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Operations Memo 2013-7
February 14, 2013

To:	**Department of Transitional Assistance Staff**
From:	**Stephanie Brown, Assistant Commissioner for Policy, Program and External Relations**
Re:	**TAFDC, EAEDC and SNAP – Facsimile and Systems Generated Social Security Numbers (SSNs) Cleanup**

Overview

To comply with program rules, a Social Security number (SSN) must be provided either orally or in writing for each applicant or client (hereafter called client) applying for or receiving TAFDC, EAEDC, and SNAP, unless good cause exists, in accordance with 106 CMR 701.230(C) and 362.500(C). If a grantee does not have an SSN, a Facsimile SSN is assigned by the case manager. For all other household members, a Systems Generated SSN is assigned by BEACON.

Operations Memo 2012-48 described an automated process for updating the SSN of clients for whom there are DTA-assigned Facsimile or Systems Generated Social Security Numbers (SSNs) on file.

As part of the automated process, an automatic update occurs on BEACON when the client demographic data on file (name, date of birth and gender) matches a singular SSN on the Social Security Administration (SSA) file.

This process has been established as a means to help ensure program integrity and to address issues raised in an audit by the United States Department of Agriculture and the Office of the Inspector General regarding clients who have not provided the Department with valid SSNs.

Purpose of Memo	The purpose of this memo is to inform staff of changes to BEACON and the revised procedures for updating client Facsimile and Systems Generated SSNs.

Many of the automated processes developed to support SSNs updated by the Enumeration Verification System (EVS) batch will also support the case manager-initiated SSN change process. |
| **Obsolete Memo** | This Operations Memo obsoletes Operations Memo 2012-48. |
| **EVS Batch Process** | In October 2012, the Department sent the name, date of birth and gender of all clients who had a Facsimile or Systems Generated (99x) SSN to SSA through the EVS Batch Process. If SSA returned a singular SSN for a client based on the afore-mentioned demographics, the SSN was updated.

Subsequent batch runs were suspended to allow adjustments to the matching process. On February 19th the EVS Batch Process will resume, and will continue as scheduled.

Beginning in March, the monthly EVS Batch Process will occur on the 15th of each month. If the 15th falls on a weekend or holiday, the monthly match will be run on the next business day. |
| **Automated Process for Updating Clients with Facsimile or Systems Generated SSNs** | Effective with the February 19th EVS Batch Process, the Department will resume sending a file to the Social Security Administration requesting SSNs for all clients who have a number in the BEACON SSN field that begins with "99."

A list of clients whose SSNs are updated on BEACON by the EVS Batch Process will be available to staff in a new BEACON view in External Agency Matches: "Enumeration Process (SSA) SSN Changes" and in a new Actuate report: "EVS Match Report." This functionality will be available in BEACON Build 45.3, effective February 19, 2013.

A number of clients with 99x SSNs will be excluded in all future EVS Batch automatic update process. A list of the excluded types of clients and the Department's procedures for reviewing and updating them can be found in the next section. |

Excluded Grantees and Household Members

Clients who hold one the following INS Designations issued by the United States Citizenship and Immigration Services (USCIS) will be excluded from the EVS Batch automatic update process.

- Battered Noncitizen/VAWA (Violence Against Women Act);
- Deportation Order Shown;
- Noncitizen Veteran;
- Nonimmigrant;
- Parolee;
- Undetermined; or
- Victim of Trafficking.

In addition, all ineligible noncitizens, regardless of status, and clients with both the Domestic Violence (DV) and the Heightened Level of Security (HLS) indicators selected in BEACON will be excluded from the automatic EVS Batch update process as well.

The clients identified in this section will be forwarded to the Fraud Investigation and Data Matching Unit (FIDM) for review. If the FIDM review can verify a valid existing SSN, an email will be sent to the TAO management team requesting them to update BEACON with the SSN.

New Case Manager View

A new view entitled "Enumeration Process (SSA) SSN Changes" found in the External Agency Matches group of views will identify all clients whose SSN was changed in last 60 days.

The view will identify the following:

1. Client;
2. Previous(SSN);
3. New (SSN);
4. Change (Date);
5. Program;
6. Status;
7. Grantee;
8. OP;
9. Designation (INS); and
10. Citizen Status.

New Actuate Report

A new Actuate report entitled "EVS Match Report" (located in the Field Ops TAO Reports folder) lists clients for each TAO whose SSNs have been updated by the EVS Batch Process and will be available to the TAO's on a monthly basis.

SSN Assignment BEACON Narrative

Once a valid SSN has been assigned, an entry will be made in the Narrative tab. The Narrative will state: "99/99/99: The SSN for [client name] was changed from [99x-xx-xxxx SSN] to [SSA-created SSNs] by the SSA's EVS Batch process." A separate narrative will be completed for each individual whose SSN was updated.

FIDM Responsibilities

If after review, FIDM is able to verify a valid existing SSN, the following will occur.

FIDM will:

- annotate the Narrative tab with a statement that the client has a valid SSN; included in the Narrative are the sources that FIDM used to validate the SSN, e.g. SSA, MassHealth; etc., and
- email the TAO management team identifying the case name and SSN that needs to be updated.

The TAO management team will:

- notify the appropriate supervisor who will forward the information to the case manager for BEACON update.

Important: If the case manager is updating a grantee head of household's SSN, they must **not** issue a new EBT card. The card will be issued through an automated process and benefits transferred by the Central Office (CO) EBT Unit. If a client asks, case managers should inform the client that:

- their current EBT card will remain valid until the next cyclical issuance;
- that a new card is being mailed to them;
- any remaining balance from the old card will be transferred to the new card when they receive their next benefit payment;
- a $5 fee will not be charged for this card and the card counter will not accrete; and
- a notice will be automatically generated as a result of the SSN update.

Client Notice and New EBT Card Mailing

Grantees will receive an automated notice when they or any member of their case has a change to the SSN the Department has on file. The notice will state the name, the updated SSN, and the source of the change for each household member, as appropriate. If the grantee SSN has changed, the notice will include his or her new benefit date(s) and if benefits are received by EBT it will also include language informing the client:

- of the issuance of a new EBT card and expected date of receipt;
- of the activation of the new EBT card for the next cyclical benefit issuance;
- that the current EBT card will be valid until the next cyclical benefit issuance; and
- that the remaining balance on the current EBT card will be transferred to the new EBT card on their next cyclical benefit.

No additional case manager action is required to generate this notice. It will be displayed on each case manager's Documents Sent for Past Week view and is available in Document History.

A centralized process will ensure that any benefits previously issued under the client's 99x SSN are migrated to the newly issued EBT card under the new SSN.

MIS will produce a list for the Central Office EBT Unit. The list will display grantees whose SSNs were changed, who received new EBT cards and who need benefits transferred from the old account to the new account.

The list will be produced daily so that the transfer occurs on the issuance date that corresponds to the first FMCS Release Date after the Enumeration process is run each month.

Case managers do not need to make a supplemental payment or recoupment of benefits due to a change in the date on which benefits are received. The benefits will be automatically adjusted according to the last digit of the grantee's new SSN.

Important: This process will not impact clients when only a dependent's SSN is changing.

New BEACON Functionality

Effective with BEACON Build 45.3, a new button called "EVS SSN Reversal" will be added to the Assessed Person page. This button will be enabled for supervisors and TAO managers only. The following automated processes will occur when the button is selected and the page is saved:

- a confirmation message stating: "The EVS SSN Reversal process will change the Primary SSN for [Client Name] from [SSA-created SSNs] to [99x-xx-xxxx SSN]. Do you wish to continue? Yes/No" will be displayed when the button is selected;
- the Facsimile or Systems Generated SSN will replace the newly issued SSN as the primary SSN;
- the Name Clearance process will be updated;
- the SSN that was provided through the EVS Batch Process will become an Alternate SSN;
- the SSN that was provided through the EVS Batch Process that the client has verified as not theirs will be automatically flagged internally to prevent the match from appearing in subsequent EVS Batch Process runs; and
- if discrepant, the following will be annotated in the Narrative tab "99/99/99: The SSN for [client name] was changed back from [SSA-created SSNs] to [99x-xx-xxxx] by the EVS SSN Reversal process executed by [DTA User]."

If the client states that the updated SSN is correct, but that the 99x number had been assigned due to Domestic Violence, the case manager must contact the Domestic Violence Specialist to confirm the client's statement, and if confirmed inform his or her supervisor/TAO manager who will follow the EVS Reversal button process. The case will be automatically flagged internally to prevent the match from appearing in subsequent EVS Batch Process runs.

If the client states that the SSN assigned through the EVS Batch Process is not his or hers, and is able to provide proof that their application for an SSN is still pending, the case manager will inform his or her supervisor/TAO manager who will follow the EVS Reversal process.

If the client states that the SSN assigned through the EVS Batch Process is not his or hers, and is able to provide an alternative SSN assigned by SSA, the case manager should update the SSN according to current procedures and note the change in the Narrative tab. The discrepant number will be flagged internally so that the erroneous match does not continue to appear in subsequent EVS Batch Process runs.

If a client states that the SSN updated through the EVS Batch Process is incorrect, it is their responsibility to provide verification from SSA of their correct SSN or its continued pending status.

Universal SSN Change Processes

The following automated processes developed to support SSNs updated by the Enumeration Verification System (EVS) process will also support the case manager-initiated SSN change process:

- BEACON will generate the new "SSN Change" notice;
- BEACON will generate a request for a replacement EBT card; and
- Central Office will switch EBT funds to the new account on the next cyclical issuance date.

Grantees will receive an automated notice when they or any member of their case has a change to the SSN the Department has on file. The notice will state the name, the updated SSN, and the source of the change for each household member. If the grantee's SSN has changed, the notice will include his or her new benefit date(s) and if receiving benefits by EBT it will also include language informing the grantee:

- of the issuance of a new EBT card and expected date of receipt;
- of the activation of the new EBT card for the next cyclical benefit issuance;
- that the current EBT card will be valid until the next cyclical benefit issuance; and
- that the remaining balance on the current EBT card will be transferred to the new EBT card on their next cyclical benefit.

MIS will produce a daily list for the Central Office (CO) EBT Unit, displaying all grantees whose SSNs were changed, who received a new EBT card and who need their funds moved from the old account to the new account.

Case managers will not be responsible to issue a supplemental payment or initiate a recoupment of benefits due to a change in the date on which benefits are received. The benefits will be automatically adjusted according to the last digit of the grantee's new SSN.

BEACON will send a request to Xerox when an SSN is changed by the EVS Batch Process or case manager processes to request a Replacement Card with a Replacement Reason of "SSN Change."

Important: Case managers updating grantees SSNs must **not** issue the new EBT card. The card will be issued through the automated process and benefits transferred by the CO EBT Unit.

Important: This process will not impact clients when only a dependent's or other parent's SSN(s) change.

Additional Case Actions Due to SSN Change

As a result of the SSN change, case statuses may change from exempt to nonexempt, and may be subject to:

- the TAFDC Work Program Requirements;
- the lower Need and Payment standards; and
- time limits.

If appropriate, case managers must schedule an appointment with these clients to:

- make the Work Program Requirements referrals;
- inform them of any changes in the TAFDC requirements; and
- make all other appropriate changes, including adding all eligible household members to the grant.

Note: After all changes have been made, complete an Interview Wrapup.

SVES Batch Process

All new SSNs that are updated through the EVS automatic or case manager processes will be automatically sent to SSA through the SVES process. The SVES Batch will run according to current procedures. A Narrative will be written by the SVES batch when an SSN is verified by the SVES process. Narrative message: "99/99/99: The SSN for [client name] was verified by SSA's SVES Batch process."

EBT Card Fees

EBT cards issued in the circumstances described in this memo are considered a replacement, with a Reason code of "SSN Change." Cards issued under these circumstances are not subject to the $5.00 fee and will not increase the replacement card counter.

Questions

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