

CCare Eligibility Verification

oregon **contraceptive** care

State RH Program staff verify the following eligibility requirements:

- Client's Income
- Client's U.S. citizenship



The information gathered during the verification process is never shared with the public or other programs.

Income Verification



- State RH Program staff electronically verify income with the Oregon Employment Department
 - see [CCare Income Verification Flowchart](#)
- Clients found to be over-income are:
 - **Suspended** from CCare for 45 days, during which:
 - Claims for visits or supplies dispensed after the suspension date will be denied
 - **Terminated** if no resolution is found during the suspension
 - If the client's situation has changed, or they feel the termination was an error, they may re-enroll by completing a new enrollment form

Citizenship Verification

- Verification only required once as it is then noted in the eligibility database
- Every month, state RH Program staff send client information (name, DOB and SSN) to the SSA for all clients enrolled the month before
- SSA returns results that indicate (1) if SSNs are correct, and (2) which clients' citizenship have been verified
 - SSA citizenship verification matches are automatically uploaded to the Eligibility Database
 - Success rate is about 93%



Citizenship Verification

- State RH Program staff send spreadsheet of failed matches to Eligibility Database contacts
 - SSNs fail for a variety of reasons, including if they are incorrect, or client is not a citizen (e.g. LPR)



- Clinic staff should then:
 - Follow-up with client to confirm SSN and birthplace
 - Have client return to clinic to fill out a birth record request
 - Explain if citizenship is not verified eligibility will be terminated
 - Call state RH Program when client returns to have the ROP extended another 45 days
 - Update the Eligibility Database when receive documentation

Citizenship Verification

Oregon Birth Records

- Clinic staff should ask every Oregon-born client to complete an Oregon Birth Information Form ([Exhibit C-5](#)), *especially teens enrolling without a SSN*
 - Client's full name (first, middle, last)
 - City & County of birth
 - Sex
 - Mother's full Maiden name
 - Father's full name
- State RH Program staff search electronic Oregon Vital Records



Citizenship Verification

Out-of-State U.S. Birth Records

- RH Program staff will order a birth certificate if:
 - A client was born in another state,
 - Doesn't know their SSN; or
 - Has no way to prove their citizenship.
- Out of state birth record request forms are located on our website under [Materials For CCare Providers](#).
- See [Exhibit C-6](#) for Out-of-State Birth Certificate instructions and a flowchart.



Thank you!

Please contact us with any questions.

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