

**WISCONSIN DEPARTMENT OF HEALTH SERVICES**  
**Division of Medicaid Services**  
**1 W. Wilson St.**  
**Madison WI 53703**

---

To: Caretaker Supplement Handbook Users

From: Autumn Arnold, Bureau Director  
Bureau of Eligibility and Enrollment Policy

Re: **Caretaker Supplement Handbook Release 25-01**

Release Date: 08/13/2025

Effective Date: 08/13/2025

<b>EFFECTIVE DATE</b>	The following policy additions or changes are <b>effective 08/13/2025</b> unless otherwise noted. <b>Underlined text denotes new text. Text with a strike through it denotes deleted text.</b>
<b>POLICY UPDATES</b>	
<b>3.1.14 Verification</b>	Updated #5 to remove confusing phrases like “special groups” and “special verification requirements.” Added an example.

Contents

3.1 Nonfinancial ..... 3  
    3.1.14 Verification ..... 3

## 3.1 Nonfinancial

### 3.1.14 Verification

---

CTS applicants and members must provide verification when requested in order for an IM agency to process an application or review of eligibility for CTS. The verification requirement applies to both non-financial and financial information. Failure to provide such verification will result in denial or termination of CTS benefits. Applicants and members must be given a minimum of 20 days to provide requested verification.

The following information must be verified by applicants or members or through data exchanges when CTS eligibility is being determined:

- Social Security Number
- Citizenship or immigration status

**Note:** To be eligible for CTS, a person declaring U.S. citizenship must provide proof of citizenship with two exceptions to this requirement:

- Citizenship verified by the SSA data exchange is considered sufficient verification for CTS applicants and members.
- SSI recipients have already verified their citizenship to SSA and do not need to verify citizenship status for CTS.

- School enrollment for 18-year-olds
- Income earned from employer
- Income earned from self-employment
- Unearned income (for example, Social Security)
- Pregnancy of minor child
- Property transferred in past 24 months (for example, land, stocks, etc.)

#### General Rules for Verification

1. Over-verification, including requiring excessive pieces of evidence for any one item or requesting verification that is not needed to determine eligibility, is prohibited. Once the accuracy of a written or verbal statement has been established, additional verification can't be required. For example, once U.S. citizenship is verified, an applicant or member never has to verify it again.
2. If information has already been verified, the applicant or member does not need to verify it again except in the following situations:
  - a) There is reason to believe the information is fraudulent or differs from more recent information. If fraud is suspected, the IM agency will determine if a referral for fraud or for front-end verification should be made.
  - b) The member reported a change to information that is subject to verification.
  - c) At renewal, information is subject to verification.
3. One particular type of verification can't be exclusively required when various types are adequate and available.

4. Verification doesn't need to be presented in person. Verification may be submitted by mail, fax, email, or through another electronic device or through an authorized representative.
5. ~~Special groups or persons can't~~ Applicants and members must not be targeted subject to different verification requirements solely based on race, color, national origin, age, disability, sex, religion, or migrant status ~~for special~~ when people in similar circumstances would not otherwise have the same verification requirements.

<b>Example</b> <b>1</b>	Marie reports on her application that she is a U.S. citizen. She also reports that the primary language spoken in her home is a language other than English, and it is her preferred language. Marie's U.S. citizenship was found questionable because she has a preferred language that is not English. A request was sent to Marie to specifically submit her birth certificate in order to verify her U.S. citizenship. This action is not allowed. Verification of U.S. citizenship must first be attempted through data exchange or other documentation.
----------------------------	---

6. The applicant or member can't be required to sign a release form (either blanket or specialized) when the applicant or member provides required verification.
7. Verification of information that is not used to determine eligibility can't be required.
8. During verification, the applicant or member can't be harassed or have their privacy, personal dignity, or constitutional rights violated.

The applicant or member has primary responsibility for providing verification and resolving questionable information.

**IM agencies must assist the applicant or member in obtaining verification if they request help or have difficulty in obtaining it.**

The best information available should be used to process the application or change within the time limit when both of the following conditions exist:

1. The applicant or member does not have the power to produce verification.
2. Information is not obtainable timely even with the IM worker's assistance.

Applicants meeting the CTS eligibility criteria based on this best available information are eligible for benefits. Even after the application or change is processed using best available information, the IM agency is required to continue in their attempts to obtain verification. When the verification is received, benefits may need to be adjusted or recovered based on the new information. The agency must explain this to the applicant or member when requesting verification.