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Department of Transitional Assistance***

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**Operations Memo 2014-36  
June 11, 2014**

**To: Department of Transitional Assistance Staff**  
**From:  Lydia Conley, Assistant Commissioner for Policy, Program and External Relations**  
**Re: Program Integrity (PI) Checklist BEACON Integration – Phase 2, and Other Enhancements to Processing External Agency Matches**

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**Overview**

Operations Memo 2014-23: *Program Integrity Checklist Overview* introduced the Program Integrity (PI) Checklist project, and Operations Memos 2014-21: *New York State Match* along with 2014- 24: *Enhancements to External Agency Match Processing* introduced initial systems changes in support of the PI Checklist. This memo introduces additional systems changes as Phase 2 of the PI Checklist integration.

Through its consolidation of data matches into a central point in BEACON, the PI Checklist will reinforce the Department's current policies and procedures which are designed to ensure that only eligible individuals receive benefits and that the benefit amounts issued are accurate. The PI checklist will integrate, and in some instances, automate the processing of external agency matches into daily casework activities. The PI Checklist will ensure that matches are addressed and dispositioned timely by TAO staff or the Fraud Investigation Data Match (FIDM) Unit, reducing overpayments to clients and enhancing program integrity.

Phase 2 includes:

- new Hard Edits displayed on the Interview Wrapup Authorization page to prevent action when the PI Checklist has matches that have not been dispositioned;
- new Warning Edits displayed on the ECF/Workflow tab, and on the Household, AU Composition Results and Interview Wrapup pages when the PI Checklist has pending items;

**Overview  
(continued)**

- new “PI Checklist...” buttons on the Workflow tab and Interview Wrapup to access PI Checklist details in addition to the previously implemented Client Search PI Checklist icon;
  - matches integrated onto the PI Checklist;
  - access to Department of Revenue (DOR) Child Support, DOR New Hire, DOR Wage, PARIS Veterans, Lottery, Division of Unemployment Assistance (DUA), and DOR Bank Match data from the Interview Q and A Navigators and associated workflow pages; and
  - automated processing for the Department of Children and Families (DCF) Placement Match and upcoming batch for DOR Child Support.
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**Purpose of  
Memo**

This Operations Memo:

- details BEACON user access to the PI Checklist;
  - describes the layout, readability and functionality of the PI Checklist;
  - identifies the external agency matches on the PI Checklist in Phase 2;
  - describes the new External Agency Data Container pages functionality;
  - describes a Household page popup alert for household match data;
  - informs staff about the largely automated batch job for processing and dispositioning the DCF Placement Match and upcoming batch job for DOR Child Support; and
  - details the SNAP-specific match processes required for each SNAP certification type and the process for when matches occur during the SNAP application process.
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**Program  
Integrity  
Checklist  
Access**

Effective with BEACON Build 46.2 in February 2014, the PI Checklist icon was added to the Client Search page. This icon allows authorized BEACON users to view external agency matches for applicants and clients (hereafter referred to as clients).

**Updated  
Checklist  
Access**

Effective with BEACON Build 46.3, scheduled for June 16, 2014, access to the PI Checklist is available on the following BEACON pages and workflow:

- Client Search page: **PI Checklist icon**;
  - Workflow tab in the Electronic Case Folder (ECF): **PI Checklist button** located below the “As of ...” button; and
  - Interview Wrapup page: **PI Checklist button** located below the “Authorization...” button.
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**Program Integrity Checklist Access (continued)**

Updated Checklist Access

During application, recertification/redetermination and case maintenance activities, if there are outstanding matches, users will be alerted by the following popup message after selecting a Workflow, when leaving the AU Composition workflow page, or upon entering Interview Wrapup:  
**“A member of the household has outstanding match data that must be reviewed. Click the 'PI Checklist...' button to access the Program Integrity Checklist and review the information.”**

This message prompts the user to access the PI Checklist and take action to disposition the outstanding match before attempting to authorize an EBC Request.

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**PI Checklist Page Layout and Readability**

The PI Checklist displays the status of external data match records for TAFDC, EAEDC and SNAP household members.

The PI Checklist page also displays a history of any Accounts Receivable (AR) Referrals and Intentional Program Violations (IPVs) on file for all household members.

The following are the PI Checklist page fields and descriptions:

- **Checklist radio button:** Defaults to “Pending” and displays any match record that does not have a Disposition Date. Clicking the “All” radio button will display all match records for clients and household members whether or not the records have been dispositioned. “All” also displays records created as a result of a case manager initiated external source search such as the Work Number match;
  - **Client:** (preceded by a select button): Identifies the client/household member with the match data;
  - **Source:** Identifies the external match name;
  - **Detail:** Displays a popup icon. Clicking the icon will launch the specific Match Page or Container page for the external data being reported. For example, DOR New Hire data is reported on the DOR Income Match page. Container pages are view only from the Checklist and are explained further in this memo;
  - **Assigned:** Designates whether FIDM, the TAO, or both were/are initially responsible to disposition the match;
  - **Match:** Displays the last date DTA received the external match data;
  - **Notice:** Displays a match-specific verification notice, if applicable, and one was sent to the client;
  - **Sent:** The date a match verification notice was sent, if applicable;
  - **Due:** The date the verification is due;
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**PI Checklist  
Page Layout  
and  
Readability  
(continued)**

- **Action Taken:** Describes the action taken by the case manager, the FIDM Unit, or batch job to disposition the match;
- **Disposition:** Displays the date the match was dispositioned; and
- **Disposition by:** Displays the FIDM or TAO staff (by First Name and Last Name) or batch job name that dispositioned the match.

**Referral and  
IPV History  
Field**

The Referral and IPV History field on the PI Checklist page provides a list of fraud/overpayment referrals and existing IPVs as follows:

- **Client:** Identifies the client/household member for whom the AR Referral or IPV exists;
- **Type:** Identifies whether an AR Referral or Existing IPV. (Existing refers to any past or current IPV that has been established);
- **Status:** Displays the status of the AR Referral or IPV; and
- **Start:** Displays the start date of the AR Referral or Existing IPV.

**Note:** The Referral and IPV History field is informational only. No action is needed.

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**PI Checklist  
Functionality**

The PI Checklist functionality requires case managers and FIDM staff to access and act on external agency match data without a Disposition date.

**Workflow tab:**

When the ECF is accessed, and the Workflow “Go” button on the Workflow tab is clicked, the PI Checklist popup warning message appears if there is at least one household member in an active, pending or ineligible status with at least one outstanding item on the PI Checklist.

- To review the external match data on the Workflow tab:
  - click OK on the popup page to close the popup page;
  - click the PI Checklist button on the Workflow tab; and
  - on the PI Checklist, click the **Detail** icon to review the data.

**Note:** Certain match data can only be acted on by the FIDM Unit. Instructions for notifying the FIDM Unit about the need to have the match dispositioned are detailed later in this memo.

- Clicking the **Detail** icon launches to the Match Detail or Container pages which display the details of the data received from the particular external data source (match). The Container page is view only. The workflow page associated with the container page must be accessed to disposition the data.
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**PI Checklist  
Functionality  
(continued)**

**AU Composition Results:**

In AU Composition Results, when the **Next** or **Finish** buttons are clicked, the PI Checklist popup warning message appears if there is at least one household member in an active, pending or ineligible status with at least one outstanding item on the PI Checklist.

**Interview Wrapup Hard Edit:**

A hard edit has been added to the Interview Wrapup page that prevents certain case actions from being authorized when there is match data appearing on the PI Checklist that have not been dispositioned for any household member in an active, pending or ineligible status.

**Note:** Manager override is available to authorize case actions in extraordinary circumstances. Details of this functionality are outlined later in this memo.

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**External  
Agency  
Matches on  
the PI  
Checklist for  
Phase 2**

For Phase 2 implementation, the following matches are available through the PI Checklist:

- County Prisons (page 19.)
  - Department Of Revenue (DOR) Bank (page 10.)
  - DOR Child Support (page 18.)
  - DOR New Hire (page 9.)
  - DOR Wage (page 9.)
  - eDRS (Food and Nutrition Service) (page 13.)
  - Identity (page 12.)
  - Death (Department of Commerce, Department of Public Health and Social Security Administration) (page 17.)
  - Department of Children and Families (DCF) (page 20.)
  - Department of Corrections (DOC) (page 19.)
  - Department of Youth Services (DYS) (page 23.)
  - Division of Unemployment Assistance (DUA) (page 18.)
  - Lottery (page 21.)
  - New York Interstate (page 15.)
  - PARIS Interstate (page 14.)
  - PARIS Veterans (page 24.)
  - Parole Violators (page 22.)
  - Prisoner Verification (SSA) (page 19.)
  - Registry of Motor Vehicles (RMV) (page 11.)
  - SSN Verification (SVES) (page 16.)
  - The Work Number (page 25.)
  - Warrant (page 22.)
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**External Agency Matches on the PI Checklist for Phase 2 (continued)**

Following current procedures, all outstanding matches **must** be reviewed and appropriate action taken to determine eligibility as soon as possible. **Exceptions for SNAP cases with Annual Reporting, TBA and Bay State CAP certification types are detailed later in this memo.** The matches will continue to be displayed on the External Agency Match views and Match History tab until dispositioned.

With implementation of Phase 2, all match data associated with a household will be consolidated and displayed within the PI Checklist.

**External Agency Data Container Pages:**

Effective with BEACON Build 46.3, matches associated with earned income, other income and assets have an External Agency Data “Container” page.

An External Agency Data Container page is a page that may have external match data from financial sources for a household.

These pages can be accessed from Client Search, the appropriate Q and A Navigator page, and the Earned Income, Other Income and Liquid Asset and Vehicle pages.

External Agency Data Container page functionality:

- provides details from the match data and allows the copying of data from an incoming Match to the appropriate Earned Income, Other Income or Liquid Asset and Vehicle Asset pages;
- reduces the need to access the Match tab or the PI Checklist to view specific details on recent match data during an interview with a client; and,
- provides details from the match data when filling out the Q and A Navigators.

This functionality currently exists for The Work Number and RMV interfaces.

Earned Income (EI), Liquid Asset (LA), and Other Income (OI) icons have been added to the Client Search page Toolbar. Upon clicking the EI, LA, or OI icons, a note will appear if there is external data available to be reviewed on these External Agency Data Container pages.

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**External Agency Matches on the PI Checklist for Phase 2 (continued)**

**New Household Page popup message:**

If a household member has an outstanding match that indicates that they are not in the household (Death, New York State, DCF, DYS, DOC, Prisoner Verification, or County Prison) upon clicking **Next** or **Finish** to leave the Household page, the case manager will be alerted by the following popup message:

**“<Client Name> has a <match type> but has a status in the Household of ‘Present.’ Would you like to stay on the page and change the status in the Household to ‘Not Present’?”**

The case manager can change the household member’s status to ‘Not Present,’ when appropriate.

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**Match Overview:**

Matches that are considered verified upon receipt can be acted upon for all programs and at any time in the certification or eligibility period. These matches do not require additional verification, as the agency directly providing the data is the primary source, the information is reliable, and the information is considered to be verified when the Department receives it.

**Verified Upon Receipt**

Verified upon receipt matches that appear to have discrepancies (such as a transposed date of birth) are processed manually and secondary verification may be required before action can be taken.

**Not Verified Upon Receipt**

Matches that are not considered verified upon receipt require verification before the Department can take action on a case. The Department may take action by contacting the primary source or the client to obtain verification. Secondary verification requests **must** be in accordance with the program’s reporting and other requirements.

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## New Match Disposition Reason Options

There are new match disposition reasons in dropdown boxes for income or asset-related Matches with the associated External Agency Data Container pages to describe the appropriate action taken to resolve the match. The options for these new disposition reasons are outlined below:

The Work Number, DOR New Hire and DOR Wage must be dispositioned using:

- Add (record is unknown and will copy the record to the appropriate page);
- Update (record is already known and will import current data);
- Already known to BEACON (record is current in BEACON); or
- Terminated source (not currently employed with listed employer).

PARIS Veterans and DUA:

- Add (record is unknown and will copy the record to the appropriate page);
- Update (record is already known and will import current data);
- Already known to BEACON (record is current in BEACON); or
- Terminated source (not currently receiving this unearned income) .

Lottery:

- Add (record is unknown and will copy the record to the appropriate page); or
- Already known to BEACON (winnings already attributed in accordance with program rules).

DOR Bank:

- Add (record is unknown and copy the record to the appropriate page);
- Update (record is already known and will import current data);
- Already known to BEACON (record is current in BEACON);
- Terminated asset (account closed); or
- SNAP cat el – not countable (only to be used for non-SNAP categorically eligible households).

RMV:

- Add (record is unknown and will copy the record to the appropriate page);
- Update (record is already known and will import current data);
- Already known to BEACON (record is current in BEACON); or
- SNAP only – not countable (to be used for SNAP-only households).

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

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**Earned Income Match Overview:** The DOR Wage Match runs monthly. The DOR New Hire match is run twice per month. These matches are **not** considered verified upon receipt. Case managers are responsible for dispositioning these matches.

**Case Manager Responsibilities** When DOR Wage and New Hire Match data is matched to a household member in an active, pending or ineligible status and the wage data received is not an exact match with the data on the Earned Income page:

- the data will appear as a pending item on the PI Checklist and can be accessed through the **Detail** icon on the PI Checklist;
- a *DOR Employment Verification Notice* is automatically generated and sent to the head of household to request verification;

**Important:** For Annual Reporting (AR) and Transitional Benefit Alternative (TBA) SNAP households, the *DOR Employment Verification Notice* will only be automatically sent once the Interim Report (IR) or Recertification form has been sent, up until 10 days from the Recertification End Date.

The Match Detail page prevents case managers from manually generating the *DOR Employment Verification Notice* prior to the sending of the *Interim Report or Recertification* form for AR households; and

- the data **must** be copied from the External Agency Container page when the client provides verification to ensure that the employer information is accurately recorded and prevent future match discrepancies for known employment from occurring.

If the client provides verification, the case manager must process the verification in accordance with existing policy and procedures and disposition the match.

If the client fails to provide verification by the date due on the *DOR Employment Verification Notice*, BEACON will automatically close the case for failure to provide verifications and the Narrative tab will be annotated with the action taken.

The match must not be dispositioned until verification is received. This match will continue to be dispositioned through the appropriate page of the Match History tab. An AR (overpayment) referral must be made anytime an overpayment has occurred in accordance with existing policy and procedures.

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**DOR Bank  
Match  
Overview:**

The DOR Bank Match runs monthly. This match is **not** considered verified upon receipt. The FIDM Unit is responsible for this match.

**FIDM  
Responsibilities**

When the DOR Bank Match data is matched to a household member in an active, pending or ineligible status and the asset information received is not an exact match with the data on the Earned Income page:

- The data will appear as pending on the PI Checklist and can be accessed through the **Detail** icon on the PI Checklist.
- FIDM staff can send the client a BEACON-generated *Bank Verification Notice* to verify the match data initiated from the match page.

If the client provides verification, FIDM staff must process the verification in accordance with existing policy and procedures and disposition the match.

If the client fails to provide verification by the date due on the *Bank Verification Notice*, FIDM staff will close the case for failure to provide verifications and update the Narrative tab with the action taken.

**Note:** Effective with BEACON Build 46.3, DOR Bank Match data is also available through the Assets Q&A Navigator by clicking the Ext Data... button next to the Liquid Assets radio button.

The match must not be dispositioned until verification is received. This match will continue to be dispositioned through the Match History tab. An AR (overpayment) referral must be made anytime an overpayment has occurred in accordance with existing policy and procedures.

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**RMV Match  
Overview:**

The Registry of Motor Vehicles (RMV) Match runs monthly. This match is considered verified upon receipt for vehicle ownership (title). The case manager is responsible for the match.

**Case Manager  
Responsibilities**

When RMV data is matched to at least one household member in an active, pending or ineligible status with a title to a vehicle:

- The data will appear on the PI Checklist and can be accessed through the **Detail** icon on the PI Checklist.

Upon reviewing the RMV data, the case manager must address vehicle data and disposition the match in accordance with existing policy and procedures by selecting the appropriate dropdown in the External Agency Container page.

**Note:** RMV Match data continues to be available through the Assets Q and A Navigator and the Vehicle Container page.

The match must not be dispositioned until verification is received. This match will continue to be dispositioned from the appropriate External Agency Data Container page. An AR (overpayment) referral must be made anytime an overpayment has occurred in accordance with existing policy and procedures.

**Reminder:** RMV data is considered verified upon receipt for identity, and residency. Vehicle registration status is not relevant for ownership purposes.

Refer to Operations Memos 2014-39: *External Agency Data: Registry of Motor Vehicles – New BEACON functionality* and 2014-40: *Registry of Motor Vehicles – Asset Verification and Processing* for additional information.

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**Identity Match  
Overview:**  
  
Case Manager  
Responsibilities

The Identity Match runs monthly and is a part of the DTA-RMV data interface for the RMV Match process. This match is considered verified upon receipt for the purposes of identity. The case manager is responsible for this match.

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 appear on the PI Checklist and can be accessed through the **Detail** icon on the PI Checklist; and
- If the case manager cannot resolve the match without client contact, 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.

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 in accordance with existing policy and procedures and disposition the match.

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

The match must not be dispositioned until verification is received. This match will continue to be dispositioned through the appropriate page of the Match History tab. An AR (overpayment) referral must be made anytime an overpayment has occurred in accordance with existing policy and procedures.

Refer to Operations Memo 2014-11: *TAFDC, EAEDC and SNAP: BEACON Identity Match* for additional information.

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**FNS eDRS  
Match  
Overview:**

The USDA Food and Nutrition Service (FNS) electronic Disqualified Recipient System (eDRS) Match runs monthly. The FNS eDRS Match is **not** considered verified upon receipt. The FIDM Unit is responsible for this match.

**FIDM  
Responsibilities**

When FNS eDRS data is matched to a SNAP household member in an active, pending or ineligible status potentially being disqualified by another state:

- The data will appear as pending on the PI Checklist and can be accessed through the **Detail** icon on the PI Checklist; and
- FIDM will contact the state, in which the IPV is reported to have occurred, to verify the match data.

FIDM staff must process the verification, take appropriate case action in accordance with existing policy and procedures and disposition the match.

The match must not be dispositioned until verification is received. This match will continue to be dispositioned through the appropriate page of the Match History tab. An AR (overpayment) referral must be made anytime an overpayment has occurred in accordance with existing policy and procedures.

Refer to Operations Memos 2013-39A: *External Data Match: Food and Nutrition Service (FNS) electronic Disqualified Recipient System (eDRS)* for additional information.

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**PARIS  
Interstate  
Match  
Overview:**

The Public Assistance Reporting Information System (PARIS) Interstate Data Match is run quarterly. The match is **not** considered verified upon receipt. The FIDM Unit is responsible for the match.

**FIDM  
Responsibilities**

When PARIS Interstate data is matched to a household member in an active, pending or ineligible status that is or was potentially receiving assistance at the same time in another state:

- The data will appear as pending on the PI Checklist and can be accessed through the **Detail** icon on the PI Checklist;
- FIDM staff can contact the state in which the duplicate assistance is reported, using a BEACON-generated *PARIS Interstate Match Benefit History Request* to verify the match data; and
- FIDM staff may also contact the client regarding the reported duplicate assistance using a BEACON-generated *Interstate Benefit History* notice to verify the match data.

FIDM staff must process the verification, take appropriate case action in accordance with existing policy and procedures, and disposition the match.

The match must not be dispositioned until verification is received. This match will continue to be dispositioned through the appropriate page of the Match History tab. An AR (overpayment) referral must be made anytime an overpayment has occurred in accordance with existing policy and procedures.

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**New York  
State Match  
Overview:**

The New York State Match runs monthly. This match is considered verified upon receipt. This match is largely automated; however, the FIDM Unit is responsible for discrepancies and data regarding minors.

**FIDM  
Responsibilities**

When New York State Match data is matched to a household member in an active, pending or ineligible status that is or was potentially receiving assistance at the same time in the state of New York:

- The data will appear as pending on the PI Checklist and can be accessed through the **Detail** icon on the PI Checklist; and
- FIDM staff will investigate any matches that appear to have discrepancies or information pertaining to minors and obtain required verification.

FIDM staff must process the verification, take appropriate case action in accordance with existing policy and procedures and disposition the match.

The match must not be dispositioned until verification is received. This match will continue to be dispositioned through the appropriate page of the Match History tab. Matches that are addressed through a batch process will be automatically dispositioned and will not require FIDM action. An AR (overpayment) referral must be made anytime an overpayment has occurred in accordance with existing policy and procedures.

Refer to Operations Memo 2014-21: *TAFDC, EAEDC and SNAP – New York State Match* for additional guidance.

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**SSN  
Verification  
Match  
Overview:**

The SSN Verification Match is run nightly using the SVES (State Verification Exchange System) with the Social Security Administration (SSA) to validate the Social Security Number (SSN) of certain household members. This match **is** considered verified upon receipt. The case manager is responsible for this match.

However, when SSA data is matched to a household member in an active, pending or ineligible status is discrepant with the demographic data on BEACON:

- the data will appear as a pending item on the PI Checklist and can be accessed through the **Detail** icon on the PI Checklist; and
- a *SSA Verification Notice* is automatically generated and sent to the head of household or grantee to request verification.

**Case Manager  
Responsibilities**

If the client provides the required verification, the case manager must process the verification, take appropriate case action in accordance with existing policy and procedures and disposition the match.

If the client fails to provide verification by the date due on the *SSA Verification Notice*, BEACON will automatically close the case for failure to provide verifications and the Narrative tab will be annotated with the action taken.

The match must not be dispositioned until verification is received. This match will continue to be dispositioned through the appropriate page of the Match History tab. Matches that are addressed through a batch process will be automatically dispositioned and will not require case manager action. An AR (overpayment) referral must be made anytime an overpayment has occurred in accordance with existing policy and procedures.

Refer to Operations Memo 2014-12: *TAFDC, EAEDC and SNAP – Failure to Verify Social Security Administration (SSA) Data* and Operations Memo 2014-24: *TAFDC, EAEDC and SNAP: Enhancements to External Agency Match Processing* for additional guidance.

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**Death Match  
Overview:**

FIDM  
Responsibilities

The Death Match includes data received from the Department of Public Health (DPH) on a monthly basis; Department of Commerce on a weekly basis; and from SSA which is received daily. Date of death data received from DPH **is** considered verified upon receipt. Date of death data received from Department of Commerce and SSA is **not** considered verified upon receipt. The FIDM Unit is responsible for the Commerce and SSA death matches.

When Death Match data is matched to at least one household member in an active, pending or ineligible status:

- the data will appear as a pending item on the PI Checklist and can be accessed through the **Detail** icon on the PI Checklist;
- if the source is DPH the deceased household member is automatically removed and benefits recalculated or closed accordingly;
- if the source is Department of Commerce or SSA, FIDM staff seek secondary verification; and
- FIDM staff investigate any discrepancies for all three data sources and obtain verification to verify the match.

FIDM staff must process the verification, take appropriate case action in accordance with existing policy and procedures and disposition the match.

The match must not be dispositioned until verification is received. This match will continue to be dispositioned through the appropriate page of the Match History tab. Matches that are addressed through a batch process will be automatically dispositioned and will not require FIDM action. An AR (overpayment) referral must be made anytime an overpayment has occurred in accordance with existing policy and procedures.

See Operations Memo 2014-27: *External Agency Data Matches: Lottery, County Prisons, Department of Corrections and Death* for additional guidance.

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**DOR Child Support Match Overview:** The DOR Child Support Match runs monthly. Unearned income data from the DOR Child Support Match **is** considered verified upon receipt. The case manager is responsible for the processing this data.

Upcoming batch  
When DOR Child Support data is matched with a household member in a pending, active or ineligible status and is discrepant with the demographic data on BEACON:

- The data will appear as a pending item on the PI Checklist and can be accessed through the **Detail** icon on the PI Checklist.

**Note:** The DOR Child Support Match automation batch is scheduled for July. Additional details will be forthcoming.

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**Unearned Income Match Overview:** The Division of Unemployment Assistance (DUA) Match runs monthly. Unearned income data from the DUA Match **is** considered verified upon receipt. The case manager is responsible for the processing of this match.

- Case Manager Responsibilities
- The data will appear as a pending item on the PI Checklist and can be accessed through the **Detail** icon on the PI Checklist; and
  - Upon reviewing the DUA Match, the case manager must address the unearned income data, enter the income as appropriate and disposition the match in accordance with existing policy and procedures.

**Note:** Effective with BEACON Build 46.3, DUA Match data is also available through the Other Income Q&A Navigator by clicking the Ext Data... button next to the Other Income radio button.

The case manager must take appropriate case action in accordance with existing policy and procedures, and disposition the match.

The match must not be dispositioned until verification is received. This match will continue to be dispositioned through the appropriate page of the Match History tab. An AR (overpayment) referral must be made anytime an overpayment has occurred in accordance with existing policy and procedures.

Refer to Operations Memo 2013-29A: *TAFDC, EAEDC, SNAP - Unemployment Insurance Online (UI Online)* for DTA Staff for additional guidance.

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**Incarceration  
Related  
Matches  
Overview:**

The County Prisons, Department of Correction (DOC) and Prisoner (SSA) Matches run monthly. Incarceration data received from DOC and County Prisons **is** considered verified upon receipt. Incarceration data received from SSA is **not** considered verified upon receipt. The FIDM Unit is responsible for the SSA incarceration match.

**FIDM  
Responsibilities**

When incarceration data is matched to at least one household member in an active, pending or ineligible status:

- the data will appear as a pending item on the PI Checklist and can be accessed through the **Detail** icon on the PI Checklist;
- if the source is DOC or County Prison the household member is automatically removed and benefits recalculated or closed accordingly;
- if the source is SSA, FIDM staff seek secondary verification; and
- FIDM staff investigate any discrepancies for all three data sources and obtain verification to verify the match.

FIDM staff must process the verification, take appropriate case action in accordance with existing policy and procedures, and disposition the match.

The match must not be dispositioned until verification is received. This match will continue to be dispositioned through the appropriate page of the Match History tab. Matches that are addressed through a batch process will be automatically dispositioned and will not require FIDM action. An AR (overpayment) referral must be made anytime an overpayment has occurred in accordance with existing policy and procedures.

Refer to Operations Memo 2014-27: *External Agency Data Matches: Lottery, County Prisons, Department of Corrections and Death* for additional guidance.

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**DCF  
Placement  
Match  
Overview:**

The DCF Placement Match is run with the Department of Children and Families (DCF) on a monthly basis and **is** considered to be verified upon receipt.

**New  
Automation**

Effective with BEACON Build 46.3, the DCF Placement Match will be automated in a batch job. Although this match is largely being automated, the FIDM Unit is responsible for handling discrepant information.

If the data received from a match is an exact match, the dependent will be automatically denied or closed if the child is:

- active on TAFDC, and the placement is voluntary without a Care and Protection Court Order, and the child's placement is greater than 120 consecutive days;
- active on TAFDC and the placement is not voluntary;
- pending on TAFDC;
- pending or active on SNAP; or
- pending or active on EAEDC.

BEACON will automatically remove the child from the case using the appropriate reason:

- for TAFDC: *Dependent child(ren) no longer in AU;*
- for EAEDC: *Eligible dependent(s) no longer in AU;* and/or
- for SNAP: *Not Meeting FS AU requirements.*

The action will result in redetermination of eligibility and disposition of the match. An EBC notice will be generated to the grantee or head of household. The notice will appear in the Document History folder on the BEACON Tools tab and the Narrative tab will be annotated.

If the child's placement is not voluntary and the placement date is over 30 days in the past, an Accounts Receivable (AR) referral will automatically be created.

**FIDM  
Responsibilities**

If the data received from the match is **not** an exact match or the placement is voluntary the automated process will not be initiated and the FIDM Unit will resolve the discrepancy, take case action, if appropriate, and disposition the match.

The match must not be dispositioned until verification is received. This match will continue to be dispositioned through the appropriate page of the Match History tab. Matches that are addressed through a batch process will be automatically dispositioned and will not require FIDM action. An AR (overpayment) referral must be made anytime an overpayment has occurred in accordance with existing policy and procedures.

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**DCF  
Placement  
Match  
Overview:  
(continued)**

Refer to Operations Memo 2010-1: *Centralization of the Department of Children and Families (DCF) Child in Placement Match Process* for additional guidance.

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**Lottery Match  
Overview:**

The Lottery Match is run with the Massachusetts Lottery Commission (MLC) and is received on a monthly basis. Winnings data from the Lottery Match **is considered** verified upon receipt and largely automated. The FIDM Unit is responsible for handling discrepant matches.

**FIDM  
Responsibilities**

When Lottery Match data is matched to at least one household member in an active, pending or ineligible status:

- the data will appear as a pending item on the PI Checklist and can be accessed through the **Detail** icon on the PI Checklist; and
- FIDM staff will investigate any discrepant data and obtain verification to verify the match.

FIDM staff must process the verification, take appropriate case action in accordance with existing policy and procedures, and disposition the match.

The match must not be dispositioned until verification is received. This match will continue to be dispositioned through the appropriate page of the Match History tab. Matches that are addressed through a batch process will be automatically dispositioned and will not require FIDM action. An AR (overpayment) referral must be made anytime an overpayment has occurred in accordance with existing policy and procedures.

Refer to Operations Memo 2013-27: *External Agency Data Matches: Lottery, County Prisons, Department of Corrections and Death* for additional guidance.

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**Parole and Warrant Match Overview:** The Parole Violators and Warrant Matches are run with the Criminal Justice Information Service (CJIS) on a monthly basis. Parole violation and outstanding warrant data from CJIS are **not considered** verified upon receipt. The FIDM Unit is responsible for these matches.

FIDM

Responsibilities

When Parole violation or outstanding warrant data is matched to at least one household member in an active, pending or ineligible status:

- the data will appear as a pending item on the PI Checklist and can be accessed through the **Detail** icon on the PI Checklist;
- FIDM staff will investigate parole violation information directly with the Parole board to verify the match; and
- FIDM staff issue a *Notice of Warrant Match* to clients identified as having an outstanding Warrant Match.

FIDM staff must process the verification, take appropriate case action in accordance with existing policy and procedures, and disposition the match.

The match must not be dispositioned until verification is received. This match will continue to be dispositioned through the appropriate page of the Match History tab. An AR (overpayment) referral must be made anytime an overpayment has occurred in accordance with existing policy and procedures.

Refer to Operations Memo 2013-37: *TAFDC and SNAP - Parole Violator Match* for additional guidance.

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**DYS Match  
Overview:**

FIDM  
Responsibilities

The DYS Match is received from the Department of Youth Services (DYS) twice per month and **is** considered to be verified upon receipt. Placement data from DYS is largely automated, however the FIDM Unit is responsible for handling discrepant matches.

When DYS Match data is matched to at least one household member in an active, pending or ineligible status:

- the data will appear as a pending item on the PI Checklist and can be accessed through the **Detail** icon on the PI Checklist; and
- FIDM staff will investigate any discrepancies and obtain verification to verify the match.

If the data received from the match is **not** an exact match, the automated process will not be initiated, and the FIDM Unit will resolve the discrepancy, take case action, if appropriate, and disposition the match.

The match must not be dispositioned until verification is received. This match will continue to be dispositioned through the appropriate page of the Match History tab. Matches that are addressed through a batch process will be automatically dispositioned and will not require FIDM action. An AR (overpayment) referral must be made anytime an overpayment has occurred in accordance with existing policy and procedures.

Refer to Operations Memo 2013-36: *TAFDC, EAEDC and SNAP - Department of Youth Services Match* for additional guidance.

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**PARIS  
Veterans  
Match  
Overview:**

The Public Assistance Reporting Information System (PARIS) Veterans Match is run quarterly. The match is **not** considered verified upon receipt. The FIDM Unit is responsible for the match.

**FIDM  
Responsibilities**

When PARIS Interstate data is matched to a household member in an active, pending or ineligible status that are or were potentially receiving assistance at the same time in another state:

- The data will appear as pending on the PI Checklist and can be accessed through the **Detail** icon on the PI Checklist; and
- FIDM staff may contact the client regarding the reported duplicate assistance using a BEACON-generated Veterans Benefit Verification Notice to verify the match data.

FIDM staff must process the verification, take appropriate case action in accordance with existing policy and procedures, and disposition the match.

The match must not be dispositioned until verification is received. This match will continue to be dispositioned through the appropriate page of the Match History tab. An AR (overpayment) referral must be made anytime an overpayment has occurred in accordance with existing policy and procedures.

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**The Work  
Number  
Overview:**

The Work Number Match is a real-time match. The match is **not** considered verified upon receipt. The case manager is responsible for the processing of this match.

**Case Manager  
Responsibilities**

When The Work Number Match is matched to any household member in an active, pending or ineligible status with employment data:

- The data will appear as pending on the PI Checklist and can be accessed through the **Detail** icon on the PI Checklist.

**Note:** The Work Number Match data continues to be available through the External Agency Container page.

The case manager must process the verification, take appropriate case action in accordance with existing policy and procedures, and disposition the match.

The match must not be dispositioned until the appropriate case action is taken. This match will continue to be dispositioned from the appropriate External Agency Data Container page. An AR (overpayment) referral must be made anytime an overpayment has occurred in accordance with existing policy and procedures.

**Note:** The Work Number is considered a trusted source for eligibility determination during the application and applicable reporting periods.

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**Interview  
Wrapup:**

PI Checklist  
Hard Edit

Upon entering Interview Wrapup, the PI Checklist popup warning message appears if there a household member in an active, pending or ineligible status with an outstanding match(es) on the PI Checklist. When the case manager wraps up the EBC Request and clicks the Authorize button, a hard edit appears.

**The hard edit prevents authorization of EBC Requests that contain the client/household member with the match data until any outstanding match(es) are dispositioned.** The edit is not applied if the client/household member with the match is being denied or closed, or when all cases containing the household member are being denied or closed.

**Note:** Outstanding FNS eDRS, PARIS Interstate and Warrant Matches will **not** prevent the authorization of EBC requests. Other exceptions to the hard edit are pertinent to certain SNAP-only certification types and are discussed later in this memo.

Case Manager Responsibilities For hard edits relating to matches listed with case manager responsibilities, the case manager should:

- click OK on the popup page to close the popup page;
- click the PI Checklist button on the Interview Wrapup page;
- on the PI Checklist, click the **Detail** icon to review the data; and
- disposition the match(es) that are preventing authorization.

When all pending items are dispositioned from the PI Checklist, the hard edit is automatically removed and the EBC Request can be authorized.

Instructions for case manager on handling matches which are the responsibility of the FIDM Unit are addressed in the “Contacting the FIDM Unit” section of this memo.

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**Contacting the FIDM Unit** When a case manager first encounters the PI Checklist warning message for a client's case, if the match is a FIDM match, the case manager **must** immediately contact the FIDM Unit.

**Case Manager Responsibilities** Effective immediately, there is dedicated mailbox for TAO staff to communicate with FIDM staff about FIDM matches requiring disposition :

**Note:** This email address is *solely* for the use of TAO staff to communicate regarding outstanding FIDM matches and can be accessed from the FIDM Unit's landing page on DTA Online by clicking:

[http://170.154.109.59/program\\_integrity/fraud\\_invest\\_data\\_matching.asp](http://170.154.109.59/program_integrity/fraud_invest_data_matching.asp).

The following procedures for notifying the FIDM Unit are as follows:

- The case manager will send an email to the FIDM mailbox. Depending on the urgency of the case action required, the email must follow one of the following formats:

- **Non-Urgent:**

The case manager will type in the Subject line: **FIDM Alert [APID] [match type]**. The APID number provided in the email must be for the household member on the PI Checklist for whom there is a match. The case manager must **not** type a message in the body of the email.

An example of a Non-Urgent Match scenario is as follows:  
*Margaret Hooper is a SNAP client on Annual Reporting. She voluntarily provides the Department with verification of an updated address. There is an outstanding PARIS Interstate match.*

- **Urgent:**

The case manager will type in the Subject line: **FIDM Alert [APID] PLEASE READ**. The APID provided in the email must be for the household member on the PI Checklist for whom there is a match. In the body of the email, the case manager **must** type a narrative which will detail the match and case action reasons for the urgent request for FIDM to resolve the match(es).

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**Contacting the  
FIDM Unit:  
(continued)**

An example of an Urgent Match scenario text is as follows:  
*Charles Young is a pending SNAP applicant with an outstanding  
PARIS Veterans match.*

**Case Manager  
Responsibilities**

- When emails are received, FIDM staff will read and prioritize the requests from TAOs. The FIDM Unit will **not** respond to any email messages, unless there is a critical issue or delay for resolving particular matches.
- If a case action is urgent and needs immediate attention the same day, the case manager must alert his or her supervisor or a manager.
- The supervisor or manager will contact the FIDM investigator on-site at the TAO to resolve the outstanding match issue. If the FIDM investigator is not available, or is unable to resolve the match, the supervisor or manager must then contact a Central Office FIDM manager. Contact information for the FIDM managers will be provided separately from this memo.

**Important:** Details of all contacts and attempted contacts between TAO staff and FIDM staff must be recorded on the case Narrative tab.

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**TAO  
Supervisor  
and Manager  
Override**

The supervisor has the option to override the PI Checklist hard edit that prevents authorization of a case action in Interview Wrapup when he or she determines it appropriate to do so.

**Important:** To ensure that matches are addressed and dispositioned timely, the option to override the hard edit should be used as infrequently as possible. For FIDM matches, contact with FIDM staff must first be attempted as outlined above.

If the supervisor determines that the Override is warranted, he or she must inform a manager. **A TAO manager's authorization level is required to approve the Override.**

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**TAO  
Supervisor  
and Manager  
Override  
(continued)**

To override the hard edit, on the Interview Wrapup Authorization page, the supervisor authorizes the EBC Request, and on the same page, selects and saves one of the following from the Override Reason dropdown list:

- Expedited/Immediate Needs benefits (client meets program rules for immediate issuance);
  - FIDM Match (outstanding match that could not be dispositioned within program rules, e.g., pending application at Day-30);
  - Appeals (implement Aid Pending or Appeals decision);
  - Sanctions (enforce program sanction);
  - Match data not applicable to SNAP (e.g., Warrant match);
  - Match data not applicable to cash program (e.g., FNS eDRS); and
  - Extraordinary circumstances (e.g., disaster benefits).
- If the manager approves the Override on the Interview Wrapup Authorization page, he or she would then authorize the EBC Request and inform the supervisor. If approval is **not** granted, the manager will inform the supervisor of the denial.
  - If the supervisor determines the Override is **not** warranted, **or**, if the manager does not approve the Override request, the supervisor must inform the case manager of the decision and reject the EBC Request on the Interview Wrapup Authorization page. The supervisor must advise the case manager to resolve and disposition the items on the PI Checklist preventing the authorization of the EBC Request.

**Important:** The supervisor must explain on the Narrative tab all decisions to approve or deny all Override requests.

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**Match Processing for SNAP Households**

For SNAP households with Annual Reporting (AR) or Transitional Benefits Alternative (TBA) certification types, verified upon receipt matches can be acted upon at any time in the certification period. The following matches do not require further verification before the case can be acted upon:

Annual Reporting/TBA: Actionable at Anytime

- County Prisons
- Death (Department of Public Health only);
- Department of Children and Families (DCF);
- Department of Corrections (DOC);
- DOR Child Support;
- Department of Youth Services (DYS);
- Division of Unemployment (DUA);
- Identity Match;
- Lottery;
- NY State Match (for adult household members); and,
- RMV Match (applies only to identity and Massachusetts residency for SNAP).

Annual Reporting/TBA: Actionable at IR or Recertification Only

These matches must be dispositioned in accordance with existing policy and procedures. All households will receive a standard EBC notice advising them of the action taken on the case as a result of one of the matches above.

Any matches that are **not** considered verified upon receipt will remain open, but no automated match verification notices (if applicable) will be generated outside of parameters listed below. Staff are also prevented from generating a match verification notice from the Match Detail pages outside of those same parameters.

**Note:** Staff must not generate a verification checklist for these matches outside of the parameters below.

These matches include:

- Death (Department of Commerce);
- DOR New Hire;
- DOR Wage;
- NY State Match (for dependents);
- PARIS Federal Interstate;
- PARIS Federal Veterans;
- Parole Violators;
- SSA Death;
- SSA Prisoner Verification; and,
- The Work Number.

**Note:** FNS eDRS only requires contact with the state in which the IPV is reported to have occurred. Therefore FIDM staff may act on this match at any time.

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**Match Processing for SNAP Households (continued)**

If a match is outstanding and cannot be acted upon at that time due to the reporting type, case maintenance actions can be performed and authorized without an Override. The match will be viewable to staff and can, if appropriate, be dispositioned at any time.

Annual Reporting/ TBA: Actionable at IR and Recertification Only

**Reminder:** Matches requiring verification from the client must only be acted upon within the reporting timeframes outlined above. Clients must not be contacted for verification of matches that are **not** considered verified upon receipt.

For example, if a PARIS Interstate Match appears for a SNAP client on Annual Reporting, the FIDM Unit may contact the state where the match indicates the client is/was receiving duplicate assistance and if able to verify, take action on the case. However, if they are unsuccessful in obtaining verification, they cannot contact the client requesting verification until their IR or Recertification period.

Match verification notices will be automatically generated (for those matches where available) or will be available to be manually generated when:

- the IR or Recertification form has been generated up to the tenth day prior to the closing date for the IR, or the recertification period end date; and
- the due date on the match verification notice will populate with a response date that is the same as the closing date for the IR, or the recertification period end date, whichever is earlier.

CAP Cases

No action is required for Bay State CAP cases.

Change Reporting Cases

Matches received for households who are subject to Change Reporting must be acted upon immediately. Verified upon receipt matches that are automated will result in benefit recalculation or case closure/denial in accordance with program rules. A standard EBC notice will be generated.

Matches that are not automated must be acted upon by the case manager or FIDM Unit staff as appropriate. Match verification notices that are generated within the certification period have a standard 10-day due date.

Match verification notices generated between the date the Recertification form is generated and the tenth day prior to the recertification period end date will populate with the recertification period end date as the verification due date.

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**Application Processing**

For applications, all known Matches will be activated and will be able to be viewed and processed on the PI Checklist while the case is pending. The Match process for pending applications is as follows:

- if the case has at least 10 days until day-30, BEACON will send a match verification notice with the due date of day-30;
- for SNAP applications, if the case does not have 10 days until day-30, a *Pending Denial Notice* will be sent that includes the Match information and any other required verification that is still outstanding, with the due date being 60 days from the date of application; and
- for TAFDC and EAEDC applications, the INT-1 and INT-2 should continue to be utilized in accordance with existing policy and procedures for cash cases.

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**Job Aid**

A job aid on the Program Integrity checklist will be available on DTA Online in the near future.

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**Questions**

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

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