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Executive Office of Health and Human Services
Department of Transitional Assistance

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Operations Memo 2014-39
June 11, 2014

To: **Department of Transitional Assistance Staff**

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

Re: **External Agency Data: Registry of Motor Vehicles - New BEACON Functionality**

Overview

In an ongoing effort to enhance program integrity, DTA continues to expand real time online data matches provided by external sources.

In July 2013, DTA obtained expanded access to the MassDOT Registry of Motor Vehicles (RMV) database. This access provides information on state issued driver's licenses, identification cards (Massachusetts IDs and Massachusetts Liquor IDs), vehicle registration and title information for applicants and clients (hereafter referred to as clients).

DTA staff can also now view client picture images from RMV for all DTA programs. As a result of the Office of the Inspector General Bureau of Program Integrity's audit, changes have been made to BEACON regarding match functionality.

Purpose of Memo

The previous Operations Memo that covered some of these topics was Operations Memo 2014-15 which is now being obsoleted.

This Operations Memo is being reissued to document amended BEACON functionality for dispositioning RMV matches, effective with BEACON Build 46.3, scheduled for June 16, 2014. Functionality changes can be found on pages 4 and 5 under "Dispositioning the Vehicles Page and the RMV Matched Data" and "Edits."

Obsolete Memo

Operations Memo 2014-15: *External Agency Data: Registry of Motor Vehicles* is now obsolete.

Purpose of the RMV Enhancements

The purpose of the RMV data exchange is to assist DTA staff in determining a client's initial and ongoing eligibility for the TAFDC, EAEDC and SNAP programs. RMV data can serve as verification of identity, Massachusetts residency and vehicle assets. This information is considered verified upon receipt.

In addition, access to RMV license and vehicle registration data allows DTA to verify vehicles that are not only owned by clients but other members of the household.

New BEACON Features:
Ext Data – RMV Button

A feature called the "Ext Data – RMV" button enables staff to view RMV license, identification cards and/or vehicle data for a client. This button appears in the following workflows and pages in BEACON:

- Client Search;
- Assessed Person – RFA page;
- Address - RFA page;
- Address – Household Composition page;
- Household Query List;
- Assessed Person – AU Composition page;
- Assets Q and A Navigator; and
- Vehicles.

New BEACON Features:
External Agency RMV Page

A feature called, External Agency - RMV page, was added to BEACON. The External Agency - RMV page is a popup page accessed by clicking the "Ext Data – RMV" button.

The External Agency - RMV page displays license and registration data currently on file with the RMV. It will also display available license photos.

Changes to Workflow Functionality to Support the RMV Process

Changes were made to BEACON to enable staff to view license and vehicle data from the RMV for pending, active and closed TAFDC, EAEDC, and SNAP cases:

- **Client Search:** An "Ext Data – RMV" icon was added to the Client Search tool bar to allow staff to access RMV information. A view-only version of the External Agency – RMV page will be displayed;

- **Assessed Person – RFA page and AU Composition page:** On these pages, an "Ext Data – RMV" button was added (to the right of the Name Clearance button) to access a view only version of the External Agency – RMV page;

- **Address-RFA page and Household Composition page:** Staff can view the client's existing address with the RMV on these pages. An "Ext Data – RMV" button was added (to the right of the Address Type) to access a view only version of the External Agency – RMV page;
  Note: This data verifies Massachusetts residency.

- **Household Query List:** Clicking the "RMV List" button queries the RMV database using the current residential address listed in BEACON and matches it against the RMV License Address and the RMV Registration owner address. All clients matched will be displayed in the list. The address column on the page will display "RMV" if the address is matched from the RMV's license or registration data. Clients populated in the Query list from the RMV database cannot be selected.
  Note: No additional RMV details are displayed for clients shown on the Query list.

- **Assets Q and A Navigator:** The "Ext Data – RMV" button appears on the right side of the Vehicle question in the Assets Q and A Navigator page. If vehicle registration data is known to the RMV, a pop-up message displays on the Assets Q and A Navigator page: "Vehicle data was found through RMV. Please click on the 'Ext Data – RMV' button to view the information";
  Note: The case manager must click on the "Ext Data – RMV" button and view the External Agency – RVM page data before moving to the next page.

Changes to Workflow Functionality to Support the RMV Process (continued)

- **Vehicles:** This page will be set to "Requires Reedit" when vehicle information is known to RMV and the match has not been dispositioned. The "Ext Data – RMV" button appears below the End button. Upon clicking the Vehicles radio button, if RMV data is matched for any client in the household, the following message displays: "Vehicle data was found through RMV Batch Process. Please click on the 'Ext Data – RMV' button to view the information." This information will be written to the Program Integrity Checklist.

Dispositioning the Vehicles Page and the RMV Matched Data

The "Ext Data – RMV" button appears on the Vehicles page below the End button. Clicking the "Ext Data – RMV" button displays the External Agency – RMV page containing any license and vehicle registration data found for the client. A "Requested action" dropdown list located on the upper right side of the External Agency – RMV page must be accessed and a selection must be made from the list to disposition the data and remove the "Requires Reedit" from the Vehicles page.

Upon viewing the External Agency – RMV page, the case manager must determine if some, all or none of the vehicle registration data should be copied to the Vehicles page.

The case manager must process the External Agency – RMV page as follows:

- To add a new vehicle to the Vehicles page from the External Agency – RMV page, check the Include Checkbox on the Vehicle Data to be included and select "Add a new vehicle" from the Requested action dropdown list and click the Save button. For SNAP-only cases, "SNAP only – not countable" must always be selected from the Requested action dropdown list in order to disposition the Vehicles page and RMV matched data.

- If vehicle data is already available on the Vehicles page and no new updates are found on the External Agency – RMV page, select "Already known to BEACON" from the Requested action dropdown list and click the Save button.

Edits   Additional BEACON edits include:

- **ECF/Workflow tab:** When the client has vehicle registration data
  available through the RMV, and the data has not been dispositioned in
  BEACON, the following pop-up message will display when a Workflow
  type is selected and the Go button is clicked: "A member of the
  household has outstanding match data that must be reviewed. Click the
  'PI Checklist…' button (as detailed in Operations Memo 2014-36) to
  access the Program Integrity Checklist and review the information.";

- **Interview Wrapup Edit:** There is a hard edit on the Interview Wrapup
  page that prevents a case manager from wrapping up a case record if all
  match data appearing on the PI Checklist, including RMV data, has not
  been dispositioned.

Important: According to 106 CMR 363.140(D), vehicles are noncountable
for SNAP. For SNAP-only cases, "SNAP only – not
countable" must always be selected from the Requested action
dropdown list in order to disposition the Vehicles page and
RMV matched data. On the Vehicles page, the Countable
Amounts FS field is set to disabled, and therefore a vehicle's
asset value is not included in the BEACON Food Stamp EBC
calculation.

**Inconsistent
Information**

While residency, identity and vehicle information provided by the RMV is
considered verified upon receipt, it is important to review this information
with the client. If the information the client reports is inconsistent with the
data provided by the RMV, the client must be given the opportunity to give a
reasonable explanation for the discrepancy.

For example, if a client attests that the father of her child is absent from the
home, but the RMV indicates that a vehicle is registered at that address in his
name, the client must be given the opportunity to give a reasonable
explanation for the discrepancy. If the client cannot provide a reasonable
explanation, a referral **must** be made to the Fraud Investigation and Data
Match (FIDM) unit. It is <u>not</u> the client's responsibility to provide additional
verification to prove the absence. If there are questions about whether the
client has provided a reasonable explanation, this question must be raised to
the supervisor. This information (the absent parent's presence in the home) is
not considered verified upon receipt. However, the client should be made
aware that a referral for further inquiry is being made.

Inconsistent Information (continued)	**Important:** The case manager must refer cases to the FIDM when:

✓ information is presented that suggests a client has made an intentional misstatement to receive a benefit from DTA; or

✓ information from the RMV Match is inconsistent or contradictory from the information provided by the client and the client is not able to provide a reasonable explanation.

Job Aid	An updated job aid to reflect functionality changes for the RMV Match process will be available on DTA Online in the near future.

Reminder:
Confidentiality of Personal Information

Employees of the Department are privy to certain information of a personal, private, and confidential nature. The RMV Match contains such information. Department policy prohibits all staff from **accessing** or **disclosing** such information, including client information, unless authorized to do so. Client information may be accessed only for the purpose of performing a specific work-related assignment.

(See Legal Memorandum *Confidentiality of Personal Information* issued April 25, 2013, on DTA Online under Administrative Memos, for more information.)

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