

## Guide to the Oregon ContraceptiveCare (CCare) Monthly Eligibility Status Update

The CCare monthly eligibility status update is in an Excel workbook that includes 4 tabs each month, and a 5<sup>th</sup> tab once per quarter:

1. Electronic Citizenship Match Failures
2. Unverified SSNs
3. Corrected Teen SSNs
4. Corrected (non-teen) SSNs
5. 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 CCare number. You only need to look at clients who enrolled at your agency or clinic.

If you have any additional questions, please contact Rachel Linz (971-673-0358, [Rachel.s.linz@state.or.us](mailto:Rachel.s.linz@state.or.us)) or Laura Yantz (971-673-0859, [laura.y.little@state.or.us](mailto:laura.y.little@state.or.us)). Please remember to **not** include any client names, DOB or SSN in an unsecure email.

### 1. Electronic Citizenship Match (CitMatch) Failures:

Electronic Citizenship Match Failures - July Enrollments [SAMPLE]					
Enrollment Date	Agency	Clinic	CCare#	Match Found	Explanation
7/21/2016	1111	6512	9786542	No	Teen client enrolled without an SSN, unable to find correct SSN or verify citizenship through SSA
7/27/2016	1111	6512	9786512	No	SSA records indicate client is not a US Citizen. Needs Certificate of Naturalization or birth certificate, or double check for LPR status.
7/2/2016	1111	6513	9786124	No	SSA records indicate client has had a name change. Please contact Laura with any alternate name information.
7/26/2016	1144	8455	9777754	No	SSN not verified. Could be either a name mismatch or incorrect SSN.

- Includes all CCare clients who enrolled the previous month for whom citizenship has not been verified.
- Any client who brings in their own documentation (passport, birth certificate, etc.) will not be listed. This list is only for those who are utilizing the Electronic Citizenship Match through SSA.
- A brief explanation is provided to document the reason for the mismatch. The most common reasons are:
  - i. Teen client enrolled without an SSN, unable to find correct SSN or verify citizenship through SSA.
    - These apply to teen (19 and younger) clients 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 clients will need either (1) a valid SSN so the SSA citizenship match can be performed, or (2) other citizenship documentation, such as a birth certificate (if born in Oregon, clients can complete the [Oregon Birth Information Form](#); if born in another state, [see our website](#) for more information on obtaining out-of-state birth certificates).

- ii. SSA records indicate client is not a US Citizen. Needs Certificate of Naturalization or birth certificate, or double check for LPR status.
  - For these clients, SSA is indicating that the client’s information is correct (name and DOB match the SSN) but SSA records indicate the client is not a US citizen. This can happen for a couple of reasons: (1) client recently became a US citizen and has not yet updated her/his status with SSA, or (2) client is a lawful permanent resident or has another immigration status besides US citizen.
  - These clients need to provide their own proof of US citizenship such as a Certificate of Naturalization. You may also double check their enrollment form to be sure they did not indicate they hold LPR status. If they are in fact a LPR, you can change their status in the CCare Eligibility Database.
- iii. SSA records indicate client has had a name change. Please contact Laura with any alternate name information.
  - For these clients, SSA is indicating that the client’s first name and DOB match the SSN, but the last name does not match SSA’s records.
  - These clients 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 client, please let us know by contacting Laura Yantz at 971-673-0859, or send a secure email to [laura.y.little@state.or.us](mailto:laura.y.little@state.or.us).
- iv. SSN not verified. Could be either a name mismatch or incorrect SSN.
  - For these clients, SSA is indicating that the client’s name and/or DOB do not match the SSN provided, or the SSN is not a valid SSN.
  - Please double check the client’s enrollment form for typos and/or double check with the client regarding their SSN and to see whether they have had any name changes (first or last name).
  - These clients will likely also appear on the Unverified SSNs tab for clients whose eligibility is being suspended for invalid SSN (see below for details).

**2. Unverified SSNs:**

Suspensions for Unverified SSNs, July Enrollments [SAMPLE]					
Enrollment Date	Agency	Clinic	CCare#	Verified? (Y/N)	Note
7/27/2016	1111	6512	9786512	N	
7/12/2016	1144	8777	9786331	N	Teen client - can leave SSN blank if unknown (still needs citizenship verification)
7/21/2016	1144	8777	9772333	N	
7/20/2016	1155	7733	9771652	N	Teen client - can leave SSN blank if unknown (citizenship already verified)

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

- These clients' CCare eligibility is suspended on the same date that the CCare Eligibility Status Update is sent by email. You may need to do one of the following: (1) double check the client's enrollment form for possible typos, (2) ask the client to double check their SSN and ask if they have had any name changes or alternate names (first or last).
- If the clients' SSN is not resolved within 45 days after eligibility suspension, CCare eligibility will be terminated. After eligibility has been terminated for invalid SSN, a client must fill out a new CCare enrollment form with a valid SSN before receiving CCare services.
- For clients who are 19 or younger, we include a note that a SSN is not required for the client to enroll in CCare, however the client may still need citizenship documentation in order to have a full year of CCare eligibility.

### 3. Corrected Teen SSNs:

Teen clients for whom SSNs were found and verified -- July Enrollments [SAMPLE]			
Enrollment Date	Agency	Clinic	CCare #
7/5/2016	1111	6512	9776514
7/19/2016	1111	6512	9775421
7/23/2016	1144	8455	9778775

- Includes teen (19 and younger) clients 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 a couple of state databases to find possible SSNs, and then we send these clients' information to SSA to verify the match. When verified, we upload the corrected SSNs to the CCare eligibility database. For clients who are US citizens and who did not have citizenship verified, the SSA match also provides a citizenship match. For clients who are lawful permanent residents, we upload the corrected SSN for your/the clients' reference.

### 4. Corrected [non-teen] SSNs:

Corrected SSNs for July Enrollments (age 20+) [SAMPLE]			
Enrollment Date	Agency	Clinic	CCare #
7/12/2016	1111	6512	9678415
7/8/2016	1111	6512	9771547
7/12/2016	1111	6513	9671571

- Includes clients age 20 and over 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, we upload the corrections to the CCare eligibility database for your/your clients' reference.

## 5. Quarterly Income Check:

Quarterly Income Check results for clients found to be over-income, Q2 2016 (April - June) Enrollments [SAMPLE]								
Enrollment Date	Agency	Clinic	CCare #	Household size	Eligibility threshold (based on household size)	EMPLOYMENT DEPARTMENT Quarterly Income (Q2/16)	Monthly Average	Monthly Average over threshold?
4/5/2016	1111	6512	9775421	1	\$2,475	\$7,557	\$2,519	\$44
4/19/2016	1111	6512	9776514	3	\$4,200	\$13,985	\$4,661	\$461
5/11/2016	1111	6513	9781112	1	\$2,475	\$8,162	\$2,720	\$245
5/29/2016	1111	6513	9783444	2	\$3,338	\$10,157	\$3,385	\$47
5/3/2016	1115	7733	9774127	1	\$2,475	\$7,495	\$2,498	\$23
6/22/2016	1115	7733	9774561	1	\$2,475	\$7,994	\$2,664	\$189
4/23/2016	1144	8455	9775812	1	\$2,475	\$8,507	\$2,835	\$360
5/5/2016	1144	8455	9778775	1	\$2,475	\$7,980	\$2,659	\$184

- Once per quarter (April, August, November, and February) we include a list of clients enrolled during the previous quarter for whom our income check indicated their average monthly income was over the CCare eligibility limit/threshold for their household size.
- We check clients' 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 CCare eligibility threshold, we suspend CCare eligibility.
- We grant a 45 day window for these clients to have their eligibility reinstated if there is a reasonable explanation for the income discrepancy. You can get in touch with the client to find out if their eligibility should be reinstated.
  - For example, a client enrolled in April and was unemployed during April, but then got a new job in May and started making a higher income. Clients' income during their enrollment month (April) is all that matters, so for this client, if you confirm that their income during April was within the guidelines, then you can contact state CCare staff to have the client's eligibility reinstated.
  - If the client confirms that their income was too high, we will terminate CCare eligibility. Or, if you are unable to get in touch with the client during that 45 day window, we will terminate CCare eligibility. After that point, clients will have to fill out a new CCare enrollment form and we will check their income again based on their new enrollment date.
    - Any CCare visits that occurred during their eligibility window will still be paid by CCare.
- See also the CCare Income Verification FAQ document for more information about this process.

## Guide to the CCare Oregon Birth Records Update

The CCare Oregon Birth Records Update is sent on the 1<sup>st</sup> and 3<sup>rd</sup> Tuesdays of each month. Twice a month, RH Program staff look at all clients who have filled out the [Oregon birth information form](#) and requested an Oregon birth records match. We then list the results of these attempted matches in a spreadsheet, see example below. All positive matches are uploaded to the CCare Eligibility Database and you will see 'Electronic Match – Vital Records' under Tier 2.

The Oregon birth records match is most appropriate for teen clients who do not know their SSN (and are therefore unable to utilize the SSA electronic citizenship match). When the client lists a birth city or county that is outside Oregon, this match will not work as we are only able to search Oregon birth records. Clients born outside of Oregon will need other citizenship documentation. As one option, the RH Program will order birth certificates from other states for clients who request it, see our [website under CCare-Specific Resources](#) for more information.

Results for CCare Oregon Birth Record Requests submitted as of 07/19/16					
Request submitted for CCare #	Record Last Updated at:		Date Record Last Updated	Match Found?	Reason Match Not Found
	Project	Clinic			
9786512	1111	6512	7/15/2016	Yes	
9786543	1111	6512	7/17/2016	No	Not an Oregon county - born out of state
9777754	1144	8455	7/6/2016	Yes	
9776682	1144	8777	7/7/2016	Yes	