

Karen House, CAF SSP Medical Programs  
Manager

Dale Marande, SPD Medical Programs Manager

**Authorized Signature**

**Number:** SS-IM-11-003

**Issue Date:** 01/14/2011

**Topic:** Medical Benefits

New Client Maintenance (CM) System SSN Related Notice and Closure

**Subject:** Process

**Applies to (check all that apply):**

- |                                     |                               |                                     |  |
|-------------------------------------|-------------------------------|-------------------------------------|--|
| <input type="checkbox"/>            | All DHS employees             | <input type="checkbox"/>            | County Mental Health Directors                       |
| <input checked="" type="checkbox"/> | Area Agencies on Aging        | <input type="checkbox"/>            | Health Services                                      |
| <input type="checkbox"/>            | Children, Adults and Families | <input checked="" type="checkbox"/> | Seniors and People with Disabilities                 |
| <input type="checkbox"/>            | County DD Program Managers    | <input checked="" type="checkbox"/> | Other (please specify): CAF SSP<br>Transmittal Group |

**Message:** Effective this month, a new CM system process will be implemented. Effective January 2011, the CM system will send a timely continuing (10-day) close notice and end medical when a client who is required to provide an SSN does not do so in a timely manner.

**Overview:** The majority of medical program applicants and recipients are required to provide an SSN or apply for an SSN; however, there are some clients who are not required to provide an SSN or the requirement is delayed. Medical program applicants and recipients who do not need to apply for an SSN or can be late in providing the SSN are:

- CAWEM clients are not required to apply for or provide an SSN;
- Pregnant women and women still in their two-month protected eligibility period;
- AEN children are not required to provide an SSN during their AEN-protected eligibility period;
- Individuals who are a member of a religious sect or division of a religious sect may not need to provide an SSN if it is against their religious beliefs;
- Individuals who are fleeing domestic violence may need to apply for a new SSN and may have a period of time without an SSN;

**Note:** *Individuals applying for medical benefits for family members who do not want to apply for medical benefits for themselves do not need to provide an SSN.*

Eligibility workers should not delay medical benefits because the medical program applicant is unable to verify their SSN. If the applicant or recipient has difficulty verifying their SSN, eligibility workers are required to assist them in verifying the SSN. *Workers may verify the client's SSN using the TPQY transaction, pay stubs, unemployment records and so on. For more information about acceptable verification of the SSN, see the Family Services Manual [Multiple Program Worker Guide #2](#) or [SPD Generic Program Worker Guide B 1](#).*

**New NSR case descriptor:** A new “NSR” case descriptor has been added to the CM system to identify medical clients who do not need to provide an SSN because of religious reasons. The new NSR case descriptor may also be used to identify clients who do not have an SSN because they are fleeing domestic violence and need to apply for a new SSN. The NSR case descriptor is not needed for CAWEM or AEN medical program applicants or recipients.

**CM system notice and closure process:** The CM system identifies medical program recipients who are required to have an SSN but who do not have an SSN on the CM system:

- If the client should have an SSN but does not, in the first month the CM system automatically sends the *86B No SSN – End Medical (Advance)* close notice. The first 86B notices were sent in December, 2010. Three thousand, one hundred thirty-seven (3,137) 86B advance medical close notices were mailed to clients last month.
- If the SSN issue is not resolved, the next month the CM system will send the *87B No SSN – End Medical (Final)* close notice. The first month the *87B No SSN – End Medical (Final)* will be sent is January 2011.
- During end of month processing, the CM system will end the medical benefits for anyone who has been sent the final (87B) close notice. The benefits for other individuals on the case are not affected.

*If you have any questions about this information, contact:*

<b>Contact(s):</b>	For SSP: <a href="#">SSP-Policy, Medical</a> or Vonda Daniels      503 945-6088 Michelle Mack      503 947-5129 Joyce Clarkson      503 945-6106 Jewell Kallstrom      503 947-2316 Carol Berg      503 945-6072 Audray Hunter      503 947-5519  For SPD: Michael Avery      503-945-6410		
<b>Phone:</b>		<b>Fax:</b>	
<b>E-mail:</b>			