

Medi-Cal CalHEERS - MAGI Verifications

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Purpose

The purpose of this job aid is to provide instructions for confirming information used in the MAGI Determinations from CalHEERS that are displayed in the System. The verification information received from CalHEERS is displayed on the MAGI Person Detail page and select data collection pages in CalSAWS.

This job aid also provides information for using the Verify Current Income (VCI) Service from the Federal Data Services Hub (FDSH), via CalHEERS to SAWS. The VCI is an information service reported by Equifax with detailed income amounts and frequencies, and employment information. This is a free service by Equifax available through FDSH. The information from VCI is more current than IRS or FTB which both utilize prior years' data. The information from Equifax is updated each time a company that uses their services runs a payroll. There are many employers who do not use the Equifax service, so not every applicant/beneficiary will have a record in VCI.

Centers for Medicare and Medicaid Services (CMS) authorized MAGI Medi-Cal and CCHIP programs to receive employment and income data directly through this free service provided by Equifax to the FDSH. This income information is displayed in the System with detailed income amounts and employer information. If the VCI service response aligns with the beneficiary/applicant attestations, counties may use the data received as verification for income for Non-MAGI Medi-Cal determinations.

MAGI Person Detail Page

The MAGI Person Detail page displays information received from CalHEERS on the MAGI Determination of Eligibility Response (DER) for each customer in the MAGI determination.

The Verification section of the MAGI Detail page displays the Verification types received and used by CalHEERS in the DER. The page displays the two separated types of verification by tabs for ease of viewing. The tabs are titled E-Verified and Admin Verified. When the page opens, it defaults to the E-Verified tab displaying on the top. A click on the Admin Verified tab will switch the view. The user can toggle between both tabs.

Within each verification type section, the following columns will display:

- Verification type
- Verified
- Attested value
- Verification status
- Verification source
- Verification cache date

Note: For each Verification Type, the DER should only include either the Admin Verified or e-Verified response, however, it is possible for the DER to include both. If the DER contains both an Admin Verification and the e-Verification response for the same Verification Type, the System will display the Admin Verified response for the specific value and the e-Verification response for the rest of the values.

There is a 'View Differences' functionality on the MAGI Person Detail page that compares current information from the System data collection pages against information received in the DER from CalHEERS. Clicking the 'View Differences' button opens a new window which displays grayed out values that did not change, in contrast to the values that did change.

Income from Verify Current Income (VCI) Service on MAGI Person Detail page

The Verify Current Income Response section will display in the Income section of the page. This section will display expanded when the DER includes a successful VCI response with data for the person. To create a call to the FDSH, a person must have an e-verified Social Security Number.

There are seven columns in this section, as shown below:

- a) Reported Date
- b) Employer Name
- c) Employer Status
- d) Amount
- e) Frequency

- f) Hire Date
- g) Termination Date

| Income | | | | | | |
|---------------------------------|------------------------------------|-----------------|-----------|---------------|-----------------------|------------|
| Projected Annual Income | | | | | | |
| Projected Annual Amount: \$0.00 | | | | | | |
| Source | Employer | Amount | Hire Date | Frequency | Begin Date - End Date | RDP Shared |
| Salary, Wages | Walmart | \$574.00 | | Twice a Month | 04/01/2021- | |
| Salary, Wages | Target | \$275.00 | | Weekly | 04/01/2021-09/30/2021 | |
| Salary, Wages | Target | \$263.55 | | Weekly | 01/01/2021-03/31/2021 | |
| Verify Current Income Response | | | | | | |
| Reported Date | Employer | Employee Status | Amount | Frequency | Hire Date | Term Date |
| 10/02/2021 | Walmart Inc. | Active | \$23.84 | Hourly | 07/03/2018 | |
| 10/03/2021 | Target Corporation | Terminated | \$17.12 | Hourly | 04/27/2020 | 09/30/2021 |

The table below identifies the information displayed in the Verify Current Income Responses:

| Column Name | Description |
|-----------------|--|
| Reported Date | <p>A display of the date the employer reported the information to Equifax.</p> <p>Records are sorted with the newest Reported Date on the top.</p> |
| Employer | <p>A display of the employer's name as the employer reported to Equifax.</p> <p>The Employer is a hyperlink that will open the Verify Current Income Response Detail page for that record.</p> |
| Employee Status | A display of the employee's employment status as the employer reported to Equifax. |

| Column Name | Description |
|-------------|---|
| Amount | A display of the employee's pay rate amount as the employer reported to Equifax. This value can be zero or negative in cases where an employer reports no income or a negative income amount to Equifax. |
| Frequency | A display of the employee's pay rate frequency as the employer reported to Equifax. |
| Hire Date | A display of the employee's latest hire date as the employer reported to Equifax. |
| Term Date | A display of the employee's termination date as the employer reported to Equifax. |

It is possible for this portion of the page to display as collapsed, when a response from VCI is 'No Data Found' or "VCI Response Unsuccessful: Applicant Not Found; TDS Error'. NOTE: TDS = Trusted Data Source

The VCI response section may also contain one or more of the following responses:

Table 7 - Hub Response Codes

| ResponseCode | ResponseDescriptionText | Description |
|--------------|--|---|
| HE000001 | Applicant Not Found | Indicates Equifax cannot find individual in their database (DB) and/or no current income for individual in request. |
| HE009999 | Unexpected Response Code. | This ResponseCode displays when a TDS returns a ResponseCode not previously defined by or expected from the TDS. |
| HS000000 | Success | Indicates successful transmission |
| HX005001 | Unexpected Exception Occurred at Trusted Data Source | Indicates system exception at TDS |
| HX009000 | Unexpected System Exception | Indicates internal Hub failure |
| HX220001 | Data Source System Error | Indicates Equifax system error |

VCI Response Person Detail page

The page named Verify Current Income Response Person Detail page displays the VCI response with detailed information for a specific person and each employer, if more than one, received in a DER. This is a static page with no hyperlinks, and

there is a close button at the top and bottom of the page. Clicking the Close button navigates the user back to the MAGI Person Detail page.

There are three options how to access the VCI Response Person Detail page:

Inside the context of a case

- **Global:** Eligibility
 - **Local:** Case Summary
 - **Task:** IAT Summary→Initiated Date hyperlink→MAGI Referral Detail→Name hyperlink→MAGI Person Detail→ Verify Current Income (VCI) Response Employer Name hyperlink
-
- **Global:** Eligibility
 - **Local:** Customer Information
 - **Task:** Income→Verify Current Income→View VCI button→MAGI Person Detail→Verify Current Income (VCI) Response Employer Name hyperlink

Outside the context of a case

- **Global:** Case Info
- **Local:** e-Tools
- **Task:** MAGI→MAGI Referral Search→Referral Date hyperlink→MAGI Referral Detail→Name hyperlink→ MAGI Person Detail→Verify Current Income (VCI) Response Employer Name hyperlink

The VCI Response Person Detail page display:

Verify Current Income Response Person Detail

Name: Road, Rocky 42M
Reported Date: 10/02/2021
Close

Employer

Name: Walmart, Inc.
Address: 702 S.W. 8th St.
Bentonville, AK 72716

Reported Income

Employee Status: Active
Latest Hire Date: 07/03/2018
Original Hire Date: 07/03/2018
Termination Date:

Income Amount: \$23.84
Income Frequency: Hourly
Pay Period Frequency: Twice a Month

Pay Period Detail

| Pay Date | Amount | Hours Per Week | Pay Period End Date |
|------------|----------|----------------|---------------------|
| 09/22/2021 | \$581.39 | 24 | 09/15/2021 |
| 09/08/2021 | \$560.21 | 22 | 08/31/2021 |

Annual Compensation

| Year | Amount |
|------|----------|
| 2021 | \$13,968 |
| 2020 | \$8,651 |

Close

The section of the page for Annual Compensation will only show a maximum of two rows if the information is available.

View VCI on Income List Page

On the Income List Page under CalHEERS Verifications, there is an additional column named Verify Current Income. There is a button View VCI displayed in this column if there is VCI information available. When the user clicks the button, the MAGI Person Detail page will open for the DER with the most recent VCI response for the individual.

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Release 23.09

Income List

* - Indicates required fields

Continue

Root Questions

CalHEERS Verifications

| Name | Current Monthly Income | Federal Subsidy Income | State Subsidy Income | Verify Current Income |
|--------------------------------------|------------------------|------------------------|----------------------|-----------------------|
| Road, Rocky 42M | Pass | Pending | Pending | View VCI |
| Road, Strawberry 12F | E-Verified | Pending | Pending | |

Search Results Summary

Results 1 - 1 of 1

Display From: To: View

| Name | Category | Type | Source | Begin Date | End Date | Edit | View History |
|--|----------|---------------|---------|------------|----------|------|--------------|
| <input type="checkbox"/> Road, Rocky 42M | Earnings | Salary, Wages | Walmart | 04/01/2021 | | | |

Remove Income Category: * Add

☐ Complete

Continue

Verification Type

The Verification section of the MAGI Person Detail page includes the following Verification Types:

| Verification Type |
|------------------------------|
| SSN |
| SSN Waiver |
| Applied for SSN |
| US Citizenship |
| Lawful Presence |
| Qualified Non-Citizen |
| Five Year Bar Exempt/Met |
| PRUCOL |
| PRUCOL - INS Ack |
| MAGI Current Monthly Income |
| MAGI Projected Annual Income |
| Federal Subsidy Income |
| State Subsidy Income |
| MEC MEDS |

| |
|-------------------------------|
| MEC Employer Sponsored |
| MEC Non-Employer Sponsored |
| Medicare |
| Former Foster Youth |
| Incarceration |
| Deceased |
| American Indian/Alaska Native |
| CA Resident |

Some Verification Types are described differently in the System than in CalHEERS. The following chart outlines the description differences between the Systems.

| CalHEERS Type Description | System Type Description |
|--------------------------------------|------------------------------|
| Residence | CA Resident |
| Date of Death | Deceased |
| Entitled to Medicare | Medicare |
| MEDS – Minimal Essential Coverage | MEC MEDS |
| ESI – Minimal Essential Coverage | MEC Employer Sponsored |
| Non-ESI – Minimal Essential Coverage | MEC Non-Employer Sponsored |
| Income | MAGI Current Monthly Income |
| Projected Annual Income | MAGI Projected Annual Income |
| PRUCOL – INS Acknowledgement | PRUCOL – INS Ack |
| Was in Foster Care | Former Foster Youth |

Verification Status

The following are Status values used in a DER:

| Verification Status |
|---------------------|
| e-Verified |
| Fail |
| Not Verified |
| Pass |
| Pending |

Verification Source

The following chart displays the Source of the Verification Status:

| Verification Source | Description |
|---------------------|---|
| ADMIN | Admin |
| EDD:SSA | Employment Development Department: Social Security Administration |
| FDSH | Federal Data Services Hub |

| | |
|-----------------|--|
| FDSH:DHS | Federal Data Services Hub: Department of Homeland Security |
| FDSH:ESI | Federal Data Services Hub: Employer Sponsored Insurance |
| IRS:FTB:SSA | Internal Revenue Service: Franchise Tax Board: Social Security Administration |
| IRS:EDD:SSA | Internal Revenue Service: Employment Development Department: Social Security Administration |
| IRS:FTB:EDD:SSA | Internal Revenue Service: Franchise Tax Board: Employment Development Department: Social Security Administration |
| FDSH:Non-ESI | Federal Data Services Hub: Non-Employer Sponsored Insurance |
| IRS:SSA | Internal Revenue Service: Social Security Administration |
| FDSH:SSA | Federal Data Services Hub: Social Security Administration |
| FTB:SSA | Franchise Tax Board: Social Security Administration |
| FTB:EDD:SSA | Franchise Tax Board: Employment Development Department: Social Security Administration |
| MEDS:FTB | MEDS – Medi-Cal Eligibility Determination System: Franchise Tax Board |
| MEDS | MEDS – Medi-Cal Eligibility Determination System Called for Residency Verification |
| MEDS | MEDS – Medi-Cal Eligibility Determination System Called for MEDS MEC Verification |
| Not Applicable | Not Applicable |
| SAWS | SAWS – Statewide Automated Welfare System |
| Sight Verified | Sight Verified |
| VCI:SSA | Verify Current income; Social Security Administration |
| IRS:VCI:SSA | Verify Current Income: Internal Revenue Service: Social Security Administration |
| VCI:FTB:SSA | Verify Current Income: Franchise Tax Board: Social Security Administration |
| EDD:VCI:SSA | Employment Development Department: Verify Current Income: Social Security Administration |
| IRS:VCI:FTB:SSA | Internal Revenue Service: Verify Current Income: Franchise Tax Board: Social Security Administration |
| IRS:EDD:VCI:SSA | Internal Revenue Service: Employment Development Department: Verify Current Income: Social Security Administration |
| EDD:VCI:FTB:SSA | Employment Development Department: Verify Current Income: Franchise Tax Board: Social Security Administration |

| | |
|---------------------|---|
| IRS:EDD:VCI:FTB:SSA | Internal Revenue Service: Employment Development Department: Verify Current Income: Franchise Tax Board: Social Security Administration |
|---------------------|---|

Cache Dates

The Cache Begin and Cache Expiration dates are fields that CalHEERS uses to identify when the verification type was most recently verified by the Federal Data Services Hub (HUB) and how long this verification will be valid. This information directs CalHEERS when to contact the HUB to confirm information submitted in an Eligibility Determination Request (EDR), or if CalHEERS will use the most current information stored in the system. Some verifications do not expire, and others have a varied amount of time for which they are valid. This information allows a user to see when the HUB was last contacted for a specific verification.

Verifications Display on Data Collection Pages

Designated data collection pages display an expandable section titled CalHEERS Verifications which will be located under the Root Questions section of the pages. When the section is expanded by the user, the customer's name displays as a hyperlink which will navigate the user to the MAGI Person Detail page of the latest DER. Closing the MAGI Person Detail page returns the user to the previous data collection list page.

The same verification types and statuses from the MAGI Person Detail page are displayed on the data collection pages.

| Data Collection List Pages | Verification Types |
|----------------------------|--|
| Individual Demographics | SSN US Citizenship Deceased |
| Residency | CA Resident |
| Citizenship Status | US Citizenship Lawful Presence Qualified Non-Citizen Five Year Bar Exempt/Met PRUCOL |
| Living Arrangements | Incarceration |
| Income | Current Monthly Income Federal Subsidy Income State Subsidy Income |
| Tax Household | Projected Annual Income |
| Other Health Care | MEC Employer Sponsored MEC Non-Employer Sponsored |
| Medicare | Medicare |

If the latest DER was received prior to Release 20.11, the CalHEERS Verification section will display the name of the customer as a hyperlink to the MAGI Person Detail page and the status will display as blank.

Views on Data Collection pages

The data collection pages that display the verification information received from CalHEERS include:

- Individual Demographics List
- Residency List
- Citizenship Status List
- Living Arrangements List
- Income List
- Tax Household List
- Other Health Care List
- Medicare List

Examples of data collection page displays:



Individual Demographics List

[Continue](#)

Root Questions

CalHEERS Verifications

| Name | SSN | US Citizenship | Deceased |
|--|------------|----------------|------------|
| Pregnant, Willbe 20F | E-Verified | Pass | Pass |
| Grandpalastname, Grandpa 89M | E-Verified | Not Verified | E-Verified |

| Name | SSN | DOB | |
|--|-------------|------------|--|
|  Pregnant, Willbe 20F | 890-90-9212 | 01/19/2000 | Edit View History |
|  Grandpalastname, Grandpa 89M | 890-90-9209 | 01/19/1931 | Edit View History |

Residency List

[Continue](#)

Root Questions

CalHEERS Verifications

| Name | CA Resident |
|--|-------------|
| Pregnant, Willbe 20F | Pass |
| Grandpalastname, Grandpa 89M | Pass |

Citizenship Status List

[Continue](#)

Root Questions

CalHEERS Verifications

| Name | US Citizenship | Lawful Presence | Qualified Non-Citizen | Five Year Bar Exempt/Met | PRUCOL |
|--|----------------|-----------------|-----------------------|--------------------------|--------------|
| Pregnant, Willbe 20F | E-Verified | Not Verified | Not Verified | Not Verified | Not Verified |
| Grandpalastname, Grandpa 89M | Not Verified | Pending | Pending | Pending | Pending |

Living Arrangements List

[Continue](#)

Root Questions

CalHEERS Verifications

| Name | Incarceration |
|--|---------------|
| Pregnant, Willbe 20F | Pass |
| Grandpalastname, Grandpa 89M | Pass |

Income List

*- Indicates required fields

[Continue](#)

Root Questions

CalHEERS Verifications

| Name | Current Monthly Income | Federal Subsidy Income | State Subsidy Income |
|--|------------------------|------------------------|----------------------|
| Pregnant, Willbe 20F | E-Verified | Not Verified | |
| Grandpalastname, Grandpa 89M | E-Verified | Not Verified | |

Tax Household List

*- Indicates required fields

Continue

▶ Root Questions

▼ CalHEERS Verifications

| Name | Projected Annual Income |
|--|-------------------------|
| Pregnant, Willbe 20F | Not Verified |
| Grandpalastname, Grandpa 89M | Not Verified |

Other Health Care List

*- Indicates required fields

Continue

▶ Root Questions

▼ CalHEERS Verifications

| Name | MEC Employer Sponsored | MEC Non-Employer Sponsored |
|--|------------------------|----------------------------|
| Pregnant, Willbe 20F | E-Verified | E-Verified |
| Grandpalastname, Grandpa 89M | E-Verified | E-Verified |

Medicare List

Continue

▶ Root Questions

▼ CalHEERS Verifications

| Name | Medicare |
|--|------------|
| Pregnant, Willbe 20F | E-Verified |
| Grandpalastname, Grandpa 89M | E-Verified |

Example of display from latest DER prior to Release 20.11:

Continue

▶ Root Questions

▼ CalHEERS Verifications

| Name | SSN | US Citizenship | Deceased |
|--|-----|----------------|----------|
| Pregnant, Willbe 20F | | | |
| Grandpalastname, Grandpa 89M | | | |

VCI Data used in Non-MAGI Programs

When the VCI Service data is used in the Non-MAGI Medi-Cal determination, users are to utilize the Notice of Action (NOA) language provided in ACWDL 21-23 Fair Credit Reporting Act Notice of Action Guidance **only** when an adverse action is taken on a Medi-Cal case where VCI was utilized to determine financial eligibility.

Users will continue to follow guidance found in ACWDL 18-21 Supplemental Income Verification prohibiting the use for the online commercial Income Verification Service through Equifax, "The Work Number" for Medi-Cal only cases.