

FAQ

1. How do we know if an undocumented alien is eligible or ineligible?
 - a. If they have an alien ID they are considered eligible and if they don't they are considered ineligible. In this circumstance it does not mean that they are not eligible to receive services, just a reporting function that we need to ask.
2. On the form, why is there a spot for SSN if they are undocumented?
 - a. The SSN is for their alien ID if they have one. It is just the way the federal governments want us to report it.
3. Will Susan create the number for undocumented aliens?
 - a. Yes
4. Will she fax back the information to the requestor?
 - a. Yes
5. On the undocumented aliens, is this form required for services? Sometimes individuals are hesitant about supplying information.
 - a. If you are able to collect the information on the form, you are required to do so. If not and the service can be reported using a generic ID (crisis, etc), you may do so. If the service requires a member ID, you will need to go through the process of sending the fax.
6. Currently, we have three undocumented aliens we are providing service to. Should I go ahead and send the form to Susan as well?
 - a. If they already have member IDs, just use those IDs. Do not create new ones by sending a fax to Susan. The form is only for new customers who do not have a member ID.
7. Does this process apply to TXIX services or ODMHSAS services?
 - a. It only applies to ODMHSAS services. Only ODMHSAS pays for claims which use the generic IDs. For TXIX, you must be able to identify the customer.