

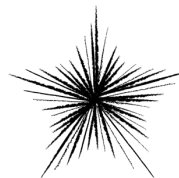
Modernizing voter registration

# Automatic Voter Registration at Medicaid Agencies

Webinar hosted by the Center for Technology and Civic Life &  
the Center for Secure and Modern Elections

April 11, 2019

1:00pm – 1:45 Central Time



THE **CENTER** FOR  
TECHNOLOGY AND CIVIC LIFE

# Hello, there!



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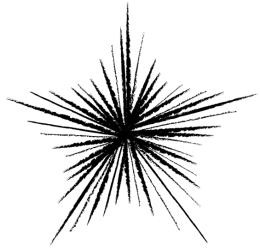
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# The Center for Technology & Civic Life

Using technology to improve how local  
government and communities interact

@HelloCTCL

[www.techandciviclife.org](http://www.techandciviclife.org)



# CSME/Implementation Working Group

Supporting election and agency administrators and advocates to ensure automated voter registration systems are implemented to maximize the accuracy and completeness of voter rolls while improving efficiency.

Providing design, legal, communications, and data transfer support through our networks, as well as insight into campaigns and implementation efforts around the country.

Comprised of a number of individuals and institutions.  
Staffed by Scott Seeborg of Center for Secure and Modern  
Elections: [scott@modernelections.org](mailto:scott@modernelections.org)

# Housekeeping

- Mute your audio if you aren't speaking
- Use chat to communicate
- Update your screen name

# Voter registration at the DMV and other agencies

## **Motor Voter/NVRA/Federal Law**

Customers at motor vehicle agencies and state Health and Social Services agencies are offered the opportunity to register to vote under the National Voter Registration Act (NVRA).

## **Automatic Voter Registration/State Law (so far)**

Qualified people who apply for or renew a driver's license (or other government service) are automatically registered to vote, unless they decide to opt-out of voter registration.

# Electronic data transfer is the key to Automatic Voter Registration

The ability to transfer voter registration data quickly and accurately through electronic data transfer is a key feature of a modernized voter registration process.

States using electronic data transfer have transitioned away from sharing voter registration data between agencies via paper forms and, instead, send data electronically on a regular schedule or in real time.

# Today's topics

- Why Medicaid?
- How the Medicaid process works
- Challenges of implementation
- Building a working group



# Why Medicaid agencies?

**Rigorous citizenship verification**

**Experience with cross-agency data-sharing**

**In touch with clients more frequently than DMV**

**Approx. 74 million beneficiaries**

**Significant population overlap with cash and food assistance programs**

# Introduction to Medicaid

Medicaid is a **joint federal-state program** that provides health care coverage to low-income US residents.

**States administer Medicaid autonomously**, with guidance and funding from the Centers for Medicare & Medicaid Services (CMS).

Many states run a set of **subprograms by population** that fall under their broad Medicaid banner (e.g. HUSKY A, B, C, and D in Connecticut). These programs may have different application protocols, which is relevant for AVR.

- Building a working group in your state

# Medicaid application basics

# Apply multiple ways

States must offer multiple Medicaid application options, including: **online, phone, in person, and mail.**

Some states **restrict application methods** or have **different processes for specific Medicaid groups.** (e.g. In Vermont, elderly and disabled clients cannot apply online and must use a separate paper form.)

Non-governmental **assisters** support in-person applicants, in addition to caseworkers.

*AVR takeaway: Medicaid may require more complex system mapping and updates to multiple application interfaces. Several types of application supporters would require retraining (caseworkers, assisters, call center operators).*

# Apply as a household

Medicaid applications are household-based, though eligibility is determined individually.

Only the “**head of household**” experiences the full Medicaid transaction and signs.

*AVR takeaway: Medicaid databases should be able to isolate eligible voters, including those who applied with a group. However, the household form warrants cautious planning and testing to prevent confusion and mistaken registration.*

# Citizenship verification

All Medicaid applicants must **declare a citizenship status** and provide **identification numbers for external verification** (e.g. SSN, immigration numbers).

States verify status by linking to **Social Security Administration** and **Department of Homeland Security databases** (typically via the Federal Data Services Hub).

If SSA cannot verify status, **proof of citizenship is required for manual review.**

*AVR takeaways: **Citizenship is always verified** for Medicaid. Agency **experience with data-sharing** is also encouraging for AVR.*

*However, a system's design must account for eligible applicants whose citizenship cannot be verified electronically by SSA (e.g. naturalized citizens).*

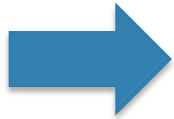
# Signature collection

Medicaid agencies **cannot require wet signatures**, because clients must be given the chance to apply remotely.

Applying online and by phone prompts **electronic** and **oral signatures**. Paper forms require wet signatures, though signature images are not saved as separate files.

*AVR takeaway: Signature capture for Medicaid does not always align with signature requirements for voter registration, yet **this shouldn't be a nonstarter for AVR.***

# Colorado PEAK E-Signature



### Electronic Signature

If you have a legal guardian, he or she should sign below. If you have a power of attorney or an authorized representative, either you or that person may sign this application. If anyone else is helping you fill out the application, you should sign the application yourself.


I have agreed to submit this application for myself and/or my family. By signing this application electronically, I certify that I have reviewed this application; that I understand and agree to the Rights, Responsibilities and Penalties; and that under penalty of perjury, I certify the information I have given is true including the information concerning citizenship and alien status. I have received information on how to apply, what information is available, and what I may need to give the application site to help me with getting benefits.

- o I understand the questions and statements on this application.
- o I have read and understand my Rights & Responsibilities in the box above.
- o I understand the penalties for giving false information or breaking the rules.
- o I understand that the application site may contact other persons or organizations to obtain needed proof of my eligibility and level of benefits.
- o I understand that failure to report or verify any listed expenses will be seen as a statement by me that I do not want to receive a deduction for the unreported or unverified expenses.
- o I understand I can be punished by law if I do not tell the complete truth.
- o I understand that an electronic signature has the same legal effect and can be enforced in the same way as a written signature.

I have read the Rights and Responsibilities.

\*By checking this box and typing my name below, I am electronically signing my application.

*First Name	Middle Initial	*Last Name
<input type="text" value="Molly"/>	<input type="text"/>	<input type="text" value="StandardPath"/>





# Apply for multiple benefits

Many states offer **integrated applications** that allow residents to apply for multiple assistance programs at once—often **Medicaid, SNAP & TANF**.

A multi-benefit transaction might occur **on paper, in person, or online**.

Front-facing online applications and back-end data management systems should be **able to parse eligible voters applying to Medicaid** through multi-benefit setups.

*AVR takeaway: Multi-benefit applications should not impede AVR but will likely require careful design, user-testing, and data auditing. Clients NOT applying for Medicaid on a multi-benefit form would also still require traditional NVRA services.*

# Medicaid application interactions

# Who is eligible for Medicaid?

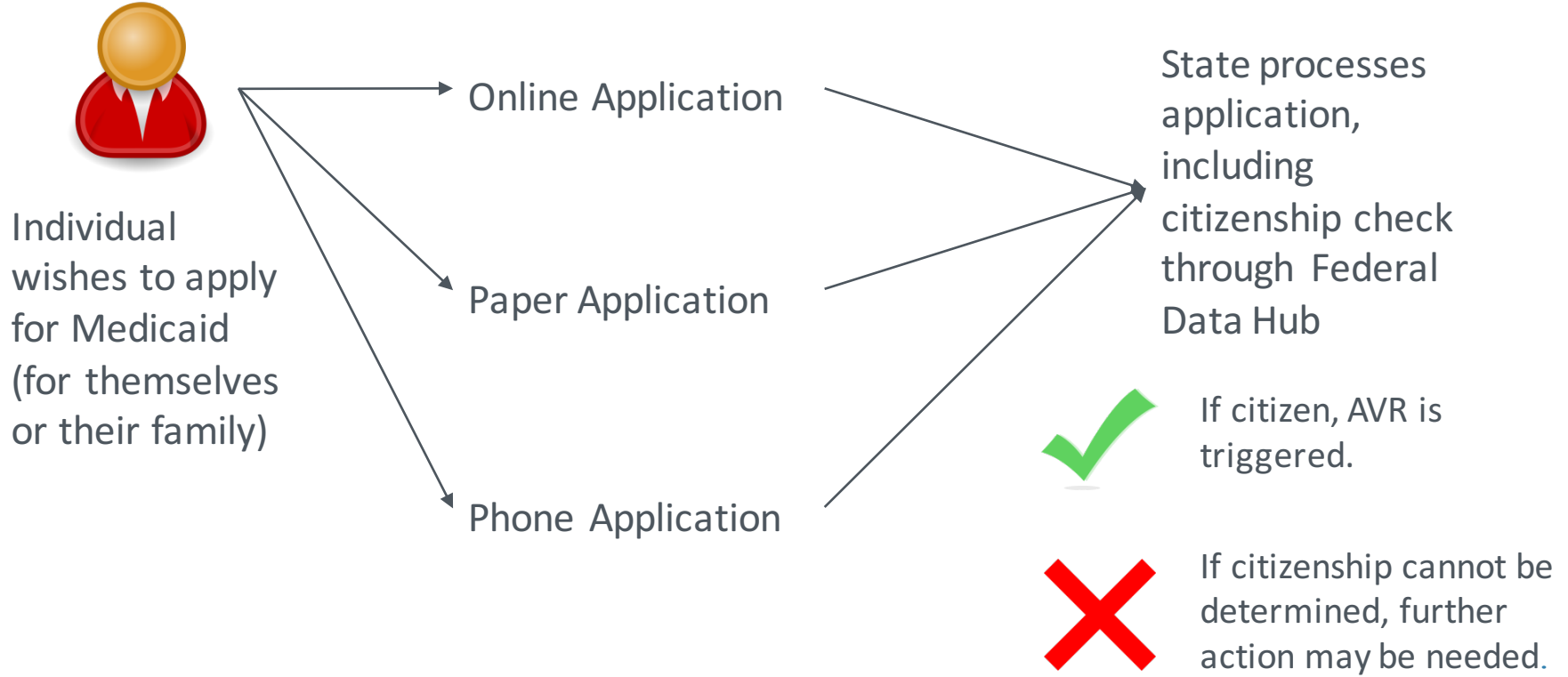
Traditional coverage groups: caretaker adults, children, pregnant women, elderly people & people with disabilities

Non-citizens with qualified lawful status for 5+ years

States determine income thresholds

States can choose to expand Medicaid to childless adults under the ACA

# How would an AVR system work in Medicaid?



Individual wishes to apply for Medicaid (for themselves or their family)

Online Application

Paper Application

Phone Application

State processes application, including citizenship check through Federal Data Hub



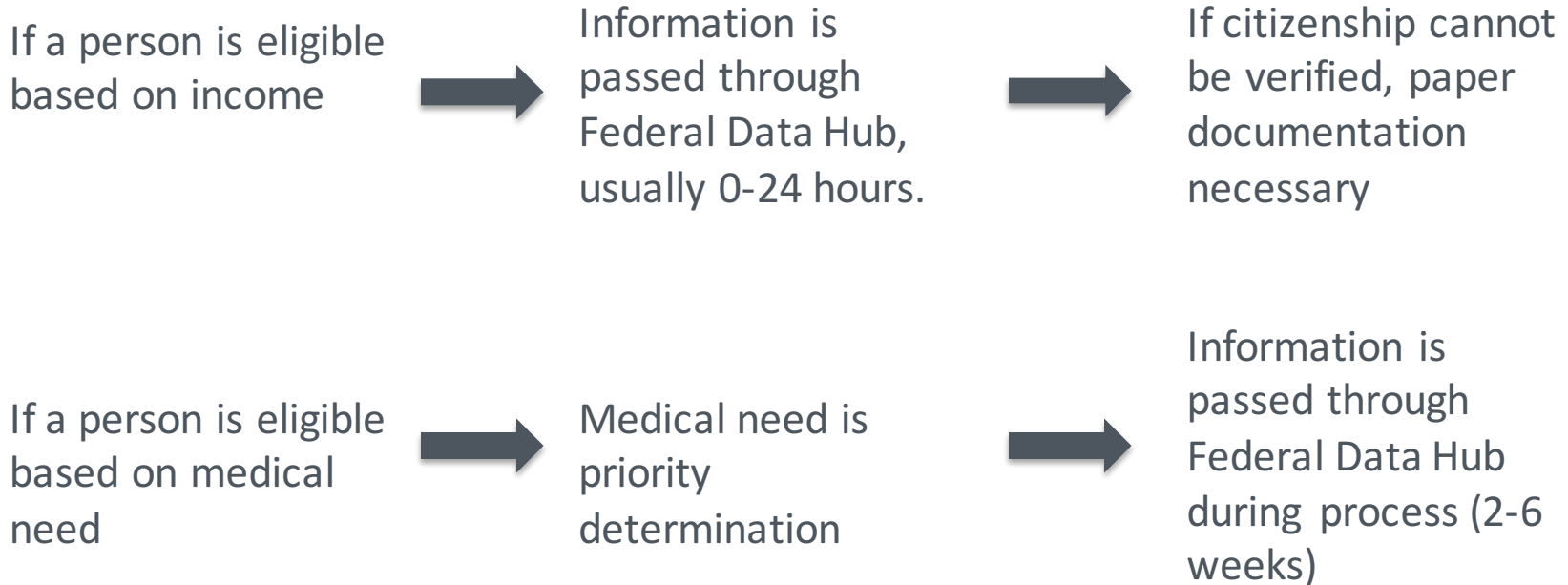
If citizen, AVR is triggered.



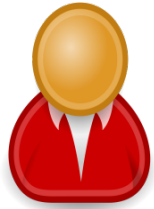
If citizenship cannot be determined, further action may be needed.

# How does citizenship check work in Medicaid?

All persons applying for Medicaid must have citizenship / immigration status verified



# What interactions could cause an AVR data push?



- Initial application
- Regular redetermination
- Change of address

# Issues to consider



- Who gets automatically registered?
- What if election officials need signatures?
- How does data get transmitted to elections officials?
- What if citizenship is not determined automatically?

# Medicaid + AVR in Massachusetts



# How it will work beginning Jan 1, 2020

- At Registry of Motor Vehicles (RMV) & state provided healthcare, both Medicaid & Private Pay Health Exchange
- Requires notice at point of service, opportunity to decline through mail afterwards (back-end)
- Only head of household will be registered
- Other agencies may be added later
- SOS has broad implementation powers over other agencies

# Background

- Coalition of 65 groups pushed for bill in 2017/18 legislative session, led by Common Cause with strong support from CSME
- Vigorous inside and outside campaign with organizing, direct lobbying, social and traditional media
- Supported by SOS William Galvin
- Passed during last 2 weeks of session, signed August 2018
- Implementation slow to get off the ground

# Key challenges

**Lack of wet signature at healthcare agencies**

**Privacy regulations and back-end process -- what constitutes consent?**

**Bottleneck in implementation**

**Complexity of implementation process**

**Time constraints for approval**

# Working group structure

- Includes all key stakeholders
  - Agencies, advocates, local Clerks, experts
  - Policy, legal, and IT staff from all agencies
- Meets regularly
- Established subgroups that also meet regularly
  - Medicaid/Exchange, RMV, Clerks



# Today's takeaways

**Why Medicaid? It's the law, plus it  
makes voter rolls more accurate**

**While Medicaid application process is  
complex, AVR is possible**

**A working group will help your state  
with implementation**

# Group discussion questions

What resonated with you today?

What did we cover that you have questions about?

Is there some thing we didn't discuss today that you're curious about?

# Resources

**Recording of this webinar will be posted on the CTCL website**

[www.techandciviclifef.org/news/webinar-avr-and-medicaid](http://www.techandciviclifef.org/news/webinar-avr-and-medicaid)

**Watch the webinar series on Vimeo**

[www.vimeo.com/helloctcl](http://www.vimeo.com/helloctcl)

# Next webinar



## **Securing Modernized Voter Rolls**

Thursday, May 30







1:00 - 1:45pm Central Time






# ModernReg.org

The screenshot displays the ModernReg.org website interface. At the top left, the logo "ModernReg.org" is shown in white on a dark blue background. To the right, a navigation bar includes a "Home" link with a house icon and a search icon. Below the navigation is a hero banner with a light blue background and faint images of documents and flags. A dark red box in the banner contains the text "The voter registration modernization resource center".

Below the banner is a row of six icons, each with a corresponding label:

-  Events & training
-  Planning a VRM project
-  Communication tools
-  Design & testing
-  Data & reports
-  Success stories

Below this row are three webinar cards, each with a dark red header and a white body:

- Webinar**  
**Guidelines for local election officials**  
The impact of automated voter registration on local election offices  

- Webinar**  
**Testing electronic data transfer**  
Understanding software and data quality assurance testing  

- Webinar**  
**Automatic voter address updates**  
Efficiency, cost-savings, and security advantages of automated voter address updates  




## How to get help with your implementation

The IWG coordinates support for state and local election and agencies as well as advocates working to ensure smooth implementation of automated voter registration systems.

We can assist with design issues, testing, legal review, public education and engagement plans, data transfer plans, and other issues.

For assistance or to learn more, contact  
Scott Seeborg, Center for Secure and Modern Elections  
[scott@modernelections.org](mailto:scott@modernelections.org)