

How to do Outreach to Mixed Immigration Status Families

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Engaging Mixed Status Families

Mixed-status families refer to a family with members who have different legal status. While this term refers to families with both citizen and non-citizen parents and children, these families may consist of members with any combination of legal status. A prevalent situation is one in which the children have citizenship by being born in the U.S. and at least one parent is a non-citizen. Data shows that one-third of U.S. children who were born to immigrant parents live in mixed-status families.

More than 16 million people live in mixed-status families, with at least one person in the family undocumented. However, there are over 11 million undocumented people living in the United States. The make-up of these families varies widely and significantly impacts consumers' comfort level when applying for programs that are available for them to due to fear for their family member's immigration status.

- **Understand the Sensitivity:** Individual's legal status can be a subject of fear and vulnerability.

Do: exercise empathy and understand the severity and challenges families of mixed status will endure due to the fact some family members may be ineligible.

Don't: assume you know a person's legal status

- **Avoid Probing Status Questions:** Out of fear, a person who is undocumented often does not want to share their legal status with a stranger.

Do: provide eligibility requirements based on the categories provided by the U.S. Department of Health and Human Services.

Don't: ask for an individual's legal status or attempt to qualify if they fall under a legally sanctioned protected status.

- **Provide Resources:** Be sure to have a comprehensive conversation around where someone can get application assistance and local health care options.

Do: have a list of local health care resources available, and reassure that emergency care is still a federal provision regardless of legal status.

Don't: promise or assure benefits that you are not certain will be afforded to a person/family.

BE sure to emphasize that if they have siblings or children who do qualify for coverage, you can get more information and encourage them to be enrolled.

If you do not know the answer to a specific question, be happy to say you do not know. Our role is to provide education about health coverage being available through the health insurance marketplace. You do not need to be an expert in everything! Make sure to note the consumer's needs/questions/concerns for reference and follow-up as needed. Be sure to emphasize that if they have siblings or children who do qualify for coverage, you can get more information and encourage them to be enrolled.

Eligibility

There are many statuses that qualify an individual for coverage in the Marketplace. The following is a list of immigration statuses that qualify for Marketplace coverage:

- Citizen
- Lawful Permanent Resident (LPR/Green Card holder)***
- Asylee
- Refugee
- Cuban/Haitian Entrant
- Paroled into the U.S.
- Conditional Entrant Granted before 1980
- Battered Spouse, Child and Parent
- Victim of Trafficking and his/her Spouse, Child, Sibling or Parent
- Granted Withholding of Deportation or Withholding of Removal, under the immigration laws or under the Convention against Torture (CAT)
- Individual with Non-immigrant Status (includes worker visas, student visas, and citizens of Micronesia, the Marshall Islands, and Palau)
- Temporary Protected Status (TPS)
- Deferred Enforced Departure (DED)
- Deferred Action Status (*Deferred Action for Childhood Arrivals (DACA) is not an eligible immigration status for applying for health insurance*)
- Lawful Temporary Resident
- Administrative order staying removal issued by the Department of Homeland Security
- Member of a federally-recognized Indian tribe or American Indian Born in Canada
- Resident of American Samoa

If an individual is an applicant for any of these statuses they qualify for coverage in the Marketplace:

- Temporary Protected Status
- Special Immigrant Juvenile Status
- Adjustment to LPR Status
- Asylum*
- Withholding of Deportation or Withholding of Removal, under the immigration laws or under the Convention against Torture (CAT)*

*Only those who have been granted employment authorization or are under the age of 14 and have had an application pending for at least 180 days are eligible.

An individual that has the following status and possesses employment authorization qualifies for coverage in the Marketplace:

- Registry Applicants
- Order of Supervision
- Applicant for Cancellation of Removal or Suspension of Deportation
- Applicant for Legalization under IRCA
- Legalization under the LIFE Act.

Naturalized citizens and lawfully residing permanent immigrants who have been in the US for more than five years will have the same opportunities to obtain more affordable health insurance coverage as native-born citizens under the ACA.

Documentation

When conducting initial outreach a volunteer/staff should not have to go into the following detail. However, when an individual is completing the Marketplace application, the following documents may be required or used, depending on the individual situation:

- Permanent Resident Card, “Green Card” (I-551)
- Reentry Permit (I-327)
- Refugee Travel Document (I-571)
- Employment Authorization Card (I-766)
- Machine Readable Immigrant Visa (with temporary I-551 language)
- Temporary I-551 Stamp (on passport or I-94/I-94A)
- Arrival/Departure Record (I-94/I-94A)
- Arrival/Departure Record in foreign passport (I-94)
- Foreign Passport
- Certificate of Eligibility for Nonimmigrant Student Status (I-20)
- Certificate of Eligibility for Exchange Visitor Status (DS2019)
- Notice of Action (I-797)

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- Document indicating membership in a federally recognized Indian tribe or American Indian born in Canada
- Certification from U.S. Department of Health and Human Services (HHS) Office of Refugee Resettlement (ORR)
- Office of Refugee Resettlement (ORR) eligibility letter (if under 18)
- Document indicating withholding of removal
- Administrative order staying removal issued by the Department of Homeland Security
- Alien number or 1-94 number

How to Communicate To Mixed Status Families

Consumer: Latino family (Spanish)

Step 1. Greeting

Step 2. (Follow language guidance as applicable)

Step 3. Once conversation has been engaged, provide eligibility requirements and pertinent information, and if they chose to disclose legal status then you can proceed accordingly:

Spanish Scenario

Enroll America Staffer: Bajo la nueva ley existen ciertos requerimientos básicos para calificar que incluyen edad, nivel de ingreso, y estado legal (ciudadano or residente permanente). De acuerdo con su edad y sus ingresos Usted calificara para diferentes planes de cobertura. (Explica diferentes niveles de cobertura basados en ingreso/edad). Basado en estos requerimientos, cree usted que califique para seguro médico?

No, yo (o miembro de mi familia) no califico/amos porque no soy ciudadano o residente legal.

Yo entiendo. Quiero asegurarle que hay recursos locales para servicios médicos de emergencia para usted o el miembro de su familia- aqui esta una lista de recursos. Pero, para sus miembros de su familia que si califican le puedo proveer información para matricularlos.

How to Communicate To Mixed Status Families

Consumer: Latino family (English)

Step 1. Greeting

Step 2. (Follow language guidance as applicable)

Step 3. Once conversation has been engaged, provide eligibility requirements and pertinent information, and if they chose to disclose legal status then you can proceed accordingly:

English Scenario

EA: There are a few basic eligibility requirements for the new healthcare law around income, age, and a person's legal status (citizen or permanent legal resident). Depending on income and age you will qualify for different insurance rates. (Explain limits for income and age). Based on these requirements do you think you will qualify?

No, I don't qualify because I am not (or someone in my family does not qualify because they are not) a citizen or permanent legal resident.

I understand. I want to reassure you that there are still local resources that will treat you or your family member in case of emergencies. I have that list of resources here. For those family members who do qualify can I still provide you information on how to enroll them.