

Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
600 Washington Street . Boston MA 02111

Argeo Paul Cellucci
Governor


Jane Swift
Lieutenant Governor

William D. O'Leary
Secretary

Claire McIntire
Commissioner

Field Operations Memo 2000-22
September 6, 2000

To: Transitional Assistance Office Staff

From:  Joyce Sampson, Assistant Commissioner for Field Operations

Re: Enumeration Verification System (EVS) Match Report

Background

Enumeration is the process by which social security numbers (SSNs) are verified with the Social Security Administration (SSA). In the past, recipients with facsimile numbers (991-998) and recipients with dummy numbers (999-) were not part of the file sent to SSA for verification of data.

Beginning September 2000, the Department will implement a new initiative in which *demographic information* (i.e., name, date of birth (DOB) and gender) of active recipients with facsimile or dummy numbers will be matched with SSA's database. SSA will reply and indicate if an SSN for the person has been found. The results of the match will be included on a new report titled "EVS Match Report" (Attachment A), which will be sent to Transitional Assistance Offices (TAOs) for follow-up.

Note: The EVS Match report replaces the report titled, "Active EAEDC/FS/TAFDC AUs with Client(s) Active on Cash/FS/MA with a Client ID Beginning with '99' on PACES."

EVS Match Report

The EVS Match Report will run monthly on or about the 15th of the month. The report is sorted by TAO and CAN with a page break by case and includes the following information:

**EVS Match
Report - (cont.)**

♦ **DTA Information**

- Case SSN, name and category;
- Matched person name and dependent number;
- Matched person SSN (i.e., the facsimile or dummy number); and
- Matched person DOB and sex (M/F).

♦ **SSA Information - Response Code**

Possible responses are:

- No SSN Found on SSA Database;
- SSN Located Using Name and DOB (SSN will be provided in the field titled **Response SSN**); or
- Match Inconclusive, which means one of three things:
 - An SSN was found but the match was on name only, and the DOB is discrepant;
 - Multiple SSNs were found based on a name-only match; or
 - Multiple SSNs were found based on a name and DOB match.In any of these instances the SSN(s) found will not be printed on the report.

Note: In addition to appearing on this report, cases identified with "Match Inconclusive" will be forwarded to Centralized Eligibility Operations (CEO) for review.

**AU Manager
Responsibilities**

AU Managers must follow up on each case on the report and take action as required.

For Dummy (999-) Numbers:

♦ **No SSN found on SSA Database**

Review the case record and make sure that all information such as name and DOB is correct in PACES. Take action as required. For example, if a case record contains an ENUM-2 form signed and dated six months ago for a child who was born in November 1999, but there is still no SSN on file, the AU Manager must follow up with the recipient to determine why no SSN has yet been issued, and take appropriate action.

Note: According to SSA staff, it normally takes no longer than three weeks for SSA to issue an SSN once it has been requested. Furthermore, AU Managers are reminded of the importance of changing dummy numbers to valid SSNs *as soon as possible*; for case accuracy and matching purposes.

**AU Manager
Responsibilities -
(cont.)**

For Dummy (999-) Numbers - (cont.)

- ♦ **SSA identifies an SSN based on a name and DOB match**

In most instances the applicant or recipient did not provide the SSN because the card was lost or an application had just been made for a newborn. Since it is not absolutely certain that the SSN provided by SSA is the recipient's number (for example, it is possible that two people have the same name and DOB), contact the recipient and verify that the number provided on the report is correct.

Note: It is not necessary to obtain a copy of the Social Security card from the recipient. A phone call to the recipient is sufficient to confirm the number identified by SSA.

Once the number has been confirmed by the recipient, be certain to submit a PID to change the dummy number to the valid SSN in PACES.

Reminder: See 106 CMR 203.910 (TAFDC), 106 CMR 320.700 (EAEDC) and 106 CMR 362.500 (FS) for details about SSN verification. **Policy requires that the recipient provide an SSN that can be verified by a computer match between the Department and SSA. Furthermore, under no circumstances should the number provided by SSA in this match be divulged to the recipient.**

For Facsimile (991-998-) Numbers:

- ♦ **No SSN found on SSA Database**

In most situations a facsimile number is assigned to a recipient unable to provide an SSN, such as a noncitizen not legally residing in the U.S. If this is the case, a response of "No SSN found..." is appropriate. No further action is required.

- ♦ **If SSA identifies an SSN based on a name and DOB match**

First research the case record to see if there is a reason for this discrepancy. For example, a facsimile number may have been assigned to the recipient pending receipt of an SSN or to make corrections to MMIS. If, after reviewing the case record, the information is still questionable, contact the recipient to discuss this.

**AU Manager
Responsibilities -
(cont.)**

For Facsimile (991- 998-) Numbers - (cont.)

The SSN Match NFL (Attachment B) has been developed for this purpose. Schedule an appointment with the recipient, and request verifications as appropriate. Remember, **under no circumstances should the number provided by SSA in this match be divulged to the recipient.** Take action as required.

For All Cases on the Report with "Match Inconclusive":

Appearing on the report with "Match Inconclusive" does not necessarily mean that there is a problem with the case. However, AU Managers should check each case record to:

- ✓ See if the recipient has an SSN which can be verified; and
- ✓ Make sure that all demographic information in PACES is accurate, and that the name has been correctly entered. (See *PACES User's Guide*, Chapter III, PID for procedures for entering names that may cause SSN discrepancies, such as hyphenated/double surnames or Juniors.)

These cases will be reviewed by CEO staff to determine if any further action is required. If so, CEO staff will contact TAO management with instructions.

Reminder: The State Verification and Exchange System (SVES) is available for verifying SSNs. See *Subsystems User's Guide*, Chapter VI, SVES, for procedures.

For each case on the report:

- ✓ annotate the report with the action(s) taken, if any;
 - ✓ submit the case to the supervisor for review and sign off as appropriate; and
 - ✓ file the report page in the case record.
-

**Supervisor
Responsibilities**

Supervisors must:

- ✓ Ensure that AU Managers follow up on the cases on their reports;
and
 - ✓ Sign off as appropriate on all action(s) taken on each case on the
report.
-

Questions

Policy-related questions should be directed by the Hotline designee to the Policy Hotline at (617) 348-8478. Systems-related questions should be directed to Customer Service at (617) 348-5290.

DEPARTMENT OF TR TIONAL ASSISTANCE
EVS MATCH RT

TAO: 004 CAN: 222

PAGE NUMBER : 1

DATE REPORT PRINTED: 07/13/00
REPORT ID: XXXXXXXX

MASSACHUSETTS DTA
INFORMATION

SSA INFORMATION

P R E V	CAT	CASE SSN	CASE NAME	DEP NO	PERSON NAME	PERSON SSN	DOB	SEX	RESPONSE SSN	RESPONSE CODE
	2			03		999C	03/24/2000	F		NO SSN FOUND ON SSA DATABASE



Massachusetts Department of Transitional Assistance

2000-22
Attachment B

TAO Address

Name _____

Date ____/____/____

Street Address _____

City/Town State ZIP

The Department of Transitional Assistance has received information from a computer match with the Social Security Administration that the following person may have a social security number:

This information may affect your continued eligibility for benefits or the amount of your benefits.

I have scheduled an appointment with you on _____ Day, ____/____/____ at _____ Time to discuss the match information and review your continued eligibility for benefits.

When you come for your appointment,

please bring the following verifications _____

If you cannot keep this appointment, please call me at the telephone number below before the day of the appointment.

Your benefits may stop or be reduced if you do not keep this appointment or call me to reschedule before the day of the appointment.

You will receive a separate notice if your benefits are to be stopped or reduced. Also, you have the right to appeal any actions taken by the Department. The appeal form will be on the reverse side of the closing or reduction notice.

TAO Worker's Name _____

(____) Telephone Number _____