



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

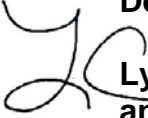
DEVAL L. PATRICK
Governor

JOHN W. POLANOWICZ
Secretary

STACEY MONAHAN
Commissioner

**Operations Memo 2014-24
March 14, 2014**

To: Department of Transitional Assistance Staff

From:  Lydia Conley, Acting Assistant Commissioner for Policy, Program and External Relations

Re: TAFDC, EAEDC and SNAP: Enhancements to External Agency Match Processing

Overview

Effective with BEACON Build 46.2 scheduled for March 17, 2014, the Department will implement an automated process for data received through the Earned Income match with the Department of Revenue (DOR) and with the Social Security Number (SSN) match received from the Social Security Administration (SSA).

These automations are part of the Department's Program Integrity Checklist which will be implemented in phases over the coming months. An introduction to the Program Integrity Checklist can be found in Operations Memo 2014-23, released concurrently with this memo.

Purpose of Memo

The purpose of this memo is to inform staff:

- about the new automated process for DOR New Hire, DOR Wage and SSN matches;
 - introduce the new *DOR Employment Verification Notice* and the new *SSA Verification Notice*; and
 - about case manager responsibilities.
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**Earned Income
Matches**

Effective with BEACON Build 46.2, DOR New Hire and DOR Wage matches that are received on or after March 17, 2014 will be automated. A new notice called the *DOR Employment Verification Notice* (Attachment A) will be generated and sent to households to request verification when DTA receives one of the DOR Earned Income matches, and the information is not known to BEACON.

**Pending
Households**

For pending households, the *DOR Employment Verification Notice* will be generated if:

- the Federal Employer Identification Number (FEIN) is not an exact match to the FEIN recorded in BEACON, or if there is no FEIN recorded on the Earned Income page; or
- the Start date is not an exact match to the Start date recorded on the Earned Income page.

**Active
Households**

For active households, with the exception of SNAP households certified as Annual Reporting, the *DOR Employment Verification Notice* will be generated if:

- the FEIN is not an exact match to the FEIN recorded on the Earned Income page in BEACON, or if there is no FEIN recorded in BEACON; or
- the FEIN matches the FEIN on record; and
 - the cash case is not on Monthly Reporting; or
 - the household member is receiving SNAP benefits, and there is an earned income difference of more than \$100 per month during any month the client was receiving assistance.

Important: Whenever a case manager enters employment or edits the Earned Income page, it is important to ensure that the correct FEIN and Start date are entered, so that the *DOR Employment Verification Notice* and Earned Income matches are not generated erroneously. Every effort should be made to enter the correct Start date when establishing an employer in the Earned Income page. For employment that has an outstanding Earned Income match, the accurate Start date can be found in the DOR New Hire match.

**Earned Income
Matches
(Continued)**

The DOR New Hire match includes the accurate Start date, if available. Currently, the DOR Wage match defaults to the first day of the quarter in which the individual received the wages. In the near future, the DOR Wage match will be corrected to reflect the actual Start date, if available. If the DOR Wage match does not include the Start date, BEACON will continue to default to the first day of the quarter in which the individual received the wages.

AR Households

For SNAP cases subject to Annual Reporting (AR), the *DOR Employment Verification Notice* will be generated and sent if:

- the FEIN is not an exact match to the FEIN recorded on the Earned Income page in BEACON or there is no FEIN recorded on the Earned Income page in BEACON; or
- the employment Start date is not an exact match to the Start date recorded in BEACON.

The *DOR Employment Verification Notice* will be sent at recertification or at the time of the Interim Report. A notice also will be sent if the match indicates that the client's employment Start date was prior to the AR start date, but it appears the client failed to report the income while receiving assistance.

Automated
Closings

If the client fails to provide verification and the match is not dispositioned by the date due on the *DOR Employment Verification Notice*, BEACON will automatically close the case for failure to provide verifications. The Narrative tab will be annotated with the action taken and an EBC closing notice will be generated. Both the *DOR Employment Verification Notice* and the closing notice will be available in Document History, if applicable.

TBA and CAP
Households

Transitional Benefit Alternative and Bay State Combined Application Project (CAP) households will not be sent notices for earned income matches and are not part of the automated process.

SSN Match

The SSN match process will continue to run nightly for all household members. If a discrepancy exists it will continue to display on the External Agency Match page, as follows:

- *Date of Birth (DOB) is Different;*
 - *Listed Under Another Name;*
 - *Unknown to SSA;* or
 - *Does not match with SSA.*
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**SSN Match
(Continued)**
Automatic Closing

Effective with BEACON Build 46.2, a new notice called the *SSA Verification Notice* (Attachment B) will be automatically generated and sent to households with outstanding SSA data received on or after March 17, 2014. This notice is generated to advise clients of the required verification and discrepant data. If the client fails to respond by the date due, the case will close automatically for failure to provide verifications. The Narrative tab will be annotated with the action taken and an EBC closing notice will be generated. Both the *SSA Verification Notice* and closing notice will be available in Document History.

Excluded
Households

Note: CAP households will not be sent notices and are not part of the automated process. Certain households will be manually processed by the Fraud Investigation and Data Match (FIDM) Unit in accordance the procedures outlined in Operations Memo 2013-7.

**Case Manager
Responsibilities**

Case managers must process any responses received from clients regarding these matches, in accordance with current procedures. When satisfactory verification is received, **the match must be dispositioned** in order to prevent the case from automatically closing. If the household fails to respond, the case will close automatically and an EBC closing notice will be generated.

Reminders: Whenever a case manager enters employment or edits the Earned Income page, it is important to ensure that the correct FEIN and Start date are entered, so that the *DOR Employment Verification Notice* and Earned Income matches are not generated erroneously.

Case managers are reminded that a referral must be made to the FIDM Unit for further investigation if an overpayment has occurred due to any of the matches.

**Policy
References**

TCAP- 106 CMR 701.230; 701.410; 701.430; 702.300 through 702.340; and 702.500.

TAFDC- 106 CMR 204.290.

EAEDC- 106 CMR 321.220 and 321.290.

SNAP - 106 CMR 361.600; 361.610; 361.650; 362.500; 363.210; 363.220; and 364.860.

Questions

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

DOR Employment Verification Notice

Dear Mary Jones:

Below is the list of verifications you need to give us in order to determine if you can continue to receive assistance with DTA. **You must submit these verifications to DTA, P. O. Box 4406, Taunton, MA 02780-0420 by 03/28/2014.** If you do not give the required verifications, your case may be denied or closed. You can mail your verifications to:

**DTA
P. O. Box 4406
Taunton, MA 02780-0420**

Please include your name and Agency ID on every page of the documents you submit to make sure they get to your case manager.

Need Help? If you have any questions or are having problems getting a verification, please call John Smith at 617-999-9999 as soon as possible.

DOR Employment Verification Notice

What You Need to Prove	Examples of Proofs You May Provide
<p>Employer Information</p> <p>For Whom: Alex Jones DTA has received information from a computer match that you or a member of your household may be employed at:</p> <p>Employer: EK Wireless Inc. Address: 12 Rockaway Rd Framingham, MA 01701 FEIN: 452718019 Amount: 729.00 Start: 04/01/2013 End: 06/30/2013</p>	<p>You must provide verification of Alex Jones' current income. You must provide the pay stubs received for the most recent four weeks worked or a letter from the employer with this information. If no longer employed, you must provide a letter with your date of termination.</p> <p>If you fail to provide this verification your benefits may be stopped. You will receive a separate notice if your benefits are to be reduced or stopped.</p>

Attachment B

SSA Verification Notice

Dear: Mary Jones

Below is the list of verifications you need to give us in order to determine if you can continue to receive assistance with DTA. **You must submit these verifications to DTA, P.O. Box 4406, Taunton, MA 02780-0420 by 03/28/2014.** If you do not give the required verifications, your case may be denied or closed. You can mail your verifications to:

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Please include your name and Agency ID on every page of the documents you submit to make sure they get to your case manager.

Need Help? If you have any questions or are having problems getting a verification, please call John Smith at 508-999-9999 as soon as possible.

SSA Verification Notice

What You Need to Prove	Examples of Proofs You May Provide
<p>Social Security Administration Data</p> <p>For Whom: Alex Jones DTA has received information from a computer match that is different that the information we have on file.</p> <p>Date of Birth is Different</p>	<p>You must provide verification of:</p> <p>your date of birth.</p> <p>If you fail to provide this verification your benefits may be stopped. You will receive a separate notice if your benefits are to be reduced or stopped.</p>