



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
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William F. Weld
Governor
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Field Operations Memo 96-5
March 1, 1996

Gerald Whitburn
Secretary
Joseph Gallant
Commissioner

TO: Local Office Staff
FROM: Joyce Sampson, Assistant Commissioner for Field Operations
RE: State Verification and Exchange System (SVES) - Phase I

Introduction

In early November, the Department began the implementation of a program which enhances the process of direct verification of social security numbers with the Social Security Administration in Baltimore, MD. This program, State Verification and Exchange System (SVES), specifically matches the SSN, name and date of birth of an individual on file in PACES with the SSA's database and responds with a distinct code indicating either 1) that all information matches that of SSA or 2) that a discrepancy exists involving the number, name or date of birth of the individual or that multiple SSNs exist for the individual. Information is forwarded to SSA on new and reopened cases or whenever there is a change in an individual's demographic information.

Full implementation of SVES will take place in two phases, the first of which is transmitted below.

This memo

- identifies the location and definitions of the SVES codes;
- describes the appropriate action for workers to take on cases coded as having discrepancies in either the SSN or demographic information on the individual; and
- summarizes the second phase of this project, which will be implemented in the near future.

SVES Codes

SVES verification codes are single letter codes found under the header "V" located next to the social security number of each dependent listed on the DEPD screen. The SVES verification codes are as follows:

- Y - SSN and all demographic data match that of SSA
 - A - SSN not on file with SSA
 - B - Date of birth does not match DOB on file with SSA
 - C - Name does not match name on file with SSA
 - D - SSN does not match SSN on file with SSA for that individual
 - E - Individual has multiple valid SSNs on file with SSA
- Blank (no code listed)- Information has not been forwarded to SSA or verification from SSA is pending

Local Office Staff Responsibilities

Local office staff should check cases for SVES verification codes at transitional reviews, eligibility reviews or whenever any case maintenance activity is done. No action is necessary when code Y appears. In the case of a discrepancy code (A-E), workers should review the case record to ensure that all information has been verified properly and key entered accurately. Make any corrections necessary on PACES. Corrections made to PACES will result in submission of that information to SSA for reverification. If the case record indicates that all information on file in PACES is correct, no further action is necessary at this time. In the case of multiple valid SSNs, further investigation may be necessary to ensure that a duplication of benefits has not occurred.

Phase II

Upon implementation of Phase II of SVES, reports will be generated and forwarded to the local offices for appropriate action and response. Instructions on the handling of these reports and further details on the procedures for resolving discrepancies will be provided at that time.

QUESTIONS

If you have any policy- or procedure-related questions, have your Hotline designee call the Policy Hotline at (617) 348-8478. Systems-related questions should be referred to Customer Support Services at (617) 348-5290.