



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

Rick Scott
Governor

Mike Carroll
Secretary

DATE: April 13, 2018 **TRANSMITTAL NO.:** P-18-04-0010

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

FROM: Tonyaleah Veltkamp, Chief, Program Policy
Suzanne Poirier, Chief, Technology & Project Management
(Signatures on File)

SUBJECT: Individuals Unable to Obtain a Social Security Number

EFFECTIVE: Upon Receipt

This transmittal provides staff with information related to conditions under which the requirement to have a SSN or be in the process of obtaining a SSN as a condition of Medicaid eligibility may be waived for good cause.

Background

Individuals must have an SSN or be in the process of obtaining an SSN as a condition of Medicaid eligibility. The purpose of the SSN is to help validate information provided by an applicant and identify additional income and assets held by an applicant that may affect eligibility. Additionally, an SSN included in the case record may also serve to reduce duplicate PINs and Medicaid file errors.

There may be circumstances under which an individual is unable to obtain an SSN. Under the following conditions an applicant's statement is acceptable that they are unable to obtain a SSN:

- Social Security Administration (SSA) denies the application for an SSN, because the individual is not eligible to receive an SSN or their application is declined by SSA.
- The customer does not have an SSN and can only receive an SSN for a valid non-work reason.
- The customer refuses to obtain an SSN due to a well-established religious objection.

Applicants must apply or attempt to apply for an SSN as a condition of eligibility. Staff may continue to use agency form CF-ES 2275, Verification of SSN Application for Non-Citizen, to assist individuals applying for a SSN. However, client's statement is acceptable verification that they were unable to obtain an SSN for one of the first two bullets provided above. Individuals unable to obtain an SSN due to a "well- established

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religious objection” must provide staff with an explanation of their objection. No additional verification is required.

Staff must record the justification for the good cause exemption on CLRC and review its continued applicability at each review.

System Instructions

For individuals applying for or receiving Medicaid that meet a good cause exemption for not obtaining an SSN, staff must use code “E” (Emergency Med-Alien) in the Exempt Code field on the Individual Attributes (AIIA) screen in FLORIDA.

For individuals over the age of 13 months who do not have an SSN, the initial Medicaid eligibility and determination will cross to the Florida Medicaid Management Information System (FMMIS); however, any other changes made will not update on FLMMIS. This includes changes of address or changes in category, such as MM I to MM C, or MM P to MA R. These changes will generate the error message “1007-Invalid SSN” on the ELG - 8004 report and must be reviewed by the Medicaid File Coordinator (MFC). The MFC must research each case and if the individual is over age 13 months, a FLMMIS Recipient File Problem Resolution Request AHCA 5240-0006 must be completed, and forwarded to Agency for Healthcare Administration (AHCA) for manual processing. Request a change of address in the “Changes/Comments” section on page 2 of the AHCA 5240-0006.

Note: For Medicaid recipients less than 13 months old, FLMMIS accepts all changes and updates the files if the recipient does not have an SSN.

If there are Medicaid policy questions, region offices may contact Nathan Lewis at Nathan.Lewis@myflfamilies.com. If there are FLORIDA system questions, region offices may email Eileen Schilling at Eileen.Schilling@myflfamilies.com.

cc: Assistant Secretary for Economic Self-Sufficiency (Jeri Culley)
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