

*What is the difference between an incomplete application and an application with verification issues?*

| <b>Factor</b>  | <b>Incomplete application</b>   | <b>Verification Issues</b>   |
|----------------|---|--|
| <b>Income:</b> | <p>The application does not provide proof of income for all sources listed in the application, or proof of income is not current.</p> <p>The application provides proof of income that is not accepted by THMP</p> <p>The application does not provide end date and name of last employer if unemployed.</p> <p>The application states the client is married, but does not include spouse's income or explanation of spouse's financial situation</p> <p>The application states the client has children living in the home, but does not list names and dates of birth.</p> | <p>Client does not provide proof of income for all wages reported to Texas Workforce Commission</p> <p>The client provides paystubs that do not match anything reported by Texas Workforce Commission wages.</p> <p>Texas Workforce Commission does not clearly show that former job ended, and that job or that job plus the new job would make the client over scale</p> <p>Client does not report spouse (and we don't have proof of spouse's income)</p> <p>Client is stating a marital status that is different from what THMP has on file or finds through verification, and does not explain why</p> <p>The client lists children in the application that it appears do not live in the home.</p> |

| <b>Factor</b>                        | <b>Incomplete application</b>   | <b>Verification Issues</b>  |
|--------------------------------------|---|---|
| <b>Application Integrity Issues:</b> | <p>Pages are missing</p> <p>The application is unsigned or the signature is more than 60 days old.</p> <p>Income Verification form or Supporter Statement, if required, are not signed by the employer or supporter or the signature is more than 60 days old.</p> <p>The application is for a new enrollment, and there is not a Medical Certification Form.</p> <p>There are unexplained blanks on the application.</p> <p>The application provides contradictory information throughout.</p> | N/A   |
| <b>Insurance:</b>                    | The application indicates the client is insured or have Medicare Part D, but does not complete the SPAP/TIAP form.  | The client does not report health insurance, but it is found during verification. |

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|------------------|---|--|
| <b>Residency</b> | <p>The application does not include valid proof of residency</p> <p>The proof of residency provided is not accepted by the THMP</p> <p>The application provides an out of state or out of country mailing address, residential address, or employer address, and there is no explanation given.</p> | <p>It appears the client may live in a different state or country.</p> |