

.01 MA Citizenship Verification Procedures When Participant is Interviewed

During the interview, when the participant does not have verification of identity or citizenship, complete the following:

- Review with the participant ALL sources of acceptable forms of verification for identity and citizenship. DO NOT focus on only one type of form.
- Ask the participant whether appropriate verification can be provided.

When the participant states they CAN provide the verification, complete the following:

- Complete the Request for Vital Records Information (DE-242) form for each participant who does not have verification of citizenship.
- Complete the Information Request and Pending Agreement (FA-077) form requesting verification of citizenship and identity.

EXCEPTION

When the participant is born in Arizona after 1950, use the AHCCCS Citizenship Verification System. When a match is found on-line for a participant DO NOT request the birth certificate.

- Allow the participant 20 calendar days to provide the verification. Give a copy of the FA-077 to the PI.

EXCEPTION

Elevate the facts of the case to the [Policy Support Team](#) (PST) immediately when both the following apply:

- The participant is unable to provide verification of citizenship.
- The participant has a need for medical services such as, but not limited to, any of the following:

Medication

Surgery

Medical equipment

EXCEPTION (continued)

Request the birth certificate for the participant. Document CADO with the following:

- Date the request for the birth certificate was made.
- State of birth.
- The participant's medical need.

When the participant provides the appropriate verification, see [Procedures for Verification](#) of MA Citizenship.

When the participant does not provide the appropriate verification, complete the following:

- Request the birth certificate for the participant. Use the DE-242 to complete one of the following:

[Citizenship Birth Verification Request Outlook Template](#) for a participant born out of state. (See [Verification of Birth](#))

Government Agency Request for Copies of Birth and Death Records ([FAA-1214](#)) to request a birth certificate for one of the following:

- A participant born in Arizona prior to 1950
- When unable to verify the birth using the AHCCCS Citizenship Verification System.
- Contact the participant and send a [C011 Notice](#) requesting verification of citizenship.
- Document CADO with all efforts made to obtain verification of citizenship and contact the participant.

- Elevate the facts of the case to the PST when one of the following applies:

The participant has a medical need such as, but not limited to, any of the following:

- Medication
- Surgery
- Medical equipment

The participant provides a document not listed in one of the [four levels of reliability](#).

All efforts to obtain the acceptable verification are unsuccessful.

A participant refuses to provide verification of citizenship.

A naturalized citizen has lost the original certificate and has applied for a replacement naturalization form.

When elevating to the [Policy Support Team](#), provide the following information via e-mail:

- Case name.
- Case number.
- EI name and telephone number.
- Procedures used to attempt to verify citizenship.

NOTE Documenting "See CADO", in the e-mail is acceptable when CADO lists the procedures used to attempt to verify citizenship. The PST assesses the situation, and instructs the local office regarding the actions to be taken for MA.

When the participant states that they CANNOT provide the verification, complete the following:

- Complete the Request for Vital Records Information (DE-242) form for each participant who does not have verification of citizenship.
- Complete the Information Request and Pending Agreement (FA-077) form requesting verification of citizenship and identity. Request from the participant any documents with a place of birth and date of birth.
- Allow the participant 20 calendar days to provide the verification. Give a copy of the FA-077 to the PI.

EXCEPTION

Elevate the facts of the case to the [Policy Support Team](#) (PST) immediately when both the following apply:

- The participant is unable to provide verification of citizenship.
- The participant has a need for medical services such as, but not limited to, any of the following:

Medication

EXCEPTION (continued)

Surgery

Medical equipment

Request the birth certificate for the participant. Document CADO with the following:

- Date the request for the birth certificate was made.
- State of birth.
- The participant's medical need.

When the participant provides the appropriate verification, see [Procedures for Verification](#) of MA Citizenship.

When the participant does not provide the appropriate verification, complete the following:

- Request the birth certificate for the participant. Use the DE-242 to complete one of the following:

[Citizenship Birth Verification Request Outlook Template](#) for a participant born out of state. (See [Verification of Birth](#))

Government Agency Request for Copies of Birth and Death Records ([FAA-1214](#)) to request a birth certificate for one of the following:

- A participant born in Arizona prior to 1950.
- When unable to verify birth using the AHCCCS Citizenship Verification System.

EXCEPTION

When the participant is born in Arizona after 1950, use the AHCCCS Citizenship Verification System. When a match is found on-line for a participant DO NOT request the birth certificate.

- Document CADO with all efforts made to obtain verification of citizenship.

- Elevate the facts of the case to the PST when one of the following applies:

The participant has a medical need such as, but not limited to, any of the following:

- Medication
- Surgery
- Medical equipment

The participant provides a document not listed in one of the [four levels of reliability](#).

All efforts to obtain the acceptable verification are unsuccessful.

A participant refuses to provide verification of citizenship.

A naturalized citizen has lost the original certificate and has applied for a replacement naturalization form.

When elevating, provide the following information to the [Policy Support Team](#) via e-mail:

- Case name.
- Case number.
- EI name and telephone number.
- Procedures used to attempt to verify citizenship

NOTE Documenting "See CADO" is acceptable documentation when CADO lists the procedures used to verify citizenship.

The PST assesses the situation, and instructs the local office regarding the actions to be taken for MA.

WARNING

DO NOT deny or stop MA benefits for the participant for verification of U.S. citizenship.