

DATE: March 22, 2018

OPERATIONS MEMORANDUM # 18-03-05

SUBJECT: Social Security Administration (SSA) Renewal and Redetermination Verification (RRV) Interface Service at Enhanced Medical Assistance Renewal (EMAR)

TO: Executive Directors

FROM: Inez Titus
Director
Bureau of Operations

PURPOSE

To inform County Assistance Offices (CAOs) about the new SSA RRV Interface Service being added to the EMAR process for Social Security Number (SSN) verification.

BACKGROUND

The Pennsylvania Department of Human Services (DHS) uses several data source interfaces to verify that demographic information and SSN provided by applicants/recipients match information known to SSA. Currently, DHS uses the RRV Service to obtain Equifax income verification data from the Federal Data Services Hub (FDSH) during the EMAR process. DHS will now utilize an additional SSA data source interface that is available through the FDSH.

DISCUSSION

Beginning in April 2018, DHS will send a monthly bulk request file with demographic information and SSNs of MA recipients to SSA through the RRV Interface Service as part of the EMAR process.

SSA will provide a response file that will contain codes based on whether the information provided through the DHS file is successfully matched to SSA information. Based on the code returned, the SSN verification field will be automatically updated in the Master Client Index (MCI).

The chart below lists the SSA response codes, SSA response descriptions and the SSN verification that will be updated based on the code:

SSA Reason Code	SSA Response Description	SSN Verification Code
A	Verified: SSN, Name, and DOB verified	7 - Validation (system entered)
B	Not verified: Input SSN does not exist on Numident, marked for deletion, or inaccessible	2 - Unverified/Pending Verification
C	Not verified: SSN exists; no match on Name or DOB	2 - Unverified/Pending Verification
D	Not verified: SSN exists; match on Name but not on DOB	2 - Unverified/Pending Verification
E	Not verified. SSN exists; match on DOB but not on Name	2 - Unverified/Pending Verification

If the code is updated to “7 - Validation (system entered),” the match was successful and no further information is needed.

If the code is updated to “2 - Unverified/Pending Verification,” a workload dashboard alert will be created to prompt review of the individual’s demographic/SSN information.

Alert – SSN 020

When the RRV returns a response from SSA that updates the SSN verification to “2 - Unverified/Pending Verification,” an SSN 020 alert will be created.

The “Notes” section of the SSN 020 alert will contain the SSA reason code and the current demographic information available in MCI for the individual.

The County Assistance Office (CAO) must address the discrepancy based on current policy in Chapter 950 (Enumeration) of the Supplemental Handbook.

The alert will be worker cleared and will provide the caseworker 45 days to contact the client to resolve the SSN discrepancy and update the Demographic Screen in eCIS Case Processing. More time can be allowed if the individual is cooperating in obtaining information.

NEXT STEPS

1. Share and review this information with appropriate staff members.
2. Direct questions regarding this Operations Memorandum to your Area Manager.
3. This Operations Memorandum will become obsolete when this information is incorporated into the MA Eligibility Handbook