

.03 Participant Does Not Provide MA Citizenship Verification Procedure

REVISION 10
(10/01/09 – 12/31/09)

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

- Ensure the participant was allowed 20 calendar days to provide MA citizenship verification.

EXCEPTION

Elevate the facts of the case to the district office 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

- Contact the participant. Send a C011 notice to request verification of citizenship with additional items that may be used for verification.
- [Document CADO](#) with all efforts made to obtain verification of citizenship and to contact the participant.
- Elevate the facts of the case to the district office when assistance is needed.

This includes, but is not limited to, the following situations:

- The participant is in need of urgent medical care.
- 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 district office via e-mail:

- Case name.
- Case number.
- EI name and telephone number.
- Procedures used to attempt to verify citizenship. Documenting "See CADO" is acceptable documentation when CADO lists the procedures used to verify citizenship.

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