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Executive Office of Health and Human Services
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Field Operations Memo 2005-42
September 8, 2005

To: Transitional Assistance Office Staff

From:  Cescia Derderian, Assistant Commissioner for Field Operations

Re: TAFDC, EAEDC, FS and EA – Proper Use of “Alternative” SSN Identifiers

Background

There are three types of “Alternative” SSN identifiers used by the Department to identify recipients who cannot be identified with valid SSNs. The first two numbers of these “Alternative” SSNs are always “99.” They are known as:

- “TAO Issued (a.k.a. Facsimile) Numbers,”
- “Systems Generated Numbers” and
- “998 Duplicative Numbers (a.k.a. FMCS SSN).”

A recent State Audit found that some AUs have “Alternative” SSNs that may need to be changed to a valid SSN.

Purpose of Memo

This memo reminds AU Managers about:

- the three types of “Alternative” SSNs: “TAO Issued Numbers,” “Systems Generated Numbers” and “998 Duplicative Numbers”;
- tools to track “Alternative” SSN changes; and
- processing AUs where “Alternative” SSNs change to valid SSNs.

**“Alternative”
SSN: TAO Issued
(Facsimile)
Numbers**

TAO Issued Numbers are “991-997” numbers assigned by the AU Manager that identifies **the grantee (adult AU Head)**. Each TAO has a specific “99x” prefix (the “x” represents the TAO region) followed by “xx” (which represents the last two digits of the TAO #) and then: 0001, 0002, 0003, etc. in sequence. These numbers are assigned sequentially from a log maintained by the Director/designee of each TAO. When assigning a number, the AU Manager must enter the recipient’s name and date of application next to the assigned TAO Issued Number. **Numbers must be assigned to the grantee on the initial application date.**

Example: Grace Johnson who is an undocumented noncitizen applies in Southbridge for TAFDC for her child (who is a citizen). The AU Manager, who is taking the application, goes to the TAO Issued Log to assign the number. The last TAO Issued Number assigned was: “992-82-4355.” The AU Manager assigns Grace the TAO Issued Number of “992-82-4356.”

TAO Issued Numbers are used specifically for the following adult AU Head grantees:

- an undocumented noncitizen (e.g., EAEDC PRUCOL) who cannot, because of his or her noncitizen status, apply for an SSN (this TAO Issued Number will remain on file and in most instances, may never be changed to a real SSN);
- a documented noncitizen who chooses not to apply for himself or herself (this TAO Issued Number will remain on file and will be changed to a real SSN following procedures in Field Operations Memo 2004-34);
- a citizen or noncitizen awaiting SSA to issue an SSN or to confirm an existing SSN (this TAO Issued Number will be changed to a real SSN);
or
- a victim of Domestic Violence who is concerned about safety (regardless of citizenship status) (this TAO Issued Number may be changed to a real SSN).

For further information on the use of SSNs for noncitizens opting not to apply for benefits, please reference Field Operations Memo 2004-34 and A User’s Guide, pages II-A-29 through 31.

**“Alternative”
SSN: Systems
Generated
Numbers**

Systems Generated Numbers are “999” numbers assigned by BEACON that identify **any person other than the grantee (adult AU Head)** who is:

- a citizen or noncitizen awaiting SSA to issue an SSN or to confirm an existing SSN (this Systems Generated Number will be changed to a real SSN);
- an undocumented noncitizen who cannot, because of his or her lack of citizenship status, apply for an SSN (this Systems Generated Number will remain on file and in most instances, may never be changed to a real SSN); or
- a documented noncitizen who chooses not to apply for TAFDC (this TAO Issued Number will remain on file and will be changed to a real SSN following procedures in Field Operations Memo 2004-34).

For further information on the use of these SSNs, please reference Field Operations Memo 2000-22.

**“Alternative”
SSN: “998”
Duplicative
(FMCS) Numbers**

998 Duplicative Numbers are numbers assigned by BEACON to create more than one AU for the same program (TAFDC or FS) with the same grantee (adult AU Head) in certain situations (e.g., TAFDC Hardship situation).

A warning message is displayed on the Request for Assistance window when the AU Manager creates these AUs, discouraging the creation of the second AU.

If the AU Manager, with the TAO Director’s authorization, creates more than one AU for the same program with the same grantee, the additional AU(s) will have an “FMCS SSN” that starts with “998” assigned by BEACON.

When an FMCS SSN is created, the last digit is always the same as the last digit of the grantee’s real SSN. This occurs so TAFDC or FS benefits will be issued on the same day for both AUs for the same program.

For further information on the use of these SSNs please reference BEACON Today #54 and A User’s Guide, pages IX-3 through 6.

State Verification Eligibility System (SVES) and Enumeration Verification System (EVS) Report The State Verification Eligibility System (SVES) and Enumeration Verification System (EVS) Report are used to provide TAO Staff with social security information.

Verification System (EVS) Report The State Verification Eligibility System (SVES) is an *inquiry only* system that enables the AU Manager to verify social security information. This information is provided through MassHealth.

The Enumeration Verification System (EVS) Report is generated on or around the 15th of each month and lists possible matches based on demographic information (name, date of birth and sex).

Tools to Track “Alternative” SSNs TAO Staff have tools at their disposal for tracking changes to “Alternative” SSNs. They are:

EVS Report on View Direct (Report # DTAR153A and DTAR153B):

Recipients with “Alternative” SSNs who are part of a TAFDC, EAEDC or FS AU are matched against SSA records based on name, date of birth and sex. The report lists possible matches for these recipients. 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 confirm 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.

Failure to confirm the SSN will result in the active recipient being closed. For noncitizens who appear on this report who have chosen not to apply, the AU must be processed following procedures detailed in Field Operations Memo 2004-34.

**Tools to Track
“Alternative”
SSNs
(continued)**

BEACON View: Clients with Facsimile/Dummy SSNs:

Displays all recipients with “Alternative” SSNs who have a status of pending, active or ineligible in TAFDC, EAEDC or FS. The View should be used to monitor when the “Alternative” SSN was entered and whether or not an application has been made for a valid SSN. **Recipients who appear on this View for 60 days or more must have an appointment scheduled immediately by the AU Manager (using the SSN-Match NFL-2 Rev. 9/2000) to determine the status of the recipient’s SSN application. Failure to keep the appointment will result in the AU being closed. Noncitizens who have chosen not to apply (as detailed in Field Operations Memo 2004-34) do not need to have an appointment scheduled.**

AU Managers are reminded of the importance of checking the EVS Report and BEACON Views to help them monitor changes to recipients’ SSNs.

**Processing AUs
Whose
“Alternative”
SSNs Change to
Valid SSNs**

It is important to change the “Alternative” SSN to a valid SSN once the information is known (or in the case of the “998” Duplicative SSN, once the need for a second AU for the same program with the same grantee is no longer needed it is important to close the “998” AU). Failure to do so results in SSA and employment information not being matched to the appropriate AU member.

*TAO Issued
(Facsimile)
Numbers and
Systems
Generated
Numbers*

Once the recipient tells the AU Manager of receipt of a valid SSN, the AU Manager must replace the Facsimile Number or Systems Generated Number with the valid SSN following these procedures:

- go to the Assessed Person window on the AU Composition workflow;
 - from the Member List, select the AU member whose SSN needs to be changed to a valid SSN;
 - change the Facsimile Number or Systems Generated Number to the valid SSN;
 - click on Name Clearance;
 - on the Match window, click on “Match” to the appropriate assessed person;
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**Processing AUs
Whose
Alternative SSNs
Change to Valid
SSNs**

(continued)
*TAO Issued
(Facsimile)
Numbers and
Systems
Generated
Numbers
(continued)*

- a message will appear that says: “The SSN entered on the window differs from the Matched AP’s primary SSN. How do you wish to use the SSN that was entered on the window?” Ensure that the radio button next to: “As a new primary SSN.” is selected;
- click on “Close”; and
- the new SSN will be displayed for the assessed person on all appropriate windows. The old SSN will appear (and remain on file) in the “Alternate SSNs” field.

**“998” Duplicative
(FMCS) Numbers**

Once the reason for the “998” Duplicative (FMCS) Number no longer exists, the AU Manager must close the “998” AU following established procedures.

**Final
Instructions**

AU Managers are reminded:

- to check their BEACON Views for changes that may impact their AUs;
 - to review each AU on the EVS report (received monthly on or around the 15th of the month); and
 - when changing the AU Head’s TAO Issued or Facsimile Number to a valid SSN, initiate a request for a new Bay State Access Card.
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Questions

If you have any questions, please have your Hotline designee call the Policy Hotline at 617-348-8478.
