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Verifying Income

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Reasonable Compatibility

When verifying income, the reasonable compatibility standard is used before asking the customer for additional proof. If the income reported by the customer is reasonably compatible with the income information found in the hub, the customer does not have to provide any further proof.

Reasonable compatibility policy is effective October 1, 2013 for all programs except for ALTCS. ALTCS will still use the policy in section A.2 below.

Income information is first collected from the Federal and State Data Services Hubs, if available, and compared to the income reported by the customer.

If the customer reports income that is over the income limits for AHCCCS Medical Assistance (MA), no further proof is needed.

When the customer reports income below the MA income limits see the table below:

If the customer reports...	And...	Then...
Total income below the MA income limit	<ul style="list-style-type: none"> • Information was available for each reported income source from the hubs; and • The total is below the MA income limit 	The information is reasonably compatible and considered verified. No further proof is needed.
	Information was not available for each reported income source from the hubs	The customer must provide proof of income.

	The hubs show total income above the MA income limit	The customer is asked clarifying questions. If the answers do not account for the difference, the customer must provide proof of income.
No income	there is no information available from the hubs	The customer must provide information about how living expenses are being met.
	Information from the hubs show income below the MA income limit	The customer must provide information about how living expenses are being met and proof that the income shown in the hubs has ended.

See <Examples - Reasonable compatibility>

Other Methods of Verification

When the reasonable compatibility method cannot be used (or if the customer must provide proof), income may be verified using one of the following methods:

Method	Description
Physical Evidence	Physical evidence includes: <ul style="list-style-type: none"> • Electronic records; • Award letters • Check stubs; • Signed contracts; • Signed statements from the income source, including completed agency forms.
Collateral contact	Verbal statements to the eligibility worker from an employer or income source providing details of the customer's income. A collateral contact is generally made by phone. The details of the collateral contact must be documented.

The proof must include at least :

Name of the income source (also address and phone number when possible);

Name of the person receiving the income;

The date paid;

The gross amount of the income; and

How often the income is received.

Written statements, completed agency forms, or collateral contacts need the additional information listed in the following table:

If the proof is...	Then the additional information needed is...
Signed statement	<ul style="list-style-type: none"> Signature of the person providing the information; and
Agency verification	<ul style="list-style-type: none"> Date the statement or agency form was completed.
Collateral contact	<ul style="list-style-type: none"> The name, title and phone number of the individual who provided the information; and Date of the collateral contact.

FOR ALTCS CUSTOMERS, SEE [HOW TO VERIFY AND DOCUMENT MONTHLY INCOME FOR ALTCS CUSTOMERS](#).

Definitions

Term	Definition
Federal Data Services Hub	The hub will provide one connection to the common federal data sources. These data sources are used to verify a customer's application information such as income, benefits, citizenship and immigration status.
State Data Services Hub	The hub will provide one connection to the common state data sources. These data sources are used to verify a customer's application information.

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Programs and Legal Authorities

This requirement applies to the following programs:

Program	Legal Authorities
All programs	42 CFR 435.940 42 CFR 435.948 42 CFR 435.949 42 CFR 435.952



Effective Until 3/31/2014