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| POLICY TRANSMITTAL NO. 04-42        | DATE: JULY 16, 2004   |
| FAMILY SUPPORT SERVICES<br>DIVISION | DEPARTMENT OF HUMAN SERVICES<br>OFFICE OF PLANNING, POLICY & RESEARCH |

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TO: ALL OFFICES

SUBJECT: MANUAL MATERIAL

OAC 340:65-3-4.

EXPLANATION: OAC 340:65-3-4 Instructions to Staff are revised to update procedures for accessing information through the Alien Status Verification Index (ASVI).

Original signed on 7-16-04

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Family Support Services Division

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WF # 04-P (NAP)

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## **INSTRUCTIONS FOR FILING MANUAL MATERIAL**

OAC is the acronym for Oklahoma Administrative Code. If OAC appears before a number on an Appendix or before a Section in text, it means the Appendix or text contains rules or administrative law. Lengthy internal policies and procedures have the same Chapter number as the OAC Chapter to which they pertain following a "DHS" number, such as personnel policy at DHS:2-1 and personnel rules at OAC 340:2-1. The "340" is the Title number that designates DHS as the rulemaking agency; the "2" specifies the Chapter number; and the "1" specifies the Subchapter number.

The chronological order for filing manual material is: (1) OAC 340 by designated Chapter and Subchapter number; (2) if applicable, DHS numbered text for the designated Chapter and Subchapter; and (3) all OAC Appendices with the designated Chapter number. For example, the order for filing personnel policy is OAC 340:2-1, DHS:2-1, and OAC 340:2 Appendices behind all Chapter 2 manual material. Any questions or assistance with filing manual material will be addressed by contacting Policy Management Unit staff at (405) 521-3611.

### **REMOVE**

340:65-3-4

### **INSERT**

340:65-3-4, pages 1-10, revised 7-1-04

**340:65-3-4. Investigation of eligibility conditions and services planning**

**Worker responsibility.** The worker is responsible for collecting information necessary for determining the client's eligibility for benefits and ensuring all of the client's social services needs are addressed and met. When verification of information from a source other than the client's statement is necessary, the sources described in this Section are used. ■ 1

(1) **Home visits.** Home visits are necessary for Field Operations Division (FOD), Family Support Services staff to provide services and benefits and to promote safety and stability for families. All home visits must be planned and coordinated to prevent duplication of efforts.

(A) FOD, Adult Protective Services staff may make home visits and client contacts outside normal working hours within policy as outlined in OAC 340:5.

(B) Workers may make home visits or other client contacts outside normal working hours when it is in the best interest of the client and approved by appropriate supervisory personnel. If it is necessary for a worker to have contact with a client outside of normal working hours because of an emergency and the worker's immediate supervisor is not available, authorization must be obtained from the county director or designee prior to the contact. If the immediate supervisor and county director or designee are not available, the worker takes care of the client's emergency need and notifies appropriate supervisory personnel of the situation immediately after returning to duty.

(C) Home visits are made when: ■ 2

- (i) there is a need to confirm the accuracy of statements and documentation cannot be obtained from other sources;
- (ii) an office visit would create a hardship on the household;
- (iii) a Temporary Assistance for Needy Families (TANF) case is closed due to failure to cooperate according to OAC 340:10-2-2;
- (iv) it is the best method to complete or review the employability plan;
- (v) protective services are needed; or
- (vi) the worker deems it necessary.

(2) **Collateral sources.** The client's signature on the application for assistance is the necessary authorization for securing required information or verification from collateral sources. If the collateral source requires written authorization before supplying information to the Oklahoma Department of Human Services (OKDHS), Form ADM-60, Request for Release of Information, is completed. This authorization includes the permission of the client's spouse for information regarding his or her circumstances to be given in connection with the same application, and of the client's parents when he or she is a dependent blind or disabled child. The worker is responsible for discussing with the client any inconsistent information related to the client's eligibility obtained from collateral sources.

(A) Persons who are contacted for information related to the client's eligibility are advised of how the information is used and the reason it is needed. If the person is unwilling for the client to know his or her identity, the person's name is not recorded in the case record and is not revealed to the client.

(B) The names of persons who contact OKDHS with information related to the client's eligibility are not recorded in the case record nor revealed to the client if anonymity is requested.

(3) **Public records.** Sources of information in the form of public records can provide valuable and essential information and are available to anyone without obtaining consent from any individual whose transactions are involved.

(4) **Data exchange.** Automated data exchange with other agencies provides benefit, wage, and tax information that is matched with OKDHS records. ■ 3 The worker is responsible for:

(A) reviewing data exchange information at the time of application and redetermination of eligibility. Data exchange information screens available are:

(i) Beneficiary and Earnings Data Exchange System (BENDEX); ■ 4

(ii) Buy-In Data Exchange (BIL); ■ 5

(iii) SSI/State Data Exchange System (SDX); ■ 6

(iv) SSA Beneficiary Earnings Exchange Record (BEER/BWG); ■ 7

(v) New Hire Employee list (NHL); ■ 8

(vi) Social Security Number (SSN) Verification - SSN Enumeration; ■ 9

- (vii) Wage Data Exchange; ■ 10
  - (viii) Unemployment compensation; ■ 11 and
  - (ix) Unearned income report (IEVS-IRS); ■ 12
- (B) initiating appropriate queries; and ■ 13
- (C) resolving data exchange discrepancy messages within 30 days of the date the message is posted on the data exchange inquiry screen. ■ 14
- (5) **Systematic Alien Verification for Entitlement (SAVE).** All applicants and recipients of TANF, Medicaid, Food Stamp Program, and Child Care Services benefits are required to declare their citizenship status. Persons who declare themselves or their minor child(ren) non-citizens must present documentation of their legal alien status from the United States Bureau of Citizenship and Immigration Services (BCIS) or other acceptable resource. The status, as determined from the documentation, must be verified through the Alien Status Verification Index (ASVI) maintained by BCIS. ■ 15
- (6) **Workers' compensation.** Family Support Services Division (FSSD) reviews copies of all Workers' Compensation Court documents by matching SSNs with OKDHS records. Any court action that appears to potentially impact eligibility is forwarded to the servicing county office for clearance. A copy of the document is retained in the case record. ■ 16
- (7) **Vital records verification.** Verification of birth records, when not otherwise available, for persons born in Oklahoma may be secured by sending a completed Form ADM-64, Form Letter to Bureau of Vital Statistics, in duplicate to FSSD Overpayments Section. Form ADM-64 must be retained in OKDHS case files only and not copied for any individual or agency. Such action violates the agreement between OKDHS and the Oklahoma Department of Health. ■ 17
- (8) **Food stamp disqualification (FSD).** The FSD transaction is used to determine if a client has been disqualified from the Food Stamp Program due to fraud. If a client has been disqualified, the FSD screen shows the date the disqualification began and the length of the disqualification period. ■ 18

## **INSTRUCTIONS TO STAFF**

1. **In any program where the client fails to present complete or consistent verification, agreement must be reached between the client and the worker**

regarding what questions remain, how the client can resolve or help to resolve them, and what actions the worker can take to resolve them. If the client is unwilling to help resolve the question or permit the worker to seek essential information, the worker is responsible for discussing the information required for an eligibility determination, informing the client of the consequences for failure to cooperate, and evaluating whether facts have been presented clearly enough for sufficient understanding.

2. The Address Confidentiality Program (ACP), which is administered by the Oklahoma Secretary of State, was implemented in January 2003 to assist victims of domestic violence. The ACP prohibits state agencies from requiring an ACP participant to provide his or her finding address. If the client has an ACP Authorization Card, no home visit is made. When making referrals, the worker must use the ACP substitute address shown on the ACP authorization card. For more information concerning ACP see <http://www.sos.state.ok.us/>.
3. (a) Data exchange information is obtained by matching the client name, Social Security number (SSN), Social Security claim number, and date of birth from Oklahoma Department of Human Services (OKDHS) records with other state and federal agency records. The results of the match are posted to the Information Management System (IMS) and are viewed by using various transactions. An online description of any IMS transaction is viewed by entering M space and the transaction name. For example, M PY.

(b) PY is an index of data exchange information and case data for a particular individual. To access, enter PY space and the SSN of the individual being queried or enter PY space case number and person code. PY may also be accessed from the EF page of the PS-2 by typing PY at the bottom of that page and pressing the enter key. The upper portion of the PY screen lists records from the PS-2 database for the SSN queried. The middle portion of the screen lists records from the ALFX client database. The lower portion of the screen lists types of data exchange information available for the individual. The user may also enter the PY transaction code at the bottom of any data exchange screen and return to the PY screen. Data exchange information is viewed by:

(1) moving the cursor to the line of information desired, typing in the transaction code, and pressing the enter key; or

(2) entering a transaction code and SSN of the individual at the top of a blank IMS screen.

(c) DXL is a history screen of all data exchange discrepancy messages found on a particular individual. The DXL screen lists the type of error, found date, resolved date, system code, and a comparison between case income and income shown on the data exchange system. This screen is accessed by entering DXL space SSN.

4. **Beneficiary and Earnings Data Exchange System (BENDEX).** BENDEX provides verification of Social Security benefits and Medicare entitlement. To view, enter BEN space Social Security claim number.

(1) When using BENDEX to verify Social Security benefits drop the cents, if any, from the gross benefit amount in BENDEX Field B08 and use only the whole dollar figure. For example, round \$349.50 to \$349.00. See (2) of this Instruction for dual entitlement information.

(2) Individuals dually entitled to Social Security benefits under two claim numbers may receive one check, if the benefits are combined, or two separate checks. If the individual receives a combined benefit, there will be two BENDEX records reflecting an entry of D in Field B14 and the records will be cross referenced in BENDEX Field B15. One record has a payment status code of CP and the other is coded AD. The benefit issuance process used by the Social Security Administration (SSA) can cause a \$1 or \$2 difference in the actual payment made to an individual who receives combined benefits. When using BENDEX to determine countable income for individuals receiving combined benefits, subtract the gross income on the record with payment status code AD from the gross income on the record with payment status code CP. Drop the cents, if any. Drop any cents from the BENDEX record with payment status code AD. Add the two whole dollar figures together to determine the correct countable income.

5. **Buy-in data exchange (BIL).** To view buy-in data for Part A and Part B Medicare, enter BIL space Medicare claim number. See additional information at: [http://s99web01/fssd\\_dataexch/MedicareBuy-In/medicare\\_buy-in.htm](http://s99web01/fssd_dataexch/MedicareBuy-In/medicare_buy-in.htm).
6. (a) **SSI/State Data Exchange System (SDX).** The SDX file contains data for Supplemental Security Income (SSI) applicants and recipients, which is viewed by entering SDX space SSN. When using SDX to verify SSI income, round the amount shown to the nearest dollar.

(b) **SDX list (SDL).** The SDL transaction is a shortcut that reduces keystrokes

and provides a history list of the current and previous SDX records. To view, enter SDL space SSN. To view a particular record, move the cursor to the line of the record date selected, type SDX, and press the enter key.

7. **SSA Beneficiary Earnings Exchange Record (BEER/BWG).** The SSA earnings record file is accessed through the BENDEX system and is requested on all applicants. This data is from 18 to 24 months old when received. To view, enter BWG space SSN.
8. **New Hire Employee list (NHL).** This transaction provides information obtained from employers reporting New Hires to Oklahoma Employment Security Commission (OESC). The list is in SSN order and is viewed by entering NHL space SSN.
9. **SSN verification.** The Household tab in the Family Assistance/Client Services (FACS) system is automatically updated when a SSN is verified. Electronic verification can occur when overall benefit adjustments or cost of living adjustments (COLA) updates are processed. Periodically, SSNs that have not been verified are sent for matching with SSA records. In this situation, SSA returns a verification or provides a message to indicate the reason a match was not possible. The messages are:
  - (1) VER 1 - SSN not in file;
  - (2) VER 2 - name matches, date of birth does not match; and
  - (3) VER 3 - name does not match, date of birth code not checked.
10. **Wage Data Exchange (OWG).** Information received from OESC is compared to case data. Discrepancies are posted to the G1DX screen. The worker contacts the client or employer to confirm the employment, wages earned, and available medical insurance information on employees and dependents. To view, enter OWG or OWC space SSN.
11. **Unemployment Compensation (UIB).** A computer match is made weekly of OKDHS cases in active or application status with Unemployment Insurance Benefits (UIB) files. To view, enter UIB space SSN.
12. **Unearned Income Report (IEV).** Internal Revenue Service (IRS) matched records are viewed by using the IEV transaction. Additional information, such as the payer's address and a brief explanation of the document type code, are

available by using the WGD transaction. Both transactions may also be accessed on any segment line of the PY transaction. A glossary of document code definitions may be viewed on the mailbox transaction IEV.

**13. Online query transactions available on IMS for requesting specific types of data on an individual are:**

**(1) Oklahoma Wage Link (OWL).** The OWL transaction is an online query with the OESC which lists the last two quarters of employment and current UIB information. This transaction **MUST** be used at initial application and redeterminations. To request information, enter the transaction OWL space individual's SSN;

**(2) Quarters covered (QTRC/QTRI).** The QTRC transaction is used to query the SSA earnings file for a determination of covered quarters of employment. When requesting the information, enter the transaction QTRC space SSN. This transaction produces a screen used to enter the identifying information for the person queried. Once the information is entered, a confirmation screen appears and the enter key is pressed a second time to release the query to Baltimore. Normally, the response is returned in two to three days and displayed on the QTRI screen. This screen is accessed by entering QTRI space SSN or by using the PY screen. When using PY, move the cursor to the line marked QTR, type in QTR, and press the enter key. This screen displays the number of covered quarters for the individual as well as other information. If information is not returned after three working days, re-initiate the request; and

**(3) Third Party Query (TPQYC/TPQYI).** Verification of SSI, Social Security cash benefits, and Medicare can be obtained through the automated Third Party Query procedure. This procedure accesses the same file that produces SDX and BENDEX data. A SSA verification record can also be requested by using the TPQYC transaction. To access this online transaction, type TPQYC, space, and case number, enter the SSN when prompted, and confirm the information entered. If no response is received within 48 hours of the request, repeat the process. The TPQYC transaction generates online data which is returned to the requester electronically. Information verified with this procedure is generally the most current since Social Security records can be updated at various times during any given month. Therefore, data on TPQYC responses may or may not agree with data appearing on the SDX or BENDEX file for the same individual. To view the returned data, enter TPQYI space SSN or use the TPQ transaction code

while on the PY screen. A detailed explanation of this procedure can be requested from the Family Support Services Division. When using TPQYC to verify:

(A) Social Security benefits, the gross benefit amount is shown as a rounded down whole dollar figure; or

(B) SSI income, net amounts are given. This figure is rounded to the nearest dollar. For example, 1¢ to 49¢ is rounded down and 50¢ to 99¢ is rounded up.

14. Data exchange information is routinely compared with OKDHS records. When discrepant information is detected, an automated system of notification posts discrepancy messages to IMS. These messages are accessible by using transactions G1DX, G3, and PY. All discrepancy messages must be cleared using the DXD transaction within 30 days of the error posting.

(1) G1DX displays a county list of discrepancy messages that is accessed by entering G1DX space county office number and location code. A more detailed list is obtained by entering G1DX space county office number, location code, supervisor number, and district number.

(2) G3 displays an expanded message. This screen is accessed by entering G3 space case number.

(3) DXD is used by the worker to clear the data exchange discrepancy when the information has been documented and appropriate action taken. The screen is accessed by entering DXD space case number. When the screen appears, the user is prompted to enter his or her SSN, system type, and a reason code representing whether the error caused a reduction, increase, or no change in benefits. After pressing the enter key, confirmation is requested. If Y is selected, the transaction clears the error from G1DX and G3 and posts a resolution date on the DXL screen.

15.(a) The Alien Status Verification Index (ASVI) is accessed through a Web-based online system at <https://vis-dhs.com/WebOne/> using a Web form. Online responses are returned for the initial verification inquiry and/or the additional verification inquiry. For case documentation, the online verification number or entire verification record is printed and filed in the case record or copied and pasted into FACS Case Notes.

**(1) Initial verification responses are returned in three to five seconds. Initial verification is initiated if at least one of the documents in (A) through (J) of this Instruction appears to be valid, is available, and has an A-number of A0000001 through A59999999, A70000000 through A79999999, or A90000000 through A9999999.**

**(A) I-551;**

**(B) I-151;**

**(C) AR-3A;**

**(D) I-688, I-688A, I-688B;**

**(E) I-689;**

**(F) I-766;**

**(G) I-327;**

**(H) I-571;**

**(I) I-181a, less than one year old; or**

**(J) I-94, endorsed, in a foreign passport, less than one year old.**

**(2) Additional verification is initiated on the same Web site as the Initial Verification or, manually, by submitting United States Citizenship and Immigration Services (USCIS) Form G-845, Documentation Verification Request. The Web site method is preferred since a response will be returned in three federal business days as opposed to receiving a paper response on Form G-845 within ten working days. Benefits of individuals who are otherwise eligible are not delayed, terminated, or reduced due to the non-receipt of a response from USCIS. Additional verification rather than initial is initiated immediately when:**

**(A) documents that appear counterfeit or altered are presented;**

**(B) there is no A-number on any document;**

**(C) an A-number in the A60000000 or A80000000 series appears on any**

document;

(D) any USCIS fee receipt other than I-689 is presented; or

(E) Form I-181a or I-94 in a foreign passport has the endorsement "Temporary Evidence of Lawful Admission for Permanent Residence" processed more than one year ago.

16. Any case action taken is documented under Case Notes in FACS.

17. Availability of new birth records, births within a previous five month period, is dependent upon reporting time frames of hospitals, midwives, and birth centers.

18. To display the FSD screen, enter FSD space SSN. The FSD is indicated on the PY screen so a separate transaction is not necessary if the PY transaction is used first.