
POLICY TRANSMITTAL NO. 05-08	DATE: MAY 10, 2005
FAMILY SUPPORT SERVICES DIVISION	DEPARTMENT OF HUMAN SERVICES OFFICE OF PLANNING, POLICY & RESEARCH

TO: ALL OFFICES

SUBJECT: MANUAL MATERIAL

OAC 340:65-3-1 and 65-3-4.

EXPLANATION: **Policy revisions were approved by the Commission and the Governor as required by the Administrative Procedures Act.**

OAC 340:65-3-1 is revised to explain what application forms are used, clarify worker responsibilities, and describe what information is verified upon receipt.

OAC 340:65-3-4 is revised to replace out-of-date language. Instructions to Staff 15(b) is added to describe responsibilities for reporting aliens who are residing in the United States unlawfully.

Original signed on 4-18-05

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WF # 04-30 and 05-G (DT)

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

340:6-3-1

340:65-3-4

INSERT

340:65-3-1, pages 1-8, revised 5-12-05

340:65-3-4, pages 1-10, revised 5-12-05

340:65-3-1. Determination of eligibility

(a) **Eligibility determination.** The determination of eligibility is a continuous process that begins with an application. It includes the final disposition of the application and all subsequent activities related to determining continuing eligibility. ■ 1 The client has the right and the responsibility to participate in the eligibility determination and is relied on as the first source of information.

(b) **Application forms.** A signed application is required to determine initial eligibility for benefits. ■ 2 The client completes:

(1) Form FSS-1, Comprehensive Application and Review, to apply for:

(A) food stamp benefits;

(B) State Supplemental Payment (SSP);

(C) Supplemental Security Income-Disabled Children's Program (SSI-DCP);

(D) Temporary Assistance for Needy Families (TANF); or

(E) Medicaid benefits. ■ 3

(2) Form FSS-1 or K-2, Application for Child Care Services, to apply for child care benefits.

(c) **Signatures.** The client, guardian, or someone acting on the client's behalf such as an authorized representative or someone with power-of-attorney must sign Form FSS-1 or K-2. For TANF applications, if a client and spouse are living together, both must sign the application form. The client may voluntarily withdraw the request for assistance or services either before or after signing the application form. A client who is:

(1) eligible for Medicare signs the application using the name on his or her Medicare Health Insurance Benefits (HIB) card; or ■ 4

(2) not eligible for Medicare signs the application using the name shown on his or her Social Security card.

(d) **Worker responsibilities.** The worker is responsible for: ■ 5

(1) advising the client during the application process:

(A) of the Oklahoma Department of Human Services (OKDHS) responsibility for reaching a decision and notifying the client of eligibility or ineligibility within the appropriate time limits; ■ 6

(B) of his or her right to request a fair hearing, either orally or in writing, and be represented at the hearing by any person the client chooses if there is a:

(i) delay beyond the established time limits for determining eligibility; or ■ 7

(ii) disagreement with any action taken on the case;

(C) of his or her legal responsibility for reporting all facts pertinent to eligibility;

(D) of the types of changes the client must report within ten calendar days;

(E) of the penalty for failure to report changes;

(F) of information needed to establish eligibility. When requesting information or verification from the client, the worker uses Form ADM-92, County Client Contact and Information Request, and gives the client at least ten calendar days to respond to the request; [OAC 340:65-3-2.1]

(G) of the assistance OKDHS can give in establishing eligibility;

(H) that by signing the application he or she is giving OKDHS permission to obtain information from sources other than the client; and

(I) that he or she must cooperate with state and federal officials if his or her case is selected for a Quality Control review ;

(2) collecting information necessary for determining the client's initial and continuing eligibility. Information considered verified upon receipt if that information is not questionable or inconsistent with known facts, and the provider of the information is the primary source of the information, is the:

(A) client's statement concerning:

(i) residency;

(ii) relationship;

(iii) age;

- (iv) living in the home of a relative payee;
 - (v) minor parent living in the home of a relative;
 - (vi) Social Security number (SSN);
 - (vii) citizenship;
 - (viii) non-liquid resources;
 - (ix) household members;
 - (x) school attendance; and
 - (xi) third party insurance;
- (B) unearned income information obtained through:
- (i) Beneficiary and Earnings Data Exchange System (BENDEX), from the Social Security Administration (SSA);
 - (ii) Supplemental Security Income (SSI)/State Data Exchange System (SDX), from SSA;
 - (iii) Unemployment Insurance Benefits (UIB), from the Oklahoma Employment Security Commission (OESC);
 - (iv) workers' compensation documents from Workers' Compensation Court; and
 - (v) alien status information obtained through Systematic Alien Verification for Entitlements (SAVE), from the United States Citizenship and Immigration Services (USCIS);
- (3) contacting other persons who may be able to help in establishing eligibility if the client is unable to participate in the eligibility determination because of physical or mental disability, inability to speak English, or other difficulties;
- (4) recognizing expressed or implied needs;
- (5) determining whether there is a need for crisis intervention;

(6) making appropriate referrals;

(7) ensuring all of the client's social services needs are addressed and met; and

(8) denying the application if sufficient facts are available to substantiate ineligibility.

■ 8

(e) Requirement for SSN. ■ 9 A SSN or application for a SSN is required for every person whose needs are included for food stamp, SSP, SSI-DCP, or TANF benefits. The requirement for a SSN also applies to all persons whose needs are included for Medicaid benefits, except newborn children deemed eligible and illegal aliens. ■ 10

(1) The worker accepts the client's statement to document the SSN unless the information is inconsistent or there are other facts or observations which cause the worker to question the statement. ■ 11

(A) Persons for whom a SSN is required but not available must be referred to the appropriate SSA office for SSN enumeration. Form ADM-101, SSN Enumeration Referral, is used to refer persons to the SSA office for a SSN application. The return of Form ADM-101 to the county OKDHS office validates the application(s) or indicates which persons have not provided to SSA appropriate original evidence of age, identity, and citizenship. ■ 12

(B) Parents of newborns who participate in Enumeration at Birth (EAB) receive from hospital personnel Form SSA-2853-OP3, Message From Social Security. This receipt form is verification the newborn was enumerated at birth.

(2) An application for assistance is denied or the person's needs are not included for benefits if the person fails or refuses to furnish or to apply for a SSN.

(A) For TANF purposes, the person's needs are included; however, a 25% payment standard reduction penalty is imposed until an application for or a SSN is provided. ■ 13

(B) For food stamp and Medicaid purposes, only the needs of the person for whom a SSN is not provided or applied for are not included. ■ 14

INSTRUCTIONS TO STAFF

1. (a) Except for children in state or tribal custody whose cases remain in the county of jurisdiction, clients may apply for and/or receive services from a county office of their choice.

(b) The extent to which eligibility is determined during the application process varies according to the capabilities of the applicant and the amount of verification that must be supplied.

(c) If the applicant does not have the kinds and sources of information that are acceptable as a basis for establishing eligibility, the worker discusses with the applicant where information may be obtained and an agreement is reached regarding responsibility for further action.
2. (a) An original signature is required on an initial application. A signature submitted through e-mail or a fax machine is not acceptable as an original signature.

(b) An original signature is not required on:
 - (1) Form FSS-1, Comprehensive Application and Review, to register an application. If an applicant later fails to provide an original signature, the worker denies the application;
 - (2) Form PS-1, Request for Services, to register an application. If the applicant fails to complete an application form and provide an original signature, the worker denies the application; or
 - (3) Form MS-MA-5, Notification of Needed Medical Services, to register a Medicaid application. If an applicant fails to complete an application form and provide an original signature, the worker denies the application.
3. Form FSS-1 or Form SC-1, SoonerCare Health Benefits Application, may be used as a Medicaid application for children, pregnant women, and adults with minor children.
4. In rare situations, a client's name may not match with records used to establish Medicare buy-in and/or data exchange.

(1) For initial applications, if a client has Medicare, using the name on the Medicare Health Insurance Benefits (HIB) card facilitates matching Medicare records and completing Medicare buy-in activities if the application is approved. If the client does not receive Medicare, the name on the Social Security card is used.

(2) If, after certification, the worker determines that the case name does not match the HIB card, it is not necessary for the worker to change the case name to match the HIB card. Instead, the worker may report to the State Buy-in Coordinator in Family Support Services Division any discrepancies between the name shown on Family Assistance/Client Services (FACS) and the name used for Medicare purposes.

5. The worker is also responsible for:

(1) explaining the availability of child care and other Oklahoma Department of Human Services (OKDHS) services such as Early and Periodic Screening, Diagnosis and Treatment (EPSDT), and child support enforcement services which may help the applicant achieve the expected outcomes of self-support and self-sufficiency;

(2) giving applicants with children applying for medical assistance benefits or money payments for children under 21 years of age the "Protect Your Children" pamphlet regarding EPSDT and the "Child Support Enforcement Handbook"; and

(3) giving applicants applying for medical assistance and a State Supplemental Payment for a child under 18 years of age the pamphlet, "Children With Disabilities - SSI-Disabled Children's Program."

6. The worker is responsible for determining the month and effective date of the applicant's eligibility or ineligibility. Computer-generated notices are issued based on the reason for the case action. In case of the client's death or commitment to a mental health facility, the worker completes a hand-written notice.

7. See OAC 340:2-5 for fair hearing information.

8. Refer to OAC 340:2-5 and OAC 340:65-5-1(a)(2).

- 9.** The worker informs the person that the Social Security number (SSN) of each person whose needs are included for benefits is used for matching with data from the Social Security Administration (SSA) on benefits and wages, Oklahoma Employment Security Commission on unemployment benefits and wages, Internal Revenue Services on unearned income, records from Workers' Compensation Court, and other agencies.
- 10.(a)** A SSN is not required for illegal aliens who are eligible for Medicaid emergency services described in OAC 317:35-5-25(a)(3)(4).
- (b)** There is no SSN requirement for a newborn child deemed eligible for Medicaid. See OAC 317:35-6-60(4)(B) for additional information on a newborn child deemed eligible.
- 11.** When such questions exist, the worker is required to verify the information. The worker verifies the SSN by checking the applicant's Social Security card, award letter, W-2 form, or other record provided by the client that contains the SSN. Documentation in other public assistance case records or the data exchange files may be used. The source of the documentation is entered in the FACS system, Case Notes.
- 12.(a)** To make the referral to SSA for a SSN, the worker uses Form ADM-92, County Client Contact and Information Request, giving the client at least ten days to provide proof of applying for a SSN, and Form ADM-101, SSN Enumeration Referral. The SSA does not assign a SSN to an alien who does not have authorization from the United States Citizenship and Immigration Services (USCIS) to work in the United States unless the alien has a valid non-work reason for needing a SSN. The SSN requirement for receiving benefits or services is a valid non-work reason. When making a referral to SSA for a SSN, the worker indicates the alien status on Form ADM-101.
- (1)** When the client fails to return Form ADM-101 to provide proof of applying for a SSN, no further referral is necessary. Appropriate action is taken.
- (2)** When Form ADM-101 is returned to the county office, it shows whether SSA accepted the SSN application.
- (A)** If SSA accepted the SSN application, a Social Security card is usually issued within two weeks if the person is younger than one year. It may take up to 14 weeks to issue an original Social Security card for a a

person who is age one or older. The worker tells the client to notify the worker when the Social Security card is received so the SSN may be recorded in the case record.

(B) If SSA did not accept the client's SSN application, the explanation given on Form ADM-101 will help the worker determine what action is needed.

(b) Case Worker Activity (CWA) Report 21 lists the names of clients who are age one or older, have received benefits for at least 60 days, and have no SSN shown on FACS. Children **younger than** one year of age who have no SSN shown on FACS are listed on the CWA report after receiving benefits for six months. The worker must contact clients listed on the CWA report to determine **whether** a number has been received. If the number has not been received, a second request is made to have the SSN returned within ten days. If no SSN is received at the end of the ten days, the appropriate negative action is taken. Initial referrals using Forms ADM-92 and ADM-101 are made for children who were not required to provide a SSN or proof of a SSN application at certification.

13. See OAC 340:10-3-57(h) **for TANF benefit reduction as a result of program violation.**

14.(a) There is no SSN requirement for a newborn child deemed eligible for Medicaid. See OAC **317:35-6-60.**

(b) For food stamp benefits, when it is determined that failure to provide or apply for a SSN is due to non-cooperation, refer to OAC 340:50-5-68.

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 the client is a dependent child who is blind or disabled. The worker is responsible for discussing with the client any inconsistent information obtained from collateral sources related to the client's eligibility.

(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 when anonymity is requested.

(3) **Public records.** Sources of information in the form of public records that provide essential information may be obtained without 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 Citizenship and Immigration Services (USCIS) or other acceptable resource. The status, as determined from the documentation, must be verified through the Alien Status Verification Index (ASVI) maintained by USCIS. ■ 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, Division of Vital Records, 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, in accordance with the agreement between OKDHS and the Oklahoma State 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 will 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 person. To access, enter PY space and the SSN of the person being queried or enter PY space case number and person code. PY may also be accessed from the EF page of the person being queried 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 person. 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 person at the top of a blank

IMS screen.

(c) DXL is a history screen of all data exchange discrepancy messages found on a particular person. 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) persons 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 person 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 a person who receives combined benefits. When using BENDEX to determine countable income for persons 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.
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 enumeration (ENU) transaction. When a client is required to have a SSN, but none is shown on Family Assistance/Client Services (FACS) or is shown, but not verified, ENU sends the client's information for matching with SSA records. SSA returns one of twelve possible messages to indicate the results of the match. The message is posted to ENU, G3, and PY. When the SSN is verified, ENU updates PS-2 block F42 with Y. See detailed information at: http://s99web01/fssd_dataexch/.
 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 a person 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 person'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 person 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 person. 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 may 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 A99999999.

- (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 persons 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.

(b) USCIS is responsible for determining immigration status. The Family Support Services Division (FSSD), State Office, reports to USCIS the names and addresses of applicants and/or recipients who are determined to be residing in the U.S. unlawfully.

(1) The worker does not report:

(A) applicants and/or recipients who are undocumented and appear to be residing in the U.S. unlawfully; or

(B) individuals who are not applicants or recipients who are not required to declare their citizenship status.

(2) The worker reports to FSSD the names and addresses of applicants and/or recipients who:

(A) admit illegal aliens are present in the household and present USCIS information that appears to be forged; or

(B) present a formal order of deportation or removal.

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. **When fraud has been determined for the Food Stamp Program or Temporary Assistance for Needy Families (TANF) this information is updated on the FSD screen. For program procedures refer to OAC 340:50-15-25 for Food Stamps and OAC 340:65-9-4 for TANF.**