



**State of Florida**  
**Department of Children and Families**

**Rick Scott**  
*Governor*

**Mike Carroll**  
*Secretary*

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**DATE:** May 9, 2017      **TRANSMITTAL NO.:** P-17-05-0010

**TO:** Economic Self-Sufficiency Operations Managers  
Economic Self-Sufficiency Program Offices

**FROM:** Susan Thomas, Chief, Program Policy  
Suzanne Poirier, Chief, Technology & Project Management  
**(Signatures on File)**

**SUBJECT:** Federal Data Services Hub Medicaid Wage Verification (Full Launch)

**EFFECTIVE:** May 19<sup>th</sup> and 25<sup>th</sup>, 2017

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This memorandum provides staff with additional information related to the addition of wage verification responses received from the Federal Data Services Hub (FDSH) for Medicaid applications and cases beginning April 20<sup>th</sup>, 2017. Please refer to [Transmittal P-17-04-0006](#) Federal Data Services Hub Wage Verification (Soft Launch) for additional information about the soft launch.

### **Policy**

FDSH Medicaid Wage Verification will begin retrieving earned income verification responses on **May 19<sup>th</sup>** for Family-Related, Community SSI-Related and Long Term Care (ICP, Hospice, Waiver) Medicaid and Medicare Savings Programs cases beginning **May 25<sup>th</sup>**.

With this change, the FDSH will provide available earned income verification for ALL Medicaid types (except Child in Care) for applications, renewals, and requests for additional benefits when received electronically. This includes the Self-Service Portal (SSP), and transfers from the Federally-Facilitated Market Place (FFM) and Florida Healthy Kids. Requests submitted by telephone, paper and via the Florida Safe Families Network (FSFN) are not sent to the FDSH.

If FDSH does not return an earned income verification response current automated processes for receiving information from the State Wage Income Collection Agency (SWICA) will take place. Remember, SSI related cases do not go through SWICA. Information from FDSH or SWICA can **only** be used as verification for Medicaid Programs.

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Mission: Work in Partnership with Local Communities to Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and Advance Personal and Family Recovery and Resiliency

Income verified through FDSH is not considered verified upon receipt for the Food Assistance, Temporary Cash Assistance, or Refugee Assistance Programs and **must not** be used when determining eligibility for these programs. Staff must continue to use the online Work Number portal to verify income for these programs. The Work Number **must not** be used for Family-Related Medicaid cases or SSI-Related Medicaid cases in which the FDSH has been initiated but failed to provide a response.

<b>Data Sources to Use by Program</b>	
<b>Online Work Number Portal</b> <small>Refer to Memo <a href="#">P-17-02-0002</a></small>	<b>Federal Data Services Hub</b>
<ul style="list-style-type: none"> <li>• <b>Food Assistance</b></li> <li>• <b>Temporary Cash Assistance</b></li> <li>• <b>Refugee Assistance Program (RAP)</b></li> <li>• <b>SSI-Related Medicaid not sent to FDSH (actions not received electronically)</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>All Medicaid Case Types (Family-Related and SSI-Related Medicaid – excluding Child-In-Care)</b></li> </ul>

Due to differing data sources and reporting cycles it is possible a combination case may receive differing information between the FDSH and the Work Number. **FDSH** data is to be used for all Medicaid Programs and **Work Number** data for Food Assistance, Temporary Cash Assistance, or Refugee Assistance Programs, or when a an SSI-Related Medicaid case does not get sent to the FDSH. Use the appropriate converted amounts, by program, on the Employment Information (AFEI) screen. Staff must use existing policy to evaluate whether income reported is representative of future earnings before including it in the budget.

If the employer(s) reported on the application or renewal do not match information received through the FDSH, SWICA or Work Number, staff must follow current policy to resolve the discrepancy.

Not all employers use services that report earnings to the FDSH or the Work Number. Therefore, staff cannot assume the lack of verification from these sources means income reported on an application or renewal does not exist. If a customer reports earnings on an application or renewal and the electronic data source shows no income, staff must follow current policy to resolve the discrepancy.

**Technology**

Changes to the Self-Service Portal (SSP), ACCESS Management System (AMS) ACCESS Summary Page, FLORIDA via the Timesaving Innovation Process (TIP), and the Medicaid Eligibility System (MES) Reports are as follows:

**Self-Service Portal**

Upon e-signature of a Medicaid application, renewal, or additional benefit request the FDSH will be accessed to provide any available earned income data.

**AMS ACCESS Summary Page**

The AMS Summary Page will display earned income information from the FDSH (Figure 1-1 and 1-2) or SWICA.

**Current Employment Income Details**

Jacob J Price

Begin Date 08/01/2013 Amount of Pay 725.00 Tips Not Included In Pay

Pay Frequency Weekly Hours Worked Per Month 160

Income Verified Yes Verification Source FDSH Reasonable Compatibility Met Yes

Verified Monthly Income Amount 2905.44

Comments

Employer Name XYZ In Phone

Employer Address 2765 Allen Rd Suite 16 Tallahassee FL 32308

Figure 1-1: AMS ACCESS Summary Screen – FDSH Verification Summary

Jacob J Price

Marital Status Legally Separated Living Arrangement Home/Apartment/Trailer

Country Of Birth N/A Race N/E

Ethnic Background N/E Applying for Medicaid Yes

**FDSH Verification Summary**

SSA Verified Failure Reason Code N/A

Date of Birth Verified Deceased N/A Incarceration Not Verified

**Citizenship/Alien Status**

Citizenship Verified Source SSA

If status Not Verified click on the details icon

**Employment Income Status**

Employment Income Verified Source FDSH

Cash Income Amount 3123.35 FS Income Amount 3123.35 Medical Income Amount 2905.44

Figure 1-2: AMS ACCESS Summary Screen FDSH Current Employment Income Detail



**ACCESS Summary – FDSH Wages Verification Pop-Up Screen**

- A new Wages Verification pop-up screen has been added to the ACCESS Summary page.
- Navigation to this screen is available through sections:
  - **'FDSH Verification Summary'** of ACCESS Summary screen and
  - **'Current Employment Income Details'**
    - This section will be modified to indicate if earned income was verified by FDSH or SWICA.

- Multiple earned income sources for an Individual received through FDSH are shown in the new FDSH Wage Verification Data pop up screen (Figure 1-3). The Reasonable Compatibility Job Aid has been updated to support multiple earned income responses and is attached. Reminder: When averaging earned income, use the most recent consecutive four weeks or the best available information if it is representative of the individual's future earnings.

 David Spell (38)

**FDSH Wages Verification Data**

	<b>EMPLOYER</b>	Wendy
	<b>EMPLOYER</b>	Walmart
Employee First Name	David	
Employee Last Name	Spell	
Employee Date of Birth	07/19/1975	
Employer Name	Walmart	
Employer Address Line 1	134 Thomasville Rd	
Employer Address Line 2	5108	
Employer City	Tallahassee	
Employer State	FL	
Employer ZIP Code	32308	
Employment Status	Active	
Employment Status Description	Part time	
Employee Recent Hire Date	08/01/2011	
Employee Original Hire Date	N/A	
Employment End Date	N/A	

<b>Pay Details</b>				
Pay Amount Per Pay Frequency	908.19			
Pay Period Frequency	Monthly			
<b>Annual Compensation Summary</b>				
Income Year	2016			
YTD Base Pay	908.19			
YTD Total Pay Including Overtime, Bonus etc.	908.19			
<b>Pay Period Details</b>				
<b>Pay Date</b>	<b>Pay Period End Date</b>	<b>Number of Hours</b>	<b>Gross Pay</b>	<b>Net Pay</b>
01/01/2016	12/25/2015	87	908.19	563.08

Figure 1-3: NEW - AMS ACCESS Summary Screen - FDSH Wages Verification Data pop up Screen

**Timesaving Innovation Process (TIP)**

- TIP currently populates data provided by the customer on the Employment Information (AFEI) screen and will continue to do so.
- TIP has been modified to process earned income data received from FDSH.
- When a customer does not report employment and FDSH returns earned income, TIP displays two dollars on the AFEI screen.

## **MES Reports**

- A new column, “FDSH Income Verification”, has been added to the R22 - Individuals Passing Verifications report. The column displays the total number of FDSH verifications received for the region and period. “Grand Total” and “Subtotal” columns will display the totals inclusive of FDSH verifications. The staff will have the date range prompts as a start date and end date for selection.

## **Training**

Training will be provided with examples of the new AMS ACCESS Summary and FLORIDA screens with scenarios.

Regional Program Office staff may contact Nathan Lewis at [Nathan.Lewis@myflfamilies.com](mailto:Nathan.Lewis@myflfamilies.com) for policy-related questions, or Eileen Schilling at [Eileen.Schilling@myflfamilies.com](mailto:Eileen.Schilling@myflfamilies.com) for system-related questions.

## **Attachment**

cc: Assistant Secretary for Economic Self-Sufficiency (Jeri Culley)  
Director (Tonyaleah Veltkamp)  
Regional ESS Directors  
Customer Call Center (Liesta Sykes, Guerschom Alcin, Janio Garcia, Brenda Anderson, Andrew Houghton, Goodluck Owi)  
Data Analytics, Technology, and Project Management (William Martinez, Suzanne Poirier, Margie France)  
EBT (Michael Pogue)  
ESS Program Administration and Contract Management (Jamie Franz)  
FLORIDA Help Desk (Glenda Washington)  
Information Technology (Kit Goodner, Barbara Roglieri)  
Office of Appeal Hearings (Nathan Koch)  
Office of Communications (Jessica K. Sims)  
Office of the General Counsel (Lynn S. Hewitt)  
Office of Continuous Improvement (Debbie McLemore)  
Office of Program Policy (Melissa K. Burns, Nathan Lewis, Jacinta Murphy)  
Peer and Integrity Review Manager (Terry Field)  
Public Benefits Integrity (Andrew McClenahan, Sheri Hall, Karen Jilson)  
Florida Legal Services (Cindy Huddleston)  
AHCA (Mary McCullough, Lisa Gill, Peggy Hall, Gail Hansen, Virginia Hardcastle, Shevaun Harris, Beth Kidder, Abby Riddle)  
Florida Bar Elder Law Section (Emma Hemness, Twyla Sketchley)  
Florida Healthy Kids (Austin Noll)

# Reasonable Compatibility Job Aid

Compared to Income Standard of Individual Assistance Group (AG)	Reasonably Compatible?	Next Steps		Amount to Budget (Client Reported or Electronic Source)	AWAA Authorization Code
<b>1. Client Reported ABOVE the income standard and <u>all</u> the Electronic Data Sources match client reported sources ABOVE/BELOW the income standard</b>	Apply 10% Reasonable Compatibility Test	A. Difference is LESS THAN 10%	Take <b>client statement</b> as over income	<b>Budget client reported amount</b>	Enroll in <b>Medically Needy</b>
		B. Difference is MORE THAN 10%	Make <b>contact</b> for reasonable explanation	i. If <b>explained, budget client reported amount</b>	Enroll in <b>Medically Needy</b>
				ii. If <b>unable to explain or contact, do not pend for verification</b>	<b>Budget the higher amount</b> and enroll in <b>Medically Needy</b>
<b>2. Both Client and <u>all</u> Electronic Data Sources match and are BELOW the income standard</b>	N/A		Take <b>client statement</b> as ELIGIBLE	<b>Budget client reported amount</b>	<b>Open Medicaid</b>
<b>3. Client Statement BELOW the income standard and <u>all</u> the Electronic Data Sources match client reported sources ABOVE the income standard</b>	Apply 10% Reasonable Compatibility Test	A. Difference is LESS THAN 10%	Take <b>client statement</b> as ELIGIBLE	<b>Budget client reported amount</b>	<b>Open Medicaid</b>
		B. Difference is MORE THAN 10%	Make <b>contact</b> for reasonable explanation	i. If <b>explained, budget client reported amount</b>	<b>Open Medicaid</b>
				ii. If <b>unable to explain or contact, request verification of income</b>	a. If <b>verification provided, budget amount per verification and open Medicaid</b> OR enroll in <b>Medically Needy</b>  b. If <b>verification not provided, budget electronic data source amount</b> and enroll in <b>Medically Needy</b>
<b>4. Client Statement BELOW the income standard and NO Electronic Data Source</b>	N/A		<b>Request verification of income</b>	i. If <b>verification provided, budget amount per verification</b>	<b>Open Medicaid</b> OR enroll in <b>Medically Needy</b> based on verified amount
ii. If <b>verification not provided</b>	<b>Deny</b> for failure to return requested information				
<b>5. Client Statement ABOVE the income standard and NO Electronic Data Source</b>	N/A		Take <b>client statement</b> as over income	<b>Budget client reported amount.</b>	Enroll in <b>Medically Needy with an estimated share of cost</b>

<b>6. Client Statement is different than Electronic Source</b> (Example: Client reported working at Karen's Bakery and Electronic Data Source reported working at Wal-Mart)	Make <b>contact</b> for reasonable explanation of all employers	If able to contact, take <b>client statement</b> for reported employment status (i.e. loss of income or new job, etc.)	<b>If client reports:</b>	<b>If all income sources are explained and</b>
			Working at both Client Reported Source(s) (i.e. Karen's Bakery) and Electronic Data Source(s) (i.e. Wal-Mart), and	<b>BELOW</b> the income standard, then follow the <b>Next Steps in #4</b> .
			Working at Electronic Data Source(s) (i.e. Wal-Mart) only, and	<b>ABOVE</b> the income standard, then follow the <b>Next Steps in #5. Note: Budget all explained income.</b> (Example: If client's explanation is working at Karen's Bakery (client reported source) and Wal-Mart (Electronic Data Source) budget both
			Working at Client Reported Source(s) (i.e. Karen's Bakery) only, and	Budget income based on Electronic Data Source(s) and <b>Open Medicaid</b> OR enroll in <b>Medically Needy</b> based on verified amount
		<b>ii. If unable to explain or contact, request verification of income</b>	<b>BELOW</b> the income standard, then follow the <b>Next Steps in #4</b>	
			<b>ABOVE</b> the income standard, then Enroll in <b>Medically Needy with an estimated share of cost</b>	
			If <b>verification provided, budget amount per verification</b> and <b>open Medicaid</b> OR enroll in <b>Medically Needy</b>	
			If <b>verification not provided, budget both customer reported source amount and electronic data source amount:</b> Enroll in <b>Medically Needy with an estimated share of cost <u>OR</u></b> If building full Medicaid <b>Deny</b> for failure to return requested information	

**Helpful Hints:**

1. Eligibility is determined on an individual level; therefore, staff must apply the information provided at the individual assistance group (AG) level.
2. The Department must not require additional information or documentation unless information needed to determine eligibility is not available electronically or the electronic information is not reasonably compatible with information provided by the applicant/recipient.

# Reasonable Compatibility Job Aid Scenario 6 Flow Chart

