSH	10/14/2014	01/12/2015	01/12/2015	☐
Household Income - MAGI Medi-Cal	6000	Pending ▼	FDSH	10/14/2014		01/12/2015	☐

Attribute	Value	Definition
Name, Date of Birth	Fields contain the consumer's entry and attestation of their name and date of birth	• **e-Verified** – The Federal Data Services Hub (**FDSH**) has verified the Social Security Number (**SSN**), name and date of birth. • **Pass** – Administrative user has *sight verified* a document that confirms the consumer's name and date of birth. • **Fail** – Administrative user confirms failure of this verification because time to provide proof has expired or Administrative user has confirmation from the consumer the verification cannot be met. • **Pending** – The consumer's information doesn't match Federal Hub records. • **Not Verified** – Social Security Administration (**SSA**) service is down, or a SSN has not been provided.

Attribute	Value	Definition
SSN (Social Security Number)	Field contains consumer's entry and attestation of their SSN	• **e-Verified** – The Federal Hub has verified the SSN, name and date of birth. • **Pass** – Administrative user has *sight verified* a document that confirms the consumer's name and date of birth. • **Fail** – Administrative user confirms failure of this verification because time to provide proof has expired or Administrative user has confirmation from the consumer the verification cannot be met. • **Pending** – Hub returns a message that the SSN IS NOT valid or does NOT belong to the individual. • **Not Verified** – Social Security Administration (**SSA**) service is down, or SSN was not provided by consumer.
SSN Waiver	**Possible values:** • **N/A** (consumer provided SSN during application) • **Religious Exemption** • **Child Under 1** • **ITIN/ATIN available** (Individual Taxpayer Identification Number / Adoptions Taxpayer Identification Number) • **This person does not qualify for an SSN** • **SHOP Application**	• **Pass** – Administrative user has *sight verified* document that confirms that consumer DOES have a valid SSN waiver. • **Fail** – Administrative user confirms failure of this verification because time to provide proof has expired or Administrative user has confirmation from the consumer the verification cannot be met. • **Pending** –Administrative user has not yet verified the information provided by the consumer. • **Not Verified** – Individual has valid SSN. Defaulted when value is N/A.
MEC – Employer Sponsored (Minimum Essential Coverage)	Dropdown value from "Does this person have or has this person been offered affordable, minimum standard health insurance for {year}?"	• **e-Verified** – The Federal Hub verifies the individual does not have Employer Sponsored MEC. • **Pass** – Individual DOES NOT have MEC. An Administrative user has *sight verified* a document provided by consumer and confirms override of all other MEC verifications. • **Fail** – An Administrative user confirms failure of this verification because time to provide proof has expired or the Administrative user has confirmation from the consumer the verification cannot be met. • **Pending** – The Federal Hub could not determine the Consumer's MEC status, and an Administrative user has not yet verified documentation provided by the consumer. • **Not Verified** – No electronic indication has been received for MEC verification. **Note:** • If a user sets any one status of 'MEC - Employer Sponsored', 'MEC - Non-Employer Sponsored', or 'MEC- MEDS' to "Pass" then the system concludes the individual DOES NOT have MEC • If a user sets any one MEC status to "Fail" AND there is no MEC status set to "Pass", then the system concludes the individual DOES have MEC

Attribute	Value	Definition
MEC – Non-Employer Sponsored (Minimum Essential Coverage)	Dropdown value from "Does this person have or has this person been offered affordable, minimum standard health insurance for {year}?"	• **e-Verified** – The Federal Hub verifies the individual does not have Non-Employer Sponsored MEC. • **Pass** – Individual DOES NOT have MEC. An Administrative user has *sight verified* a document provided by consumer and confirms override of all other MEC verifications. • **Fail** – An Administrative user confirms failure of this verification because time to provide proof has expired or the Administrative user has confirmation from the consumer the verification cannot be met. • **Pending** – The Federal Hub could not determine the Consumer's MEC status, and an Administrative user has not yet verified documentation provided by the consumer. • **Not Verified** – No electronic indication has been received for MEC verification. **Note:** • If a user sets any one status of 'MEC - Employer Sponsored', 'MEC - Non-Employer Sponsored', or 'MEC- MEDS' to "Pass" then the system concludes the individual DOES NOT have MEC • If a user sets any one MEC status to "Fail" AND there is no MEC status set to "Pass", then the system concludes the individual DOES have MEC
MEC – MEDS (Minimum Essential Coverage – Medi-Cal Eligibility Data System)	Dropdown value from "Does this person have or has this person been offered affordable, minimum standard health insurance for {year}?"	• **e-Verified** – verification from MEDS indicates the individual does not have Medi-Cal MEC. • **Pass** – Individual DOES NOT have Medi-Cal MEC. An Administrative user has *sight verified* a document provided by consumer and confirms override of all other MEC verifications. • **Fail** – An Administrative user confirms failure of this verification because time to provide proof has expired or the Administrative user has confirmation from the consumer the verification cannot be met. • **Pending** – The Federal Hub could not determine the Consumer's Medi-Cal MEC status, and an Administrative user has not yet verified documentation provided by the consumer. • **Not Verified** – No electronic indication has been received for Medi-Cal MEC verification. **Note:** • If a user sets any one status of 'MEC - Employer Sponsored', 'MEC - Non-Employer Sponsored', or 'MEC- MEDS' to "Pass", then the system concludes the individual DOES NOT have MEC • If a user sets any one MEC status to "Fail" AND there is no MEC status set to "Pass", then the system concludes the individual DOES have MEC

JOB AID: VERIFICATION STATUS

Attribute	Value	Definition
Citizenship	**Possible values:** • **Yes** (consumer attests to be US Citizen) • **No** (consumer attests to NOT be US citizen)	• **e-Verified** – The Federal Hub has verified that the person's attestation matches with Federal Hub records. • **Pass** – Administrative user has *sight verified* document that confirms that consumer IS a US citizen. • **Fail** – Administrative user confirms failure of this verification because time to provide proof has expired or Administrative user has confirmation from the consumer the verification cannot be met, concluding that the consumer IS NOT a US citizen. • **Pending** – Individual does not have SSN, Administrative user has not yet verified the information provided by the consumer or consumer's information doesn't match Federal Hub records; i.e., the consumer attests to be a US citizen but Social Service Administration (SSA) responded that person IS NOT a US citizen. • **Not Verified** – SSA service is down.
Lawful Presence	**Possible values:** • **Yes** – Person attests to have eligible immigration status. • **N/A** – Person does not attest to have an eligible immigration status.	• **e-Verified** – Verification of Lawful Presence (VLP) service has verified that the individual meets or is exempt from the 5 year bar. • **Pass** – Administrative user has *sight verified* document that confirms that the individual meets or is exempt from the 5 year bar. • **Fail** – Administrative user confirms failure of this verification because time to provide proof has expired or Administrative user has confirmation from the individual the verification cannot be met, concluding that the consumer DOES NOT meet the 5 year bar. • **Pending** – Verification of Lawful Presence (VLP) service has verified that the individual DOES NOT meet the 5 year bar or the 5 year bar status cannot be confirmed at this time, and an Administrative user has not yet verified documentation provided by the consumer. • **Not Verified** – VLP service is down or does not return a valid response. (Default status when the value is N/A)
Five Year Bar Met or Does Not Apply	**Possible values:** • **Yes** – System sets to YES when individual attested to have eligible immigration status • **N/A** – Person does not attest to have an eligible immigration status.	• **e-Verified** – Verification of Lawful Presence (VLP) service has verified that the person DOES meet the five year bar regulation or that the five year bar DOES NOT apply. • **Pass** – Administrative user has *sight verified* documentation and confirms the consumer DOES meet the five year bar regulation or the five year bar DOES NOT apply to the consumer. • **Fail** – Administrative user confirms failure of this verification because time to provide proof has expired or the Administrative user has confirmation from the consumer the verification cannot be met, concluding the consumer IS NOT Lawfully Present. • **Pending** – Verification of Lawful Presence (VLP) service has verified that the 5 year bar regulation DOES apply to this person but the person DOES NOT meet the 5 year bar, or they cannot confirm the five year bar status at this time, and an Administrative user has not yet verified documentation provided by the consumer. • **Not Verified** – VLP service is down or does not return a valid response. (Default status when the value is N/A)

Attribute	Value	Definition
Qualified Non-Citizen	**Possible values:** • **Yes** – Person attests to be a qualified non-citizen • **No** – Person attests not to be a qualified non-citizen • **N/A** – Person does not attest to eligible immigration status or otherwise does not answer the question for "is this person a qualified non-citizen".	• **e-Verified** – The Federal Hub has verified that the person is a qualified non-citizen. • **Pass** – Administrative user has *sight verified* documentation and confirms the consumer DOES meet the five year bar regulation or the five year bar regulation DOES NOT apply to the consumer. • **Fail** – Administrative user confirms failure of this verification because time to provide proof has expired or the Administrative user has confirmation from the consumer the verification cannot be met, concluding the consumer IS NOT a qualified non-citizen. • **Pending** – Verification of Lawful Presence (VLP) services has verified the consumer is NOT a qualified non-citizen or qualified non-citizen status CANNOT be confirmed at this time, and an Administrative user has not yet verified documentation provided by the consumer. • **Not Verified** – VLP service is down or otherwise does not return a valid response. (Default status with the value is N/A)
Incarceration	**Possible values:** • **Not Incarcerated** – Defaulted value for Initial Applications, or attested by consumer through "Report a Change" • **Incarcerated** – Attested by consumer through "Report a Change"	• **Pass** – Administrative user has *sight verified* document that confirms consumer IS NOT incarcerated (regardless of value, *Pass* = NOT Incarcerated). • **Fail** – Administrative user confirms failure of this verification because time to provide proof has expired or Administrative user has confirmation from the consumer the verification cannot be met; concluding that consumer IS incarcerated (regardless of value, *Fail* = IS Incarcerated). • **Pending** – Federal Hub returns that the consumer is incarcerated; unable to conclude incarceration status. • **Not Verified** – Individual does not have SSN or SSA service is down.
Deceased	Always **No**	• **e-Verified** – The Federal Hub has verified that the person's death is unconfirmed. • **Pass** – Individual IS NOT deceased. An Administrative user has *sight verified* a document provided by consumer and confirms that the person IS NOT deceased. • **Fail** – Individual IS deceased. An Administrative user confirms failure of this verification because time to provide proof has expired or the Administrative user has confirmation from the consumer that the verification cannot be met. • **Pending** – The Federal Hub has verified that the person's death is confirmed. • **Not Verified** – No electronic indication has been received from the Federal Hub.

Attribute	Value	Definition
California Resident?	Always defaults to **Yes** (CalHEERS does NOT allow residency address outside of California)	• **E-Verified** – Medi-Cal Eligibility Data System (MEDS) and/or the California Franchise Tax Board (FTB) confirmed the consumer IS a California resident. • **Pass** – Administrative user has *sight verified* a document that confirms consumer IS a California resident. • **Fail** – Administrative user confirms failure of this verification because time to provide proof has expired or Administrative user has confirmation from the consumer the verification cannot be met; concluding that the consumer IS NOT a California resident. • **Pending** – Administrative user has not yet verified the information provided by the consumer. • **Not Verified** – CalHEERS could not e-Verify the consumer's residency.
American Indian/ Alaskan Native (AI/AN)	**Possible values:** • **Yes** – The persons attests to be an American Indian or Alaskan Native • **No** – The persons attests to NOT be an American Indian or Alaskan Native • **N/A** – The person didn't answer the American Indian or Alaskan Native question	• **Pass** – Administrative user has *sight verified* document that confirms consumer IS an American Indian/Alaskan Native. • **Fail** – Administrative user confirms failure of this verification because time to provide proof has expired or Administrative user has confirmation from the consumer the verification cannot be met; concluding that consumer IS NOT an American Indian/Alaskan Native. • **Pending** – Administrative user has not yet verified the information provided by the consumer. • **Not Verified** – Defaulted value for those who attest to be an American Indian/Alaskan Native or those for whom this status is N/A.
Household Income – Subsidy	Consumer's Annual Subsidy income as determined by the BRE from the consumer's attestation	• **e-Verified** – CalHEERS Business Rules Engine (BRE) determines that the consumer's income IS reasonably compatible based on comparison with income electronic verification sources. • **Pass** – Administrative user has *sight verified* document that confirms the consumer's income IS reasonably compatible based on comparison with reported income. • **Fail** – Administrative user confirms failure of this verification because time to provide proof has expired or Administrative user has confirmation from the consumer the verification cannot be met; concluding that income provided by consumer IS NOT reasonably compatible. • **Pending** – BRE determines that the consumer's income IS NOT reasonably compatible based on comparison with income electronic verification sources, and an Administrative user has not yet verified documentation provided by the consumer. • **Not Verified** – CalHEERS could not e-Verify the consumer's income. **Note:** • If a user sets the 'Household Income - Subsidy' or 'Household Income - MAGI Medi-Cal' to "Pass", the system concludes the income IS reasonably compatible • If a user sets either Income status to "Fail" AND there is no Income status set to "Pass", then the system concludes the individual's income IS NOT reasonably compatible

Attribute	Value	Definition

Household Income – MAGI Medi-Cal	Consumer's MAGI Monthly income as determined by the BRE from the consumer's attestation	• **e-Verified** – CalHEERS Business Rules Engine (BRE) determines that the consumer's income IS reasonably compatible based on comparison with income electronic verification sources.
		• **Pass** – Administrative user has *sight verified* document that confirms the consumer's income IS reasonably compatible based on comparison with reported income.
		• **Fail** – Administrative user confirms failure of this verification because time to provide proof has expired or Administrative user has confirmation from the consumer the verification cannot be met; concluding that income provided by consumer IS NOT reasonably compatible.
		• **Pending** – BRE determines that the consumer's income IS NOT reasonably compatible based on comparison with income electronic verification sources, and an Administrative user has not yet verified documentation provided by the consumer.
		• **Not Verified** – CalHEERS could not e-Verify the consumer's income.
		Note:
		  • If a user sets the 'Household Income - Subsidy' or 'Household Income - MAGI Medi-Cal' to "Pass", the system concludes the income IS reasonably compatible
		  • If a user sets either Income status to "Fail" AND there is no Income status set to "Pass", then the system concludes the individual's income IS NOT reasonably compatible