



*Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance*

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**Operations Memo 2014-11A
October 10, 2014**

To: Department of Transitional Assistance Staff

From: *AOS* Anne O'Sullivan, Assistant Commissioner for Policy, Program and External Relations

Re: TAFDC, EAEDC and SNAP: BEACON Identity Match

Overview

Operations Memo 2013-57A introduced the Identity Match page and view and explained that staff must review the Identity Match page when Registry of Motor Vehicles (RMV) data is discrepant from BEACON data. Operations Memo 2014-11 provided additional guidance on how and when to disposition these matches.

Purpose of Memo

This Operations Memo is a reissuance of Operations Memo 2014-11 to promote revised procedures and new BEACON functionality related to the implementation of the Program Integrity (PI) Checklist and:

- provides common Identity Match examples;
 - includes procedures for accepting or ignoring the Identity Match;
 - clarifies that the Identity Match is not limited solely to Photo EBT card issuance; and
 - explains when to make a Referral to the Fraud Investigation and Data Match (FIDM) Unit.
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Obsolete Memo This Operations Memo obsoletes Operations Memo 2014-11: *TAFDC, EAEDC and SNAP: BEACON Identity Match*.

Identity Match The Identity match is run on a monthly basis. It is part of the DTA-RMV interface. An Identity Match record is generated when one or more of the following five data points, for any household member over the age of 16 in an active, pending or ineligible status is not an exact match between the DTA- RMV interface:

- Social Security Number (SSN);
- First Name;
- Last Name;
- Gender; and/or
- Date of Birth.

When RMV data is matched to at least one household member in an active, pending or ineligible status age 16 or over with license or identification data that is discrepant with the demographic data on BEACON, the data will display on the PI Checklist and can be accessed through the **Detail** icon on the PI Checklist. The information is also accessible via the Identity Match page in the Match History tab and in a case manager's External Agency Matches view.

The page displays both the BEACON and RMV data for a side-by-side comparison. The page also displays the latest result of the Social Security Administration (SSA) State Verification Exchange System (SVES) match performed with BEACON demographic data.

If no RMV data exists or if there is no discrepant information, no Identity Match record will be displayed.

If a client appears as an Identity Match, the match must be resolved regardless of whether or not the matched client is Photo EBT Mandatory, an EBT cardholder, or a grantee or head of household.

Important: With BEACON Build 46.3, effective June 16, 2014, Hard Edits displayed on the Interview Wrapup Authorization page prevent caseworker action when the PI Checklist displays matches that have not been dispositioned. Manager override is available to authorize case actions if necessary.

**Case Manager
Responsibilities**

Case managers must take timely action to address any outstanding Identity Matches. Information received via the RMV Match Process is considered verified upon receipt for the purposes of identity. These matches can be acted upon for all programs and at any time during the certification or eligibility period.

If the client's information needs to be corrected or updated, the Assessed Person window should be amended accordingly. If a name is verified as an alternative name, such as a birth name or a married name, the alternative name must be entered as such. Similarly if an alternative SSN exists, it should be entered in the Alternate SSN field.

Note: The Primary Name and SSN in BEACON must match what has been verified by the SSA/SVES match to prevent erroneous mismatches from generating.

The case manager must review each discrepant field and verify that the case record information is accurate. If the case manager cannot make a determination, about any discrepant information a VC-1 must be issued for the questionable information.

If a client provides verification, the case manager must process the verification in accordance with existing policy and procedures and disposition the match through the appropriate page of the Match History tab.

If the client fails to provide verification by the date due on the VC-1, the case manager must close the case for failure to provide verifications.

Important: The match must not be dispositioned until verification is received. An Accounts Receivable (AR) (overpayment) referral must be made anytime an overpayment has occurred in accordance with existing policy and procedures.

Example 1: Diane Henrikson is a TAFDC grantee who has an Identity Match with a Reason of "Name mismatch." She is non-Mandatory for the Photo EBT card. The case manager notes that the RMV data has the client listed as Diane Smith. Upon examining the case record, the case manager notes that "Diane Henrikson" is listed as her name on her passport. The case manager further notes that "SSN Verified by SSA" appears in the SSA/SVES Response window of the Identity Match. The case manager issues a VC-1 for proof of alternative names/identity as outlined in Operations Memo 2014-12A. The client subsequently provides her birth certificate, which shows that her name at birth was Diane Smith, and a copy of her marriage certificate showing that her married name is now Diane Henrikson. The case manager enters Diane Smith in the Alternate Names field of the Assessed Person page and disposes the match.

**Case Manager
Responsibilities
(continued)**

Example 2: Owen Melendez is the other parent in Mary Melendez's case. Owen has an Identity Match with the reason of "Birthdate mismatch." The BEACON information lists Owen's date of birth (DOB) as 12/01/1993. The RMV data has his date of birth listed as 12/01/1983. Additionally, "DOB is Different (12/01/1983)" appears in the SSA/SVES Response window of the Identity Match. The case manager reviews the client's physical case record and confirms that his birth certificate lists 12/01/1983. The case manager corrects the DOB in the Birth field of the Assessed Person page and disposes the match.

Example 3: Simon Donovan is a SNAP client who has an Identity Match with a Reason of "Name, Birth date mismatch." BEACON data reflects that the client's only known name is Simon Donovan and that his DOB is 04/16/1972. The data from RMV shows his name as Simone Donovan with a DOB of 08/16/1972. Upon reviewing the case record, the case manager notes that the name on the client's birth certificate is listed as Simon Conovan and that the DOB is listed as 08/16/1972. The case manager further notes that "DOB is Different (08/16/1972)" appears in the SSA/SVES Response window of the Identity Match. The case manager issues a VC-1 for the discrepant information as outlined in Operations Memo 2014-12A. If the client fails to respond, the case should be closed and referred to the FIDM Unit for further investigation. The match should **not** be dispositioned by the case manager.

*Dispositioning an
Identity Match*

To disposition an Identity Match, the case manager must take one of the following actions:

- **Accept RMV Photo:** this action will copy the RMV image over as a DTA Photo. This should be selected when the case manager has determined that identity has been verified.
- **Ignore RMV Photo:** When this action is selected, the RMV photo will be ignored. This should be selected when the case manager has determined that identity has been verified and that BEACON data reflects the most accurate information.

Whenever there is discrepant data that the case manager cannot resolve, a referral must be made to the FIDM Unit for further investigation. See pages 27 and 28 of Operations Memo 2014-36 for detailed information about how to contact the FIDM Unit.

Photo Mandatory cardholders must not be issued a Photo EBT card until discrepant data is resolved and any Identity or SSN Matches have been dispositioned.

Note: Supervisory sign-off is **no longer required** to disposition matches.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline.
