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| **Working a Work Item** | **Worker Portal Features** | **Verification Documentation** | **Timeframes** | **Wildcard** |
| 10Q: Can a Missing Information Worker be assigned new application work items? Why/why not?A: No – Worker can only work items pertaining to his/her worker role. | 10Q: How can a worker check to see the status of an individual’s verifications (whether they were verified, not verified, etc.?)A: VCL (Verification Checklist) on Worker Portal under Manage VCL | 10Q: How many pay stubs do you need to submit to verify income?A: 1 months’ worth | 10Q: How many days does a consumer have to send in their verification documentation?A: 90 days. 5 days allotted for mail to arrive to ScanOptics.  | 10Q: What is the 5 year bar rule?A: It means that you must be a **legal** U.S. resident for 5 years to receive Medicaid.  |
| 20Q: Can a Verification Worker get an particular work item from the verification pool? Explain why/why not. A: No, a Verification Supervisor must first assign the work item to the worker. The Verification Supervisor can pull the verification item from the work pool.  | 20Q: How many items can a worker have in their work queue at a time?A: 10: 5 assigned by the system when the worker clicks the get work items and 5 may be assigned by a supervisor | 20Q: How can you prove that you’ve had citizenship for the past 5 years?A: US Passport, Naturalization number/certificate | 20Q: You completed an application on February 26, 2015. The result was that the family was eligible for Medicaid. When will their coverage start?A: February 1, 2015 | 20 Q: How is citizenship status checked?A: System cross-checks with Federal Services Data Hub |