INSIDER'S EDGE: Issue 155: Top 5 Tips for Verification Checklist Items

Case workers and navigators who work with Maryland Health Connection's worker portal will often encounter a case with an outstanding Verification Checklist (VCL). VCL items are generated when additional information is required to complete an application: identity, citizenship, and income may trigger creation of a VCL item to confirm outstanding information. We're only addressing provided VCLs in this issue.

This issue may get deep in the weeds for anyone who doesn't directly work with VCLs, but never fear, we'll see you next week!

For those of you who work with VCLs, welcome! Thank you for joining us!

Here are some reminders of best practices for working with provided VCLs.

1) Citizenship/Lawful Presence Status does not need to be verified for a household member not applying for coverage (leave pending).

2) A Social Security Number (SSN) does not need to be verified for a household member not applying for coverage (though if this is the tax filer or income earner, it will inevitably trigger an income VCL). SSN VCLs for household members not applying for coverage should be marked as "N/A".

3) The application may not be unilaterally modified in a way that will change the consumer's program eligibility without the consumer's acknowledgement. This is especially relevant for Income VCL processing, which should not be unilaterally changed (*de minimus* changes such as spelling correction or address changes are okay) without first contacting the primary member. If the worker is unable to contact the consumer, then the appropriate next step is to fail the VCL item, not to change the application.

4) Read case comments before proceeding to VCL work items to check for special circumstances. Update case comments with your own actions and the rationale you used for VCL determination. (Read more about case comments in INSIDER'S EDGE: Issue 154: Case

Issued 4.28.17

5) Once a document is provided to satisfy a VCL, you should not compare the document with MABS and then use the MABS information to fail the VCL. Once the document is provided, it should be compared to the attestation, not an electronic resource. The expectation is that workers will check all systems for potential verification before failing a VCL. They should be checked against the attestation, not a provided document. Documents that are current and complete trump all electronic services.

*These tips have a **seal** of approval!*

Questions? Send them to dhmh.medicaidmarge@maryland.gov.