Chapter 1

Introduction to Data Systems and EIS Interfaces

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There are several interfaces and data systems available to DPA staff who have security clearance to access the information. The data within the interfaces and systems used by the eligibility staff are used to confirm client statements and verify other eligibility criteria.

<u>When to check interfaces and data systems</u>

These must be checked for each household member at:

- Application

- Recertification / Review / Renewal

During the certification or review period, interfaces and data systems may be checked for individuals in the following situations:

- Upon receipt of an ETAL alert

- Adding new household members

- Reports of change required to be acted upon – to verify information reported

Interface and Data System Types

Direct System

The following reflect the types of systems and the information to be verified within each system.

Dept. of Labor (DOL)
Provides wage and UIB information

- Unemployment Insurance

- Limited Wage History

See DOL User Guide for more information.

Child Support Services Division (CSSD)
Provides information on Alaska's Child Support Services Division

- Collections

- Disbursements

- Legal obligation to pay child support

See CSSD User Guide for more information.

Ingens
Gives an online source for local, state, and federal public records

- Ownership of resources: Vehicles, real estate, fishing permits, boats, mining claims

- Drug felony convictions

- Court filings regarding domestic violence

See Ingens User Guide for more information.

ASVS
The Automated Status Verification System for immigration status

- Qualified alien status for non-U.S. citizens

See the ASVS Users Guide and Administrative Manual section 105-12 for more information.

EIS-Accessed Interfaces

The Eligibility Information System (EIS) receives various types of interface data that can be found on the Inquiry Menu (INME) by using Numbers 9, 13, 14 and 15.

```
EIS INME                      INQUIRY MENU                    062207 13:43
                                                              GONZO!! F
                    1. PRIOR CONTACT CHECK
                    2. CASE PROFILE
                    3. ISSUANCE HISTORY MEDICAL
                    4. ISSUANCE HISTORY
                    5. BENEFIT HISTORY MEDICAL
                    6. BENEFIT HISTORY
                    7. NOTICE HISTORY SUMMARY
                    8. ACTION HISTORY
                    9. INTERFACE INQUIRY
                   10. INTERFACE SECURITY INQUIRY
                   11. NATIVE TANF INQUIRY
                   12. SVES INFORMATION REQUEST
                   13. SVES INQUIRY RESPONSE
                   14. STATE ONLINE QUERY
                   15. BENDEX INQUIRY

                    ENTER         FUNCTION (BY NUMBER):
                    CASE NUMBER          (FOR 2 - 8):
                    PROGRAM TYPE  (FOR 3,4,5, AND 6):
                    CLIENT SSN (FOR 9-11 AND 13-15):
                                                              NEXT-->
                                                               NEXT-->
```

Reminder: The interface information within EIS originates from the other organization. Anytime there is questionable information, that organization should be contacted to clarify the circumstances.

9 INTERFACE INQUIRY (ININ)
This function allows you to display the agency interface information for any client you identify on INME by SSN. The interface inquiry provides summary information about income received by the client. The summary identifies the source of the income (e.g., PFD, SSI, wages) and provides other pertinent information about the income.

SDX – Social Security Administration's State Data Exchange
Allows for limited information and is used to verify:

* SSI (Supplemental Security Income)

   See EIS Procedure 1998-1at:
      http://dpaweb.hss.state.ak.us/manuals/eis/1998-1SDX.pdf

   and SVES/SOLQ Manual (dated 3/05) in Chapter 7 of this guide.

WAG – Dept. of Labor Wage information

- Employment history through quarterly wage match

  See DOL User Guide for more information.

PFA – State of Alaska, Permanent Fund Dividend Division

- PFD payments

#13 SVES INQUIRY RESPONSE

Use this function to view the data received through the SVES (State Verification Exchange System) interface. Information will be available for viewing in approximately two to four working days from the date it is requested from either the SVES REQ? field on the SSDO (SSN/Date of Birth/Sex) screen, or the SVES Information Request function (12) on this Inquiry Menu. This interface provides information from several sources and should be used to verify the following:

- SSA (aka Retirement, Survivors and Disability Insurance RSDI) payments

- Medicare (Part A and B)

- Disability onset date

  - SSI (Supplemental Security Income)

  - Quarters of Work

  - Prisoner Match Information

For more information see, SVES/SOLQ Manual (dated 3/05) in chapter 7 of this guide and EIS Procedures:

- 1997-7: http://dpaweb.hss.state.ak.us/manuals/eis/1997-7newsves.pdf
- 1999-7: http://dpaweb.hss.state.ak.us/manuals/eis/1999-7prisoner.pdf

#14 SOLQ – State Online Query

The SOLQ interface may only be used to get information to determine eligibility for ATAP, APA, Medicaid and Food Stamps. This interface provides real time information and can be used to verify:

- SSA income including retirement, survivors benefits and disability
- Medicare eligibility including: premium amount, HIC #, start date

- SSI income
- SSI application status including: denial date and reason, appeal dates, and living arrangement
- Disability status and on-set date
- Direct deposit information
- Contact information including address and phone number
- Payee information
- Date of birth
- Date of death

For more information see EIS Procedure 2008-1, State On-Line Query Interface (SOLQ) User Guide

- **# 15 BENDEX INQUIRY**

BDX – Beneficiary and Earnings Data Exchange (BENDEX)
Provides information from the Social Security Administration and is used to verify the following:

- SSA payments (aka Retirement, Survivors and Disability Insurance RSDI)

- Medicare (Part A and B)

- Disability onset date

For additional information see EIS Procedure 2007-1, Enhanced BENDEX Interface.

EIS-Accessed: Single Point of Contact Interfaces (IEVS/BEERS)

The Division of Public Assistance receives the IEVS and BEERS electronic data. The IRS Income and Eligibility Verification System (IEVS) matches' unearned income reported to the IRS with families receiving public assistance benefits in Alaska as well as earned and pension income received through tax information from the SSA Beneficiary and Earnings Records System (BEERS).

There is a designated *single point of contact* in the Quality Assessment Unit to receive all of the electronic data matches. As the single point of contact, the designee has exclusive access to the Interface Security Inquiry (ISIN) screen and the IRS/BEERS information displayed. This designee has a safety procedure manual that must be followed to adhere to protection and confidentiality of this information. This designee is unable to provide any information received from these alerts to any party other than the person named on the alert. Furthermore, that worker will follow up on any information with the client; re-determine eligibility and recalculate benefits; document all actions taken in a CANO entry using the IRS approved format; and send EIS notices only when making a change to eligibility or benefits.

For more information, see Administrative Procedures Manual 106-2 and 106-3

Documentation

At application, recertification/review or when a report of change that requires a worker to review one or more interfaces, the information must be documented in the Case Notes (CANO). The following are some examples:

At Application

The worker reviews Ingens and finds an unreported vehicle by the household at the time of application. The caseworker will want to discuss this with the client. Remember to document the discussion in the CANO.

```
 EIS CANA                    CASE NOTE ADD                      022406 16:38
                                                                GONZO!! F
 CASE NAME: MILLER , MARIA                    CASE NUMBER: 02700001
                                                          PAGE: 001
 CASE NOTE TITLE: FS Application 6/6/04 Approved

   RESOURCES: Checked INGENS - discovered a 1985 Toyota Corolla (licensed
                              expired 3/1992).  Inquired at interview: PI
                              said the vehicle was sold in 1992, but no
                              longer has the bill of sale.  Appears the
                              buyer never transferred the title.
                              Not a resource to PI.



   ADD MODE     PF3-TOP  PF7-UP  PF8-DOWN/ADD PAGE            NEXT-->
```

During the Certification/Review Period

The worker receives a UIB alert and checks the DOL interface.

```
 EIS CANA                    CASE NOTE ADD                      022406 16:38
                                                                GONZO!! F
 CASE NAME: MILLER , MARIA                    CASE NUMBER: 02700001
                                                          PAGE: 001
 CASE NOTE TITLE: UIB ETAL 6/1/04 – FS redetermined

   ALERTS:  UIB

   INTERFACE:  Checked DOL for UI information regarding PI – Now receiving.

   INCOME:  Maria – UIB/$584.80 per IN =  $136.00/week X 4.3
               Starting with BWE 5/8/04 – no changes in week UI benefit.

   AUTH 7/04 FS $260 (R issuance)

   NOA:  F701
 ADD MODE     PF3-TOP  PF7-UP  PF8-DOWN/ADD PAGE                NEXT-->
```