### **Medi-Cal CalHEERS - MAGI Verifications**

**Purpose** 

MAGI Person Detail Page

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

VCI Response Person Detail Page

View VCI on Income List Page

Verification Type

**Verification Status** 

Verification Source

Cache Dates

Verification Display on Data Collection Pages

**Data Collection Pages** 

VCI Data used in Non-MAGI programs

## **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
- Verfication 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



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

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

<b>Column Name</b>	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:

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

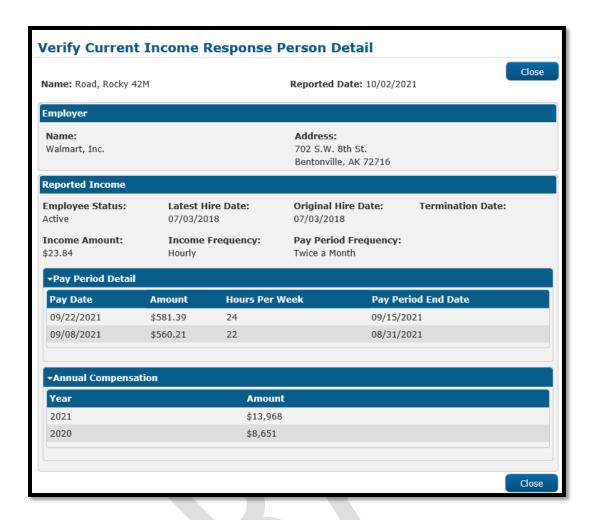
 Task: Income→Verify Current Income→View VCI button→MAGI Person Detail→Verify Current Income (VCI) Response Employer Name hyperlink

Outside the context of a case

Global: Case InfoLocal: 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

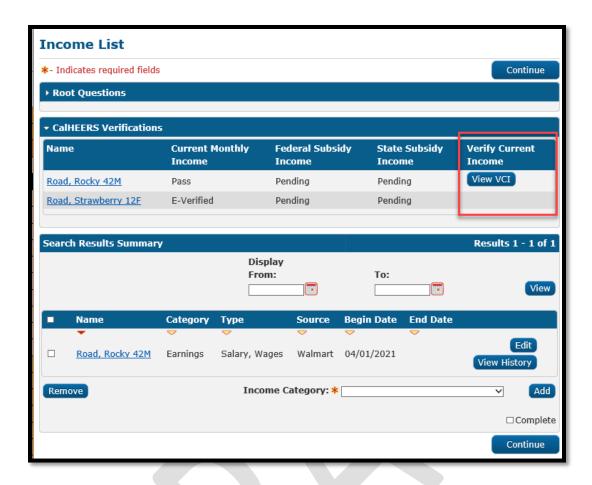
The VCI Response Person Detail page display:



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.



# **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	MEC MEDS
Coverage	
ESI – Minimal Essential Coverage	MEC Employer Sponsored
Non-ESI – Minimal Essential	MEC Non-Employer Sponsored
Coverage	
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:

<b>Verification Source</b>	Description
ADMIN	Admin
EDD:SSA	Employment Development Department: Social
	Security Administration
FDSH	Federal Data Services Hub

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



## **Residency List**



## **Citizenship Status List**

Continue ▶ Root Questions CalHEERS Verifications Name **US Citizenship** Lawful Qualified Non- Five Year Bar **PRUCOL** Presence Citizen Exempt/Met Not Verified Pregnant, Willbe 20F E-Verified Not Verified Not Verified Not Verified Not Verified Pending Pending Pending Pending Grandpalastname, Grandpa 89M

# **Living Arrangements List**

Name
Incarceration

Pregnant, Willbe 20F
Pass

Grandpalastname, Grandpa 89M
Pass

#### **Income List**

Continue \*- Indicates required fields ▶ Root Questions ▼ CalHEERS Verifications Name **Federal Subsidy** State Subsidy **Current Monthly Income Income Income** Pregnant, Willbe 20F E-Verified Not Verified Grandpalastname, Grandpa 89M E-Verified Not Verified

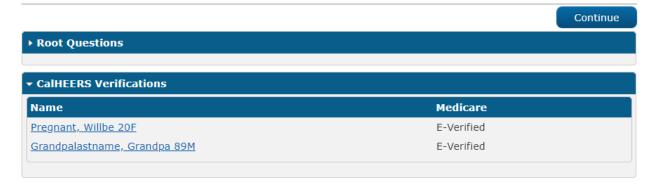
#### Tax Household List



#### **Other Health Care List**



#### **Medicare List**



Example of display from latest DER prior to Release 20.11:



## **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.