

STATE OF ALASKA

DEPT. OF HEALTH & SOCIAL SERVICES

DIVISION OF PUBLIC ASSISTANCE

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MEMORANDUM

DATE: March 18, 1996

TO: All DPA Staff
Division of Public Assistance

FROM: Rebecca Eames^{RE}, Chief of Field Operations
Division of Public Assistance

SUBJECT: EIS PROCEDURE 1996-1
SVES INFORMATION

I. INTRODUCTION

The **State Verification and Exchange System (SVES)** is now available via EIS. The SVES is an electronic inquiry system for requesting information from the Social Security Administration. When an inquiry is initiated on EIS, the response data will be returned to EIS within approximately two to four working days. The information from the SVES response from SSA verifies:

- Social Security Number,
- Social Security, Title II data, (SSA)
- Supplemental Security Income, Title XVI data (SSI).

The SVES replaces and enhances the existing Third Party Query (TPQY) card inquiry system. SSA is discontinuing the TPQY card inquiry system.

II. EIS CHANGES

- A. Two new EIS screens are available.
- the State Verification Information Request (SVIR);
 - the State Verification Response (SVRE).
- B. Two new functions display on the Inquiry Menu (INME) screen.
- Function #13, SVES Information Request, accesses the SVES Information Request (SVIR) screen.
 - Function #14, SVES Response, accesses the SVES Response (SVRE) screen.
- C. The SSDO screen displays a new field, "SVES REQ?".

III. ESTABLISHING THE SVES INQUIRY

A request for information from SSA, the SVES inquiry, may be initiated two different ways.

- via SSDO, for staff with access to SSDO for eligibility processing; or
- via the SVIR screen, for making inquiries on one to 15 clients at one time, for multiple cases. Staff without eligibility processing access may use SVIR, e.g., EAP and Administrative Support staff.

A. Inquiry Via SSDO:

On the SSDO, a "Y" is entered in the new "SVES REQ?" column. An inquiry may be made on one or individuals the household. The inquiry is made to obtain either SSN verification and/or SSA and SSI information.

EIS SSDO			SSN / DATE OF BIRTH / SEX							030596 15:28 WORKER B	
CASE NAME: NAME , SALLY			CASE NUMBER: 12345678								
NAME	REL	SSN	SS5 DATE	VR	PEND	SVES REQ?	DOB	VR	PEND	PWE/ SEX	INCAP
01	SALLY N PI	555443333		HC		Y	01011971	HC		F	
02	BILLY N CH	555221111		CS		Y	03031995	HC		M	
MORE CLIENTS:										NEXT-->	

B. Inquiry Via SVIR:

Access the SVIR by choosing function #13 from the INME screen. The SVIR allows you to inquire on one to fifteen individuals at a time. The SSN, name, and date of birth must be entered.

EIS INME		INQUIRY MENU		030596 15:21 WORKER B	
		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. RECOUPMENTS 10. INTERFACE INQUIRY 11. INTERFACE SECURITY INQUIRY 12. CHILD SUPPORT INQUIRY 13. SVES INFORMATION REQUEST 14. SVES INQUIRY RESPONSE			
		ENTER FUNCTION (BY NUMBER): 13 CASE NUMBER (FOR 2 - 9): PROGRAM TYPE (FOR 3,4,5,6, AND 9): CLIENT SSN (FOR 10, 11, AND 14):			
				NEXT-->	

EIS SVIR	STATE VERIFICATION INFORMATION REQUEST			03071996 WORKER B
SSN	LAST NAME	FIRST NAME	MI	DATE OF BIRTH
-----	-----	-----	---	-----
MORE INQUIRIES? (Y):				

Key in the SSN for as many as fifteen individuals and <ENTER>. The system searches EIS and returns data for clients existing in the EIS database.

If the SSN was not found in EIS, the entry appears in red. Complete data fields and <ENTER> to establish the inquiry.

Additional SVIR screens may be requested by entering "Y" in the "MORE INQUIRIES?" field. Entering to request another SVIR screen initiates the inquiry on the previously entered individuals.

III. RESPONSE FROM SSA

A. What does the response consist of?

The information received back from SSA appears on the SVRE. It is a summary of data from SSA's Title II (SSA) data system and their Title XVI (SSI) data system. **Data fields on the SVRE will be empty if SSA has no information available.**

The most current response appears first. Responses from prior inquiries are found by pressing <ENTER> from any one of the four SVRE pages. The "INFORMATION RECEIVED DATE" field at the top of all four SVRE pages indicates when the response was received from SSA.

Occasionally there will be more than one response to one inquiry. To find other responses, <ENTER> from any of the SVRE pages. It is recommended to always check for other responses and compare the "INFORMATION RECEIVED DATE" field to discover if simultaneous responses were provided.

B. Where does the information appear?

The response from SSA is found on the SVRE. To access the SVRE, select function #14 from the INME screen. Key in an SSN and <ENTER>.

Press "F7" to move up, or "F8" to move down within the four SVRE pages.

Press <ENTER> from any of the four SVRE pages to access previous or simultaneous responses.

C. How long does the response take?

The response from SSA, appears on the State Verification Response (SVRE) screen approximately two to four working days from the date of the inquiry. There will be no alert generated.

D. How long is the response saved in EIS?

After an initial inquiry is made and the response received, another inquiry may be made. The responses accumulate. At this time there is no purging schedule.

E. What does the data mean?

A dictionary of data field definitions and codes used by the Social Security Administration is available in the SYSM Filing Cabinet. It is planned to have manuals placed on-line eventually. At that time, the SSA information in SYSM will be replaced by an on-line manual.

To access the dictionary of field definitions and codes, choose "=7" from anywhere in SYSM. At the 7.0 screen, write "R" next to the File Folder entitled, "SSA DICTNRY" and <ENTER>.

The list provides all possible Title II (SSA) and Title XVI (SSI) codes. To find a particular field or code definition, key in "f name of field or code" in the "ENTER COMMAND" field and <ENTER>. Since word patterns may appear many times, the "find" process may need to be repeated.

The data fields and many of the codes are the same as seen in the Bendex and SDX. Code definitions you already have for these systems are applicable but do not include all codes that will appear via SVES.

F. The four pages of the SVRE screen

The SVRE screen consists of four pages. The page number is shown at the top of each page.

The date of the response is also shown at the top of each page. An edit will appear at the top of the screen indicating when you are on the most current response. <Enter> to access simultaneous responses or responses from inquiries made on earlier dates.

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SVRE-I THIS IS THE MOST CURRENT SVES RESPONSE
EIS SVRE STATE VERIFICATION RESPONSE PAGE 1 OF 4 030596 15:24
SVES SSN: INFO RECEIVED DATE: WORKER B
EIS SSN: EIS NAME:
SVES DOB:
EIS DOB: SVES SSN VERIFICATION CODE: PROOF OF AGE:
CLAIM NUMBER:
-SUPPLEMENTAL MEDICAL INSURANCE- DATE OF INIT ENTITLEMENT:
OPT CD: STRT: STOP: DATE OF CURRENT ENTITLEMENT:
PREMIUM: BUY-IN CODE: DATE OF SUSPENSE OR TERMINATION:
BI-START: BI-STOP: DISABILITY ONSET DATE:
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-----HEALTH INSURANCE----- --- MONTHLY SSA BENEFIT HISTORY ---
OPT CD: STRT: STOP: DATE AMOUNT TYPE
PREMIUM: BUY-IN CODE:
BI-START: BI-STOP:
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The "MONTHLY SSA BENEFIT HISTORY"
field has eight lines for benefit data.

MEDICARE IND: RR IND:
DUAL ENT #: DUAL ENT BIC:
NET MONTHLY BENEFIT:
LAF CODE: DIRECT DEPOSIT IND:
STATE AND COUNTY CODE:

PF8=PAGE DOWN <ENTER>=PRIOR SVES RESPONSE
  
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SVRE-I THIS IS THE MOST CURRENT SVES RESPONSE
EIS SVRE STATE VERIFICATION RESPONSE PAGE 2 OF 4 030596 15:26
SVES SSN: INFO RECEIVED DATE: WORKER B
EIS SSN: EIS NAME:

TYPE OF RECIP: SSI APP DATE: RECORD ESTABLISH DATE:
DENIAL CODE: DENIAL DATE: APPEAL CD: DATE OF APPEAL:
PAYMENT STATUS: STATUS DATE: THIRD PARTY INSURANCE IND:
RESOURCE CODES: HOUSE: VEHICLE: LIFE INSUR: INC PROPERTY: OTHER:
UNEARNED INCOME NET COUNTABLE AMOUNT: IAR STATUS CODE:

--UNEARNED-INCOME--
TYPE START-DATE STOP-DATE AMOUNT FREQ CLAIM NUMBER

The "UNEARNED INCOME" data field has nine lines for data. Note that the
"CLAIM NUMBER" field is sometimes used for miscellaneous comments by the SSA
worker.

PF7=PAGE UP PF8=PAGE DOWN <ENTER>=PRIOR SVES RESPONSE
  
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EIS SVRE          STATE VERIFICATION RESPONSE PAGE 3 OF 4 030596 16:01
SVES SSN:         INFO RECEIVED DATE:         WORKER B
EIS SSN:          EIS NAME:

FEDERAL LIVING ARRANGEMENT CODE:      ---- SSI PAYMENT HISTORY ----
REPRESENTATIVE PAYEE IND:              PAY DATE  MNTH  AMT  PAYFLAGS
CUSTODY CODE:
DISABILITY PAY CODE:                   The "SSI PAYMENT HISTORY" field has
SSI/OPTIONAL SSP ELIG DATE:            eight lines for benefit data.
CONDITIONAL PAYMENT:
RESIDENCY DATE:
MARITAL STATUS:
DEEMED INCOME AMOUNT:
COMPETENCY CODE:
OVERPAY/UNDERPAY IND:
CONCURRENT STATE PAY CODE:
FEDERAL ELIGIBILITY CODE:
RESIDENCY DATE:
ONSET OF DISABILITY DATE:
EARNED INCOME EXCLUSION:

PF7=PAGE UP      PF8=PAGE DOWN      <ENTER>=PRIOR SVES RESPONSE
  
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EIS SVRE          STATE VERIFICATION RESPONSE PAGE 4 OF 4 030596 15:27
SVES SSN:         INFO RECEIVED DATE:         WORKER B
EIS SSN:          EIS NAME:

SSA RESIDENCE ADDRESS      SSI PAYEE NAME AND      SSA RESIDENCE ADDRESS
-----
--- MAILING ADDRESS ---

---CROSS REFERENCE DATA---      OTHER SSNS      ALIAS SSNS NOT
ENTITLEMENT NUM  BIC CODE      ASSIGNED BY SSA      ASSIGNED BY SSA
-----

PF7=PAGE UP      <ENTER>=PRIOR SVES RESPONSE
  
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IV. ALERTS

Certain conditions with the SSA response may cause EIS alerts to be generated. The "SVES VERIFICATION CODE" field provides important information about how the inquiry was processed and about the results provided.

A. NO MATCH SITUATION

Situations occur when SSA is unable to match up the inquiry to data in their system. The alert "SVES ##### NO MATCH" will be generated.

B. SSN VERIFICATION ONLY (NUMIDENT)

Inquiries may result in SSN verification only. SSNs match and the "SVES VERIFICATION CODE" field shows the code "1." There may be information shown on SVRE page four.

C. CONFLICTING DATA SITUATIONS

Inquiries may be successful even if our data and SSA's data failed to match perfectly. The "SVES VERIFICATION CODE" is the key to find out about conflicting data and how the process was completed. Follow-up is needed to reconcile differences and update data. The following alerts may appear when there is conflict.

"SVES ##### SSN CONFLICT"
"SVES ##### DOB CONFLICT"

Comparing the SSA and EIS data is important because an alert may not always be generated.

D. SPECIFIC SSI SITUATIONS

For SSI recipients, a pay status code of "N10 or "N11" means a recipient is in non-pay status for reasons which may include refusal to accept treatment for an alcohol or drug addiction. Follow-up is needed if applicable to program. The following alert is generated.

"SVES ##### CHK SSI STATUS"

V. HELPFUL HINTS

- A. On-Line Help exists for the SSDO, SVIR and INME for on-line information about these screens. OLH is accessed by pressing "F10" from the screen or field.
- B. There is no OLH for SVRE. Definitions of the codes are available in the SYSM Filing Cabinet, "SSA DICTNRY" until the planned on-line manuals become available.
- C. From the time of inquiry, it will take approximately 48-72 hours for the response to appear in EIS. There will be no alert generated when the response appears.

- D. Other related resources:
 - EIS Procedure 4-90 (lists SSA codes)
 - Hard Copy SDX (lists SSI codes until the report is discontinued)
 - SSA's Program Operations Manual (lists SSA and SSI codes)
 - SDX and BDX from INME function #10

VI. IMPORTANT NOTE

The SVES system is **only** to be used for information necessary to administer Public Assistance programs. Any other use is a violation of the ethics and confidentiality policy and of the EIS Security Agreement. Tracking of the security key of the individuals using the SVES inquiry system is available from Systems Operations.