



# Iowa Department of Human Services

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## GENERAL LETTER NO. 14-C(1)-4

ISSUED BY: Bureau of Financial, Health and Work Supports,  
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 14, Chapter C(1), **FAMILY PLANNING  
WAIVER SYSTEM**, Contents (page 1), revised; and pages 1 through 8,  
15, 16, 19, 26, 27, 43, and 45, revised.

### Summary

Chapter 14-C(1) is revised to:

- ◆ Update screen shots of the Family Planning eligibility system.
- ◆ Update wording to questions regarding confidentiality clause.
- ◆ Remove outdated notice codes and messages.

### Effective Date

Upon receipt.

### Material Superseded

This material replaces the following pages from Employees' Manual, Title 14, Chapter C(1):

<u>Page</u>	<u>Date</u>
Contents (page 1)	April 20, 2012
1-8, 15, 16, 19, 26, 27, 43, 45	April 20, 2012

### Additional Information

Refer questions about this general letter to your area income maintenance administrator.

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	<u>Page</u>
<b>Overview .....</b>	<b>1</b>
<b>Accessing the FPW System.....</b>	<b>1</b>
Clinic Staff.....	1
Department Staff.....	2
Menu Choices.....	5
<b>Information Screens .....</b>	<b>7</b>
Search Results .....	8
Search Results Edit .....	11
Assigning a State ID .....	12
Case Information/Non-Financial Eligibility.....	13
Application Date Information .....	16
Person Information .....	17
Address Information.....	18
Non-Financial Information.....	18
Demographic Information .....	20
General Information.....	20
Family Planning Worksheet .....	20
Patient/Applicant's Income .....	23
Spouse's Income .....	24
Result .....	24
Eligibility Determination.....	25
Family Planning Waiver Eligibility Summary.....	25
Deny an Application .....	29
Cancel a Case .....	31
<b>Family Planning Waiver Case Actions .....</b>	<b>32</b>
Determining Eligibility .....	32
Assigning a State ID Number.....	39
Denying an Application.....	39
Canceling a Case .....	41
<b>Notices .....</b>	<b>43</b>
Form 470-4200, Notice of Decision.....	46

## **Overview**

The Family Planning Waiver (FPW) system is a web-based data processing system designed to allow family planning clinic workers and Department income maintenance (IM) workers to enter client information to determine eligibility for Medicaid Iowa Family Planning Network (IFPN) benefits.

Most screens and case actions are the same or very similar for clinic workers and IM workers. Differences are noted in the text or separate instructions are given.

The FPW system can interface with the Department's Automated Benefit Calculation (ABC) system to:

- ◆ Request verification for citizenship and identity through the automated Social Security Validation Enumeration System (SVES) and
- ◆ Issue notices concerning approvals, denials, and cancellations.

Workers can also use the FPW system to view existing member information and close an IFPN case.

## **Accessing the FPW System**

Procedures for accessing the FPW system are different for clinic staff and Department staff.

### **Clinic Staff**

Obtain a user name and password from the IFPN help desk.

<b>Step</b>	<b>Action</b>
1	From your computer desktop, double click on your Internet browser icon.
2	Enter <a href="https://secureapp.dhs.state.ia.us/fpw">https://secureapp.dhs.state.ia.us/fpw</a> to get to the Family Planning Waiver Login page.

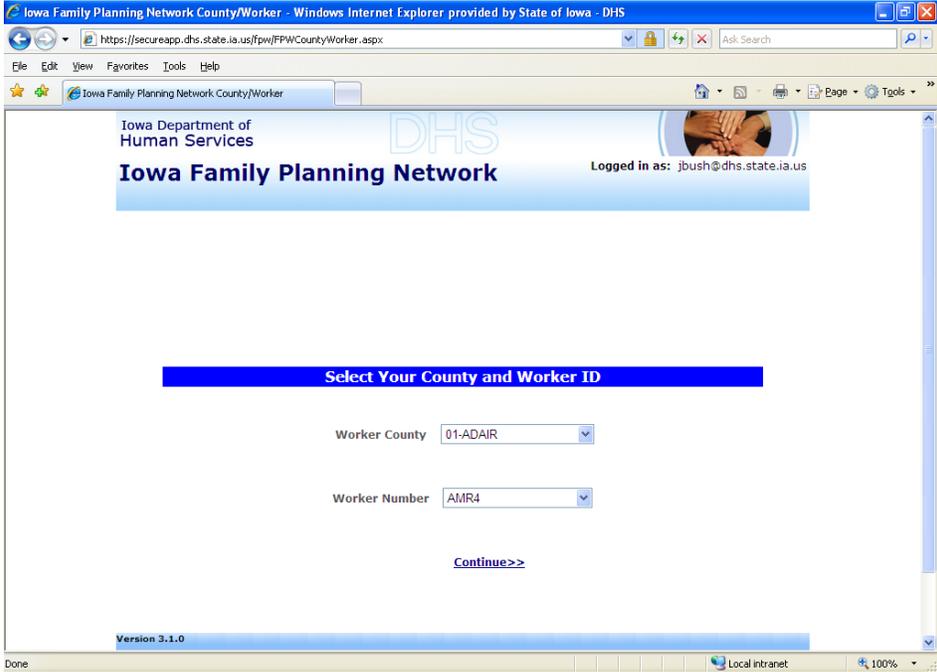
## **Department Staff**

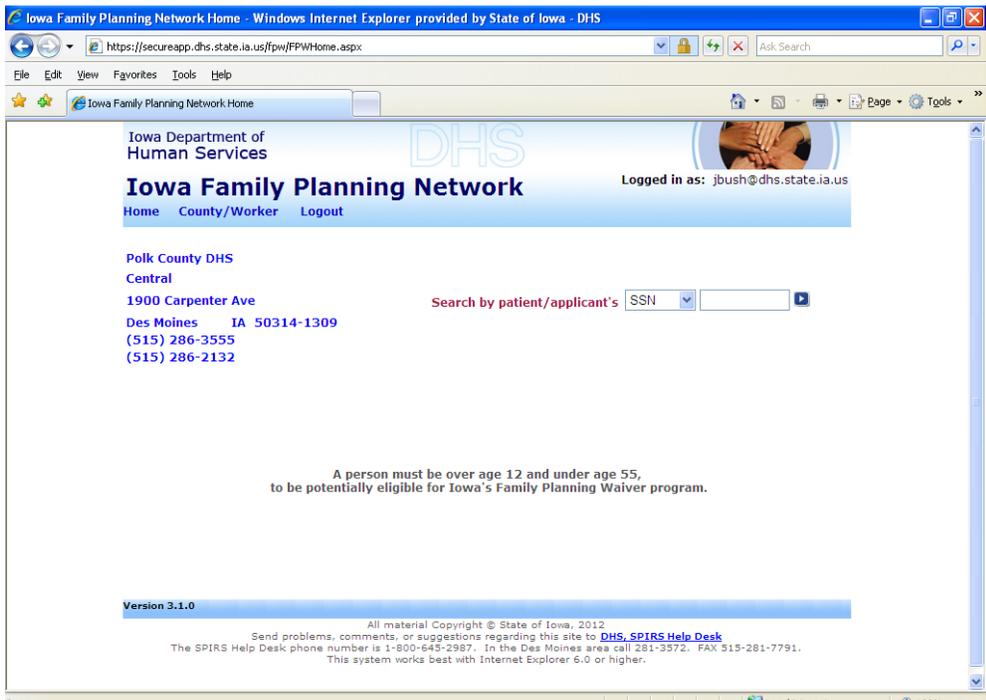
Follow normal security procedures to request access for a new Department employee or to remove someone's access from the FPW system.

To reset a password or change a login ID, contact the DHS, SPIRS Help Desk.

Department staff use the following procedure to access the FPW system.

<b>Step</b>	<b>Action</b>
1	From your computer desktop, double click the Internet Explorer icon.  Internet Explorer
2	If the Home – Field IM Staff is your home page, proceed to Step 3. If not, enter the address to go to that page. To do this, type <a href="http://dhssp/fo/IM/default.aspx">http://dhssp/fo/IM/default.aspx</a> into the address box of the EXPLORER ADDRESS field and press the ENTER key.
3	From the Home – Field IM Staff, click on the FPW-Family Planning Waiver link to display the login web page for the FPW system.
4	Enter your user name and password. <ul style="list-style-type: none"><li>◆ Your user name is your DHS email address (first letter of your first name and the first six letters of your last name).</li><li>◆ Your password is the same password you use to sign in to the network. When you change your network password, you will need to use your new network password to sign in to the FPW system.</li></ul> NOTE: Do not check the box "Save this password in your password list."

Step	Action
5	<p>Click "Sign In" to display the FPW County/Worker page. Using the drop-down boxes, select your worker county and number and click CONTINUE.</p> 

Step	Action
6	<p>After selecting your worker county and number, the FPW Home page will display.</p> 

## **Menu Choices**

There are two main menu choices for clinic staff and three choices for Department staff. The links appear on the left side of the page. To access the area in which you want to proceed, click on the applicable page link. The menu choices are:

- ◆ **FPW HOME PAGE.** This link takes you to the page that allows you to search for a client by entering a:
  - Social security number, or
  - State identification number
- ◆ **COUNTY/WORKER PAGE.** The County/Worker page is the first page Department staff see when entering the system. You can process further by selecting your worker county or number or you can log out. (This option does not appear on screens displayed to family planning clinic staff.)
- ◆ **LOGOUT.** Clicking on the **LOGOUT** link will return clinic staff to the Login page.

Clicking on the **LOGOUT** link will return Department staff to the Home – Field IM Staff. You will not actually be logged out of the FPW system. You will be able to use the FPW system without logging back in.

Be sure that you are actually logged out of the system before leaving your computer. To log out of the FPW system, click on the 'X' in the top right corner of your screen.

**NOTE:** The **FPW HOME PAGE** and **COUNTY WORKER PAGE** links are not available until you have signed in and reached the FPW Home page.

Page 6 is reserved for future use.

## **Information Screens**

The FPW system consists of seven information screens, which are used to search, assign a state identification number, edit and enter client information, and deny or cancel cases.

In addition, the FPW system can request verification for citizenship and identity through the automated Social Security Validation Enumeration System (SVES) with the Social Security Administration (SSA).

When you are logged in to the FPW system, all of the pages listed in this section will contain information concerning your worker number and county, and your office name and address and office phone and fax numbers will be displayed in the upper right portion of the screen.

The SEARCH function is also available on the following screens:

- ◆ [Search Results](#),
- ◆ [Search Results Edit](#),
- ◆ [Assigning a State ID](#),
- ◆ [Case Information/Non-Financial Eligibility](#),
- ◆ [Cancel a Case](#), and
- ◆ [Deny an Application](#).

You can perform a search from any of these screens by selecting 'SSN' or 'State ID' in the drop-down box, entering the identifier (social security number or state identification number) in the identifier field, and clicking the arrow icon or pressing ENTER.

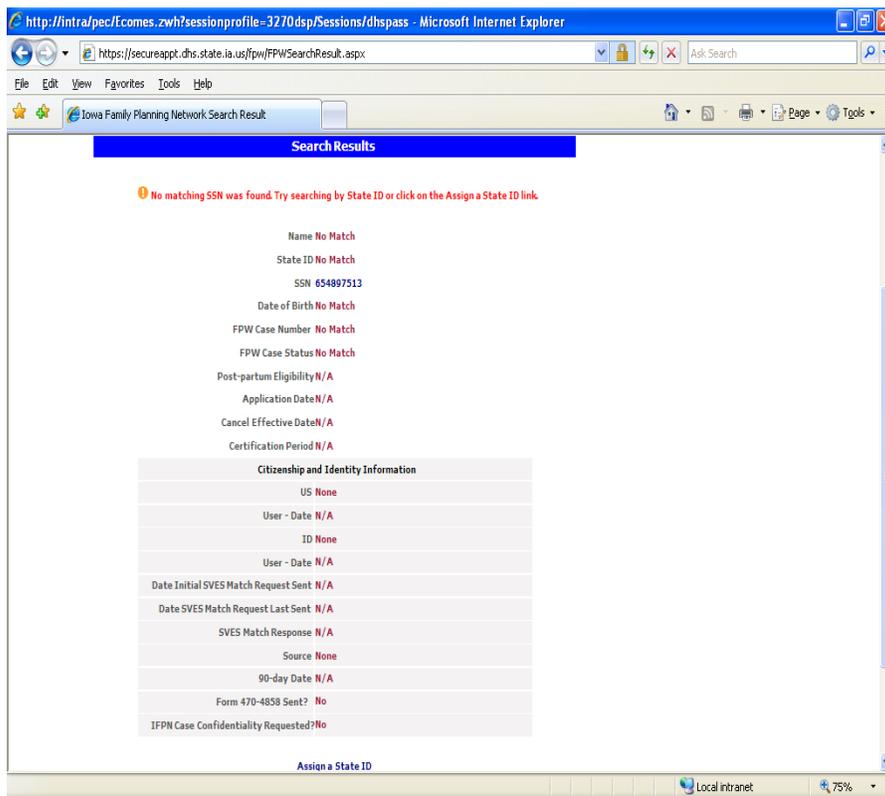
## Search Results

When you search for client information, you will be taken to a Search Results page.

If the search was successful, you will be able to view and enter case and nonfinancial eligibility information or cancel the case.

If your search is unsuccessful, you will either be able to search by the other identifier or assign a state identification number.

The following page will be displayed based on whether you searched by social security number or state identification number:



The screenshot shows a web browser window titled "Iowa Family Planning Network Nonfinancial Eligibility - Windows Internet Explorer provided by State of Iowa - DHS". The address bar shows the URL "https://secureappt.dhs.state.ia.us/fpw/FPWNonFinancial.aspx". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The address bar also shows several open tabs: "http://intra/pec/...", "Family Planning ...", "Iowa Family ...", and "Income Mainten...".

The main content area displays a form titled "Non-Financial Information" with the following questions and input fields:

- Is this person a resident of Iowa?**  Yes  No
- County of residence:
- Is the patient/client currently covered under HAWK-1?**  Yes  No
- Is the patient/client currently receiving Medicaid?  Yes  No
- Has the patient/client provided all required information/verification other than citizenship and identity?**  Yes  No
- Does the patient/client have health insurance?**  Yes  No
- Can the patient/client claim the confidentiality clause for not providing health insurance information and/or claim the confidentiality clause if the patient/client is fearful of the consequences?**  Yes  No
- Is the patient/client pregnant?**  Yes  No
- Is this person eligible due to pregnancy ending while on Medicaid?  Yes  No
- What date did the pregnancy end?  /  /
- Is the patient/client a US Citizen?**  Yes  No
- Has the patient/client proven citizenship?  Yes  No
- How was citizenship verified?
- Does the patient/client have proof of identity?  Yes  No
- How was identity verified?
- Do you want to request a SVES match?**  Yes  No

The status bar at the bottom of the browser shows "Done", "Local intranet | Protected Mode: Off", and a zoom level of "100%".

Did the patient/client legally enter the United States?  Yes  No

Record date of entry shown on Permanent Resident Card or any legal immigration document:  
[ ] / [ ] / [ ]

Must the patient/client meet the 5-year bar requirement?  Yes  No

Is the patient/client a Qualified Alien?  Yes  No

Is the patient/client requesting the case to be confidential?  Yes  No

**Demographic Information**

Race/Ethnicity

- Hispanic/Latino
- White
- Black or African American
- Asian
- American Indian or Alaskan Nat
- Hawaiian or Pacific Islander

You may make up to six (6) different selections. Press the Ctrl key while you click on each selection.

**General Information**

Primary Care Referral?  Yes  No

[<<Previous](#) | [RESET](#)

Version 20140205.7.6

All material Copyright © State of Iowa, 2015  
Send problems, comments, or suggestions regarding this site to [Iowa Family Planning Network](#)  
or call 1-877-347-1633. In the Des Moines area call 281-0504.  
This system works best with Internet Explorer 6.0 or higher.

### Application Date Information

The **APPLICATION DATE INFORMATION** section contains the following two fields:

- ◆ **APPLICATION DATE** is used to select the application date. It displays the current day's date.
- ◆ **CASE NUMBER** will display the FPW case number if the case has been previously submitted through the FPW system.
- ◆ **SELECT THE REASON WHY THIS APPLICATION WASN'T PROCESSED WITHIN 30 DAYS** is use to explain why an application was processed late.

- ◆ Can the patient/client claim the confidentiality clause for not providing health insurance information and/or claim the confidentiality clause if the patient/client is fearful of the consequences?
- ◆ Is the patient/client pregnant?
- ◆ Is this person eligible due to pregnancy ending while on Medicaid? NOTE: This question cannot be answered unless the previous question is answered "no."
- ◆ What date did the pregnancy end? NOTE: The date cannot be entered unless the previous question is answered "yes." This question does not appear on the family planning clinic screen.
- ◆ Is the patient/client a U.S. citizen?
- ◆ Has the patient/client proven citizenship?
- ◆ How was citizenship verified? NOTE: This question cannot be answered unless the US citizen question is answered "yes." For information on ABC codes for the US field, see [14-B-Appendix](#), [TD03 US](#).
- ◆ Does the patient/client have proof of identity?
- ◆ How was identity verified? NOTE: This question cannot be answered unless the US citizen question is answered "yes." For information on ABC codes for the ID field, see [14-B-Appendix](#), [TD03 ID](#).
- ◆ Do you want to request a SVES match?
- ◆ Did the patient/client legally enter the United States?
- ◆ Record date of entry shown on permanent resident cards or any legal immigration document.
- ◆ Must the patient/client meet the five-year bar requirement?
- ◆ Is the patient/client a Qualified Alien? NOTE: This question cannot be answered unless the US citizen question is answered "no."
- ◆ Is the patient/client requesting the case to be confidential?

Iowa Family Planning Network Eligibility Summary - Windows Internet Explorer provided by State of Iowa - DHS

https://secureappt.dhs.state.ia.us/fpw/FPWEligibilitySummary.aspx

**Family Planning Waiver Eligibility Summary**

FPW Case Name	FPW Case Number	FPW Aid Type
JANE DOE	Not Assigned	90-6 - Family Planning Waiver

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Today's Date	Application Date	Completed By:
3/27/2015	3/1/2015	Worker Number - klin
Approval Date	Start Date	Worker County -
3/27/2015	3/1/2015	Worker Phone Number - ()-

This application was not processed within 30 days because: N/A

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Review Date	
2/1/2016	

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Denial/Cancel Date	Medicaid Provider #
N/A - Approved	N/A

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Denial/Cancel Reason
N/A - Approved

Done Local intranet | Protected Mode: Off 100%

Iowa Family Planning Network Eligibility Summary - Windows Internet Explorer provided by State of Iowa - DHS

https://secureappt.dhs.state.ia.us/fpw/FPWEligibilitySummary.aspx

State ID	Social Security Number	Date of Birth
2540782A	123 - 65 - 4789	11/10/1973

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Sex	Race/Ethnicity	Primary Care Referral?
Female	Not Provided	No

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Message Phone Number  
Not Provided

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Mailing Address 1 -  
 Mailing Address 2 - 123  
 City - main st  
 State - IA  
 Zip Code - 00000

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Is this person a resident of Iowa? Yes  
 County of residence: POLK  
 Is the patient/client currently covered under HAWK-I? No  
 Is the patient/client currently receiving Medicaid?  
 Has the patient/client provided all required information/verification other than citizenship and identity? Yes  
 Does the patient/client have health insurance? Yes

Done Local intranet | Protected Mode: Off 100%

Iowa Family Planning Network Eligibility Summary - Windows Internet Explorer provided by State of Iowa - DHS  
https://secureappt.dhs.state.ia.us/fpw/FPWEligibilitySummary.aspx

Can the patient/client claim the confidentiality clause for not providing health insurance information and/or claim the confidentiality clause if the patient/client is fearful of the consequences? **Yes**

Is the patient/client pregnant? **No**

Is this person eligible due to pregnancy ending while on Medicaid?  
What date did the pregnancy end?

Is the patient/client a US Citizen? **Yes**

Has the patient/client proven citizenship? **Yes**

How was citizenship verified? **A - US PASSPORT**

Does the patient/client have proof of identity? **Yes**

How was identity verified? **A - US PASSPORT**

Do you want to request a SVES match?  
Did the patient/client legally enter the United States?  
Record date of entry shown on Permanent Resident Card or any legal immigration document:  
Must the patient/client meet the 5-year bar requirement?  
Is the patient/client a Qualified Alien?  
Is the patient/client requesting the case to be confidential? **Yes**

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Family Size - **1**

Income Limit - \$ **2918**

Total Countable Income - \$ **0**

Poverty Level - **0 %**

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Prior Citizenship and Identity Information

Done Local intranet | Protected Mode: Off 100%

Iowa Family Planning Network Eligibility Summary - Windows Internet Explorer provided by State of Iowa - DHS  
https://secureappt.dhs.state.ia.us/fpw/FPWEligibilitySummary.aspx

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Prior Citizenship and Identity Information

US - **None**

User - Date - **N/A**

ID - **None**

User - Date - **N/A**

Date Initial SVES Match Request Sent - **N/A**

Date SVES Match Request Last Sent - **N/A**

SVES Match Response - **N/A**

Source - **None**

90-day Date - **N/A**

Form 470-4858 Sent? - **No**

IFPN Case Confidentiality Requested? - **No**

This is a snapshot of citizenship and identity information for this individual prior to submitting this application.

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[<<Previous](#) | [Submit & Print NOD Now](#)

Done Local intranet | Protected Mode: Off 100%

## **Notices**

Notices issued at the family planning clinic are printed on form 470-4200, *Notice of Decision*. Notices printed through the ABC system are printed on form 470-0485 or 470-0485(S), *Notice of Decision*. (See [6-Appendix](#) for samples of these forms.)

The following table lists the notice language in English and Spanish. (Spanish-language notices on form 470-4200 must be issued manually.) The code numbers refer to the ABC notice table.

NOTE: Notices of Decision and Family Planning Waiver eligibility summary pages are directly uploaded into Electronic Case File (ECF).

Code	Message
068	Your application for Iowa Family Planning Network has been denied because... Su solicitud para Iowa Family Planning Network ha sido negada porque...
069	Your Iowa Family Planning Network has been canceled effective **/**/** because... Su Iowa Family Planning Network (red de planificación familiar de Iowa) fue cancelado a partir de **/**/** porque...
092	Your application for Iowa Family Planning Network has been approved for **/**/** through **/**/** because you meet all eligibility criteria. Su solicitud para Iowa Family Planning Network ha sido aprobada para **/**/** hasta **/**/** porque usted cumple con todos los criterios de elegibilidad. 441 Iowa Admin. Code 75.1(41) and 92

Code	Message
206	<p>... you did not provide requested information/verification needed to determine eligibility.</p> <p>... usted no suministró la información/verificación solicitadas que eran necesarias para determinar la elegibilidad.</p> <p>EM 6-B Verification; EM 8-B Verification; 20 CFR 416.201-416.220; 441 Iowa Admin. Code 76.1(3), 76.13(249A), 76.2(249A), 50.2(249), 50.4(4), and 92</p>
243	<p>... you are pregnant.</p> <p>... usted embarazada.</p> <p>441 Iowa Admin. Code 75.1(41) and 92</p>
333	<p>... you do not meet age requirements.</p> <p>... usted no cumple con los requisitos de edad.</p> <p>EM 8-F FMAP-Related Coverage Groups; 441 Iowa Admin. Code 75.1(249A) and 92</p>
405	<p>... you receive benefits on another case.</p> <p>... usted recibe beneficios en otro caso.</p> <p>EM 6-B Nonfinancial Eligibility; EM 8-C Residency; 441 Iowa Admin. Code 51.5(249), 75.10(249A) and 92</p>
407	<p>... you did not provide a social security number.</p> <p>... usted no suministró un número de seguridad social.</p> <p>EM 6-B Nonfinancial Eligibility; EM 8-C Social Security Number; Iowa Admin. Code 51.8(249) and 75.7(249A)</p>
613	<p>... of reported death.</p> <p>... de muerte reportada.</p> <p>EM 6-B Death of Recipient; EM 8-C Who Must Be in the FMAP-Eligible Group; EM 8-G Death of a Recipient; 441 Iowa Admin. Code 7.7(2), 75.58(1)"a," 76.10(249A), and 92; 42 CFR 435.916</p>