

From: Pare, Jesse
To: Dennis, Patty; Wilmot, Marshall
Subject: Fw: State Obligations for Verifying Citizenship and Immigration Status of Medicaid and Children's Health Insurance Program (CHIP) Beneficiaries
Date: Friday, September 12, 2025 11:39:43 AM
Attachments: image001.png
image.png
image.png
image.png

FYI. With this kind of response time from SAVE, we are going to be having a ton of overlap when/if CMS begins to send monthly.....

From: Williams, Jenny <Jenny.Williams@azahcccs.gov>
Sent: Friday, September 12, 2025 11:35 AM
To: Olivares, Cassandra <Cassandra.Olivares@azahcccs.gov>; Pare, Jesse <jesse.pare@azahcccs.gov>
Cc: Boyd-Draper, Lori <lori.boyd-draper@azahcccs.gov>; Wilmot, Marshall <marshall.wilmot@azahcccs.gov>; Miller, Donna <Donna.Miller@azahcccs.gov>; Cochran, Tara <tara.cochran@azahcccs.gov>; Schafer, Mark <mark.schafer@azahcccs.gov>; Edwards Wilson, Jamie <Jamie.EdwardsWilson@azahcccs.gov>; Clements, Adam <adam.clements@azahcccs.gov>
Subject: Re: State Obligations for Verifying Citizenship and Immigration Status of Medicaid and Children's Health Insurance Program (CHIP) Beneficiaries

Good Morning!

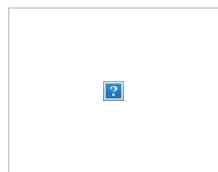
We have received responses for the escalated cases!

39 are completed, the few I checked provide their current status.
62 need us to upload the most recent immigration document to start a level 3 SAVE
169 are under review by the "status verification office (SVO)" with "further research is being conducted". It doesn't mean they are not eligible; it means additional information is needed.

I will be reviewing the next course of action with the RRAD team Monday morning.

Thank you!

Jenny



Jenny Williams
Policy Analyst
AHCCCS

150 N 18th Ave., 2nd Floor Phoenix, AZ 85007

602.417.7843
www.azahcccs.gov

From: Williams, Jenny <Jenny.Williams@azahcccs.gov>
Sent: Tuesday, September 9, 2025 1:29 PM
To: Olivares, Cassandra <Cassandra.Olivares@azahcccs.gov>; Pare, Jesse <jesse.pare@azahcccs.gov>
Cc: Boyd-Draper, Lori <lori.boyd-draper@azahcccs.gov>; Wilmot, Marshall <marshall.wilmot@azahcccs.gov>; Miller, Donna <Donna.Miller@azahcccs.gov>; Cochran, Tara <tara.cochran@azahcccs.gov>; Schafer, Mark <mark.schafer@azahcccs.gov>; Edwards Wilson, Jamie <Jamie.EdwardsWilson@azahcccs.gov>; Clements, Adam <adam.clements@azahcccs.gov>
Subject: Re: State Obligations for Verifying Citizenship and Immigration Status of Medicaid and Children's Health Insurance Program (CHIP) Beneficiaries

Hello,

The response file has not changed, and the level 2 SAVE's have not been completed. It looks like the level 2's may not be available until Thursday, but I will keep checking throughout the day.

Thank you,

Jenny

SAVE Verification Response Time

Current Response Time

- **Initial Verification Response Time:** SAVE provides an initial response within seconds. Most requests are verified at initial verification and do not require additional verification.
- **Additional Verification Response Time:** Approximately 5 federal workdays as of August 2025.

Tips for Reducing Response Times

Additional verification occurs when SAVE cannot provide a response at initial verification or the agency requests additional verification. An immigration identifier is required for additional verification. Additional verification takes more time because a manual review is generally required. Response times vary depending upon the complexity of the case.

To minimize the need for additional processing times, agencies should follow these best practices when submitting a SAVE case:

- **Avoid data entry errors:** Ensure that the applicant's name, date of birth, and enumerators are entered exactly as provided by the applicant or as they appear on the applicant's documentation. Data entry errors often require additional manual verification to resolve.
- **Provide all available information:** Include all enumerators SAVE allows that are provided by the applicant. For example, if the applicant presents a Form I-766, Employment Authorization Document, and a Form I-94, Arrival/Departure Record, enter the USCIS number from the I-766 and the I-94 number into SAVE.
- **Provide the most current information:** When submitting immigration enumerators, use information from the most recently issued immigration documentation when creating a SAVE case. Examples of immigration documents and the enumerators contained in them are available on the SAVE [Commonly Used Immigration Documents](#) webpage. If an applicant needs their most recent Form I-94 issued by U.S. Customs and Border Protection (CBP), they can use [CBP's I-94 website](#) to retrieve a copy.



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From: Williams, Jenny <Jenny.Williams@azahcccs.gov>

Sent: Monday, September 8, 2025 8:19 AM

To: Olivares, Cassandra <Cassandra.Olivares@azahcccs.gov>; Pare, Jesse <jesse.pare@azahcccs.gov>

Cc: Boyd-Draper, Lori <lori.boyd-draper@azahcccs.gov>; Wilmot, Marshall <marshall.wilmot@azahcccs.gov>; Miller, Donna <Donna.Miller@azahcccs.gov>; Cochran, Tara <tara.cochran@azahcccs.gov>; Schafer, Mark <mark.schafer@azahcccs.gov>; Edwards Wilson, Jamie <Jamie.EdwardsWilson@azahcccs.gov>; Clements, Adam <adam.clements@azahcccs.gov>

Subject: Re: State Obligations for Verifying Citizenship and Immigration Status of Medicaid and Children's Health Insurance Program (CHIP) Beneficiaries

Good Morning!

I downloaded the response file again today, and today it has information!

It looks like the 236 that went to 2nd level review are still processing, and the other 1494 need additional information, like a document number, so they can be resubmitted.

Thank you,

Jenny



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From: Williams, Jenny <Jenny.Williams@azahcccs.gov>

Sent: Friday, September 5, 2025 11:35 AM

To: Olivares, Cassandra <Cassandra.Olivares@azahcccs.gov>; Pare, Jesse <jesse.pare@azahcccs.gov>

Cc: Boyd-Draper, Lori <lori.boyd-draper@azahcccs.gov>; Wilmot, Marshall <marshall.wilmot@azahcccs.gov>; Miller, Donna <Donna.Miller@azahcccs.gov>; Cochran, Tara <tara.cochran@azahcccs.gov>; Schafer, Mark <mark.schafer@azahcccs.gov>; Edwards Wilson, Jamie <Jamie.EdwardsWilson@azahcccs.gov>; Clements, Adam <adam.clements@azahcccs.gov>

Subject: Re: State Obligations for Verifying Citizenship and Immigration Status of Medicaid and Children's Health Insurance Program (CHIP) Beneficiaries

Hello,

The initial file has been completed, and 236 cases have been escalated to a level 2 SAVE.

I will review on Monday, and contact SAVE technical assistance if the report is still blank.

Thank you,

Jenny

File History Dashboard						
Showing Files 1-10 of 1						
Date Uploaded	Uploaded By	Cases Created / Total Submitted	File Status	SBU Number	Bulk Escalation	Actions
09/02/2025	Jenny Williams	1730/1730	COMPLETED	SBU250902T0021A	236 Escalated	



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From: Williams, Jenny <Jenny.Williams@azahcccs.gov>
Sent: Thursday, September 4, 2025 7:10 AM
To: Olivares, Cassandra <Cassandra.Olivares@azahcccs.gov>; Pare, Jesse <jesse.pare@azahcccs.gov>
Cc: Boyd-Draper, Lori <lori.boyd-draper@azahcccs.gov>; Wilmot, Marshall <marshall.wilmot@azahcccs.gov>; Miller, Donna <Donna.Miller@azahcccs.gov>; Cochran, Tara <tara.cochran@azahcccs.gov>; Schafer, Mark <mark.schafer@azahcccs.gov>; Edwards Wilson, Jamie <Jamie.EdwardsWilson@azahcccs.gov>; Clements, Adam <adam.clements@azahcccs.gov>
Subject: Re: State Obligations for Verifying Citizenship and Immigration Status of Medicaid and Children’s Health Insurance Program (CHIP) Beneficiaries

I had high hopes for this morning, but it is still processing.

Thank you,

Jenny



Jenny Williams
Policy Analyst
AHCCCS

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From: Olivares, Cassandra <Cassandra.Olivares@azahcccs.gov>
Sent: Thursday, September 4, 2025 6:47 AM
To: Williams, Jenny <Jenny.Williams@azahcccs.gov>; Pare, Jesse <jesse.pare@azahcccs.gov>
Cc: Boyd-Draper, Lori <lori.boyd-draper@azahcccs.gov>; Wilmot, Marshall <marshall.wilmot@azahcccs.gov>; Miller, Donna <Donna.Miller@azahcccs.gov>; Cochran, Tara <tara.cochran@azahcccs.gov>; Schafer, Mark <mark.schafer@azahcccs.gov>; Edwards Wilson, Jamie <Jamie.EdwardsWilson@azahcccs.gov>; Clements, Adam <adam.clements@azahcccs.gov>
Subject: Re: State Obligations for Verifying Citizenship and Immigration Status of Medicaid and Children’s Health Insurance Program (CHIP) Beneficiaries

Thank you for the update. Once it is completed, please let us know.



Cassandra Olivares
PROJECT COORDINATOR
AHCCCS

801 E Jefferson
Phoenix, AZ. 85034

602-417-4003
www.azahcccs.gov

From: Williams, Jenny <Jenny.Williams@azahcccs.gov>
Sent: Wednesday, September 3, 2025 3:42 PM
To: Pare, Jesse <jesse.pare@azahcccs.gov>
Cc: Boyd-Draper, Lori <lori.boyd-draper@azahcccs.gov>; DMPS Research, Reconciliation, Automation and Design <dmpsrrad@azahcccs.gov>; Wilmot, Marshall <marshall.wilmot@azahcccs.gov>; Miller, Donna <Donna.Miller@azahcccs.gov>; Cochran, Tara <tara.cochran@azahcccs.gov>; Schafer, Mark <mark.schafer@azahcccs.gov>; Olivares, Cassandra <Cassandra.Olivares@azahcccs.gov>
Subject: Re: State Obligations for Verifying Citizenship and Immigration Status of Medicaid and Children’s Health Insurance Program (CHIP) Beneficiaries

Hello,

I have checked repeatedly through out the day, and as of 3:40 pm, the file is still processing.

Thank you,

Jenny

Date Uploaded	Uploaded By	Cases Created / Total Submitted	File Status	SBU Number	Bulk Escalation	Actions
09/02/2025	Jenny Williams	--/1730	PROCESSING	SBU250902T0021A	N/A	



Jenny Williams
Policy Analyst
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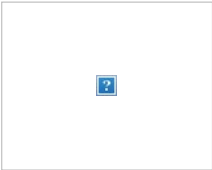
602.417.7843
www.azahcccs.gov

From: Williams, Jenny <Jenny.Williams@azahcccs.gov>
Sent: Tuesday, September 2, 2025 3:03 PM
To: Pare, Jesse <jesse.pare@azahcccs.gov>
Cc: Boyd-Draper, Lori <lori.boyd-draper@azahcccs.gov>; DMPS Research, Reconciliation, Automation and Design <dmpsrrad@azahcccs.gov>; Wilmot, Marshall <marshall.wilmot@azahcccs.gov>; Miller, Donna <Donna.Miller@azahcccs.gov>; Cochran, Tara <tara.cochran@azahcccs.gov>; Schafer, Mark <mark.schafer@azahcccs.gov>; Olivares, Cassandra <Cassandra.Olivares@azahcccs.gov>
Subject: Re: State Obligations for Verifying Citizenship and Immigration Status of Medicaid and Children’s Health Insurance Program (CHIP) Beneficiaries

The bulk file has been uploaded to SAVE and will take up to 24 hours to process.

Thank you,

Jenny



Jenny Williams
Policy Analyst
AHCCCS

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From: Pare, Jesse <jesse.pare@azahcccs.gov>
Sent: Tuesday, September 2, 2025 9:47 AM
To: Williams, Jenny <Jenny.Williams@azahcccs.gov>
Cc: Boyd-Draper, Lori <lori.boyd-draper@azahcccs.gov>; DMPS Research, Reconciliation, Automation and Design <dmpsrrad@azahcccs.gov>; Wilmot, Marshall <marshall.wilmot@azahcccs.gov>; Miller, Donna <Donna.Miller@azahcccs.gov>; Cochran, Tara <tara.cochran@azahcccs.gov>; Schafer, Mark <mark.schafer@azahcccs.gov>; Pare, Jesse <jesse.pare@azahcccs.gov>; Olivares, Cassandra <Cassandra.Olivares@azahcccs.gov>
Subject: Fw: State Obligations for Verifying Citizenship and Immigration Status of Medicaid and Children’s Health Insurance Program (CHIP) Beneficiaries

Hi Jenny,

The linked report of individuals needs to be uploaded into the SAVE bulk tool for results. [ADH508 Enrollment File 8-28-2025.xlsx](#) Look at the "Needs a SAVE" tab.
Please send the finished output from SAVE back to this thread. There is a time sensitivity to this project. So, Cassie will be checking in frequently.
Note- CMS will be sending us lists every month. So, this is likely to be reoccurring for quite some time.

Let me know if you have any questions.

Thanks.

From: Boyd-Draper, Lori <lori.boyd-draper@azahcccs.gov>
Sent: Tuesday, September 2, 2025 9:42 AM
To: Pare, Jesse <jesse.pare@azahcccs.gov>; Dennis, Patty <Patty.Dennis@azahcccs.gov>; Reynolds, Kathy <kathy.reynolds@azahcccs.gov>; Wilmot, Marshall <marshall.wilmot@azahcccs.gov>; Olivarez, Michelle <michelle.olivarez@azahcccs.gov>; Edwards Wilson, Jamie <Jamie.EdwardsWilson@azahcccs.gov>
Subject: Re: State Obligations for Verifying Citizenship and Immigration Status of Medicaid and Children's Health Insurance Program (CHIP) Beneficiaries

[@Pare, Jesse](#) - the report can be sent to Jenny Williams. Please cc me, Tara and Dee. Thanks

From: Pare, Jesse <jesse.pare@azahcccs.gov>
Sent: Monday, September 1, 2025 7:58 PM
To: Dennis, Patty <Patty.Dennis@azahcccs.gov>; Reynolds, Kathy <kathy.reynolds@azahcccs.gov>; Wilmot, Marshall <marshall.wilmot@azahcccs.gov>; Boyd-Draper, Lori <lori.boyd-draper@azahcccs.gov>; Olivarez, Michelle <michelle.olivarez@azahcccs.gov>; Edwards Wilson, Jamie <Jamie.EdwardsWilson@azahcccs.gov>
Cc: Pare, Jesse <jesse.pare@azahcccs.gov>
Subject: Re: State Obligations for Verifying Citizenship and Immigration Status of Medicaid and Children's Health Insurance Program (CHIP) Beneficiaries

[@Boyd-Draper, Lori](#)

1. Who from program support can take the file and bulk upload them to SAVE?
 - a. Once that is complete, please send Jamie the output results and the RRAD data team can sort it by business role. E.G. AHCCCS(MASP, ALTCS, ESS) vs DES.

Who will notify DES operations that this is coming?

[@Dennis, Patty](#) RE: For any record with the manual or AZTEC verification, if we get SAVE confirmation back how does that information get incorporated into HEAplus? DES and AHCCCS Operations workers will need to report a change in HEAplus and update the eligibility flow with the information received or not received. Then take the next right action. (could be cascade to another program could be an RFI.)

[@Edwards Wilson, Jamie](#) we will need to track the work we send out just like we do with the DNP project. So, that Patty can get weekly updates.

Note to all, we are expecting a brand new file any day and CMS already said there is going to be some overlap

From: Dennis, Patty <Patty.Dennis@azahcccs.gov>
Sent: Saturday, August 30, 2025 1:24 PM
To: Pare, Jesse <jesse.pare@azahcccs.gov>; Reynolds, Kathy <kathy.reynolds@azahcccs.gov>; Wilmot, Marshall <marshall.wilmot@azahcccs.gov>; Boyd-Draper, Lori <lori.boyd-draper@azahcccs.gov>; Olivarez, Michelle <michelle.olivarez@azahcccs.gov>
Cc: Edwards Wilson, Jamie <Jamie.EdwardsWilson@azahcccs.gov>
Subject: Re: State Obligations for Verifying Citizenship and Immigration Status of Medicaid and Children's Health Insurance Program (CHIP) Beneficiaries

Thank you for all of the efforts to get the list analyzed and categorized.

I agree with the moving forward to submit the 1,912 members in a batch to SAVE and then work through the outcomes taking appropriate action.

For any record with the manual or AZTEC verification, if we get SAVE confirmation back how does that information get incorporated into HEAplus?

Please provide weekly updates regarding the 1,912 to be evaluated.

Thank you.

From: Pare, Jesse <jesse.pare@azahcccs.gov>
Sent: Thursday, August 28, 2025 4:50 PM
To: Dennis, Patty <Patty.Dennis@azahcccs.gov>; Reynolds, Kathy <kathy.reynolds@azahcccs.gov>; Wilmot, Marshall <marshall.wilmot@azahcccs.gov>; Boyd-Draper, Lori <lori.boyd-draper@azahcccs.gov>; Olivarez, Michelle <michelle.olivarez@azahcccs.gov>
Cc: Edwards Wilson, Jamie <Jamie.EdwardsWilson@azahcccs.gov>
Subject: Re: State Obligations for Verifying Citizenship and Immigration Status of Medicaid and Children's Health Insurance Program (CHIP) Beneficiaries

Patty.

RRAD and I have finished our analysis. Below the summary and recommendations based on the CMS instructions.

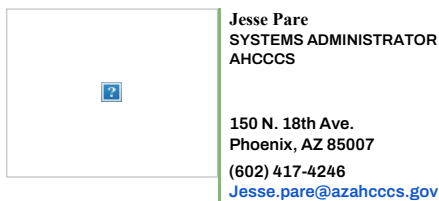
Of the **44,254** individuals CMS sent us:

- **6,382** are no longer active (Per CMS no action required),
- **17,904** are U.S. Citizens
 - 17,751 and verified by SSA, VLP, Deemed newborn postback or hardcopy proof (Per CMS no action required)

- 153 have a verification status of "AZTECS" which is questionable **(I recommend all of these be sent to ESS for review and correction)**
 - **2,995** are in FES (Per CMS no action required)
 - **1,412** are known only to PMMIS
 - 1407 have a verified citizenship status by SSA,SAVE, VLP, IHS (Per CMS no action required)
 - 5 are verified by a questionable source such as AZTECS and Mercy Care **(I recommend all of these be sent to ESS for review and correction)**
 - **15,566** have a qualified non citizenship status
 - 13,812 were verified by SAVE,VLP or USCIS (Per CMS no action required)
 - 1,754 are manually verified or verified by AZTECS and are questionable. **(I recommend all of these be sent to program support/policy to be uploaded into the SAVE bulk upload tool as outlined in the CMS instructions and then sent out to DES/AHCCCS operational teams by program when the tool brings back errors or status' that otherwise do not meet CMS verification outlined in their instructions)**
1. Grand total individuals **44,259**
 - a. *(Hey, wait a minute why is this 5 more than what CMS sent us? Answer: RRAD found exactly 5 duplicates in the HEAplus database, these are pid issues that are also being sent to ESS, once fixed the totals match)*
 2. Grand total individuals that require action **1,912**

Link to RRAD research, [ADH508 Enrollment File 8-28-2025.xlsx](#)

Let me know if you have any questions.



From: Dennis, Patty <Patty.Dennis@azahcccs.gov>
Sent: Friday, August 22, 2025 6:10 PM
To: Reynolds, Kathy <kathy.reynolds@azahcccs.gov>; Wilmot, Marshall <marshall.wilmot@azahcccs.gov>; Boyd-Draper, Lori <lori.boyd-draper@azahcccs.gov>; Pare, Jesse <jesse.pare@azahcccs.gov>
Subject: Fw: State Obligations for Verifying Citizenship and Immigration Status of Medicaid and Children's Health Insurance Program (CHIP) Beneficiaries

Once we have the initial analysis from the RADD team we will need to discuss operationalizing.

From: Challacombe, Kristen <kristen.challacombe@azahcccs.gov>
Sent: Friday, August 22, 2025 5:21 PM
To: Dennis, Patty <Patty.Dennis@azahcccs.gov>; Wilmot, Marshall <marshall.wilmot@azahcccs.gov>
Cc: Johnson, Marcus <Marcus.Johnson@azahcccs.gov>; Relkin, Gina <gina.relkin@azahcccs.gov>
Subject: Fw: State Obligations for Verifying Citizenship and Immigration Status of Medicaid and Children's Health Insurance Program (CHIP) Beneficiaries

Patty,
 Please see attached instructions on how we are supposed to process the file.

From: Thomas, Grant (CMS/CMCS) <grant.thomas@cms.hhs.gov>
Sent: Friday, August 22, 2025 9:57 AM
To: CMS Elig & Enroll Support <CMSEligEnrollSupport@cms.hhs.gov>; Challacombe, Kristen <Kristen.Challacombe@azahcccs.gov>; Brunell, Brooke <brooke.brunell@azahcccs.gov>
Subject: RE: State Obligations for Verifying Citizenship and Immigration Status of Medicaid and Children's Health Insurance Program (CHIP) Beneficiaries

You don't often get email from grant.thomas@cms.hhs.gov. [Learn why this is important](#)

As a follow up, please see attached for specific step by step instructions for how to process the files.

Thanks,
 Grant Thomas

Grant Thomas
 Senior Advisor
 Center for Medicaid and CHIP Services
 Centers for Medicare and Medicaid Services
grant.thomas@cms.hhs.gov
 227-225-6998



From: Knapp, Caprice (CMS/OA) <caprice.knapp@cms.hhs.gov>

Sent: Tuesday, August 19, 2025 1:31 PM

To: Kristen.Challacombe@azahcccs.gov; brooke.brunell@azahcccs.gov

Cc: CMS Elig & Enroll Support <CMSEligEnrollSupport@cms.hhs.gov>; Thomas, Grant (CMS/CMCS) <grant.thomas@cms.hhs.gov>

Subject: State Obligations for Verifying Citizenship and Immigration Status of Medicaid and Children's Health Insurance Program (CHIP) Beneficiaries

Dear State Medicaid Director,

Please see the attachment for a communication from CMS.

The referenced information is located at the Box link below:

<https://cmsbox.box.com/s/k4it9oiokgtnmgs5ceilsnza9cl6v84>

A separate email will be sent with the password to access your enrollment file.

Thank you for your attention to this request. If you have any questions or need assistance, please contact the eligibility enrollment support mailbox at CMSEligEnrollSupport@cms.hhs.gov.

Sincerely,

Caprice Knapp