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DHR

**FAMILY INVESTMENT
ADMINISTRATION**

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CARES BULLETIN

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Effective Date: IMMEDIATELY

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Issuance Date: February 24, 2009	**Control Number:** #09-02

TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISORS
LOCAL HEALTH DEPARTMENTS, HEALTH OFFICERS,
LHD SUPERVISORS, MCHP SUPERVISORS

FROM: KEVIN M. MCGUIRE, EXECUTIVE DIRECTOR, FIA
CHERYL A. CAMILLO, EXECUTIVE DIRECTOR, DHMH/OES

RE: SOCIAL SECURITY NUMBERS

PROGRAMS AFFECTED: ALL PROGRAMS

ORIGINATING OFFICE: BUREAU OF SYSTEMS DEVELOPMENT AND
MANAGEMENT

SUMMARY:

It is a requirement that most applicants for or recipients of benefits in FIA programs
have or apply for a Social Security Number (SSN). The Food Supplement Program
(FSP) Manual and the TCA Manual speak to this requirement in sections 405.2, 405.3
and Chapter V, Section 6, respectively. The SSN for applicants/recipients is also
required by federal Medicaid regulation.

During a recent Legislative audit, auditors determined that a large number of
assistance units contained individuals with missing SSNs or SSNs that were not
validated or were shared by more than one person in CARES. On October 24, 2008, a
migration was run in CARES to address these problems by identifying situations where
the above problems existed.

New CARES Alerts:

Several changes were made in CARES to address these problems.

> **Alert 996**
> This alert has been created for customers whose "primary" Social Security
> Number has not been federally verified by the IEVS/SSA matching process.
> For the alert to be generated, a customer must be a recipient or an applicant
> in an active, pending or suspended FSP, Medical Assistance or Public
> Assistance case.

There are five reasons why the customer may have failed the matching process:

- "SSN not on file" (The SSN does not exist for this person.)
- "Unmatched DOB" (Date of birth)
- "Unmatched sex" (The sex does not match the SSN that the SSA has on file.)
- "Unmatched name" (The name does not match the SSN that the SSA has on file.)
- "Unmatched sex and DOB" (The sex and date of birth do not match the SSN that the SSA has on file.)

These alert remarks will help case managers resolve problems in the matching process. In instances where there is an unmatched name, the name field on the alert will be populated with the name of the customer to whom the "unverified" SSN belongs.

➢ **Alert 997**
This alert will be generated for each customer whose "primary" SSN was applied for more than six months ago but has not been received and entered into CARES. This alert will have the message "SSN not received."

➢ **Edit Message '2606—SSN IN USE'**
In situations where a duplicate SSN exists on CARES, case managers will receive edit message '2606 – SSN IN USE' when trying to match the Social Security Number of a customer on the DEM1 screen which has already been federally verified as belonging to another customer.

➢ **SSN Alert Status Report (SGXRC1PR)**
This report will be generated each month to identify customers with outstanding SSN alerts (alert codes 996 and 997), and it will identify the alert reason. Additionally, all outstanding alerts for each case manager will be sorted by days overdue. The report will be available on Datawatch for 24 months.

Outstanding alerts will be automatically dispositioned when the Social Security Number is corrected and matched at month-end. Case managers will also be able to manually disposition the alert. However, if the alert is manually dispositioned and the SSN fails the matching process a second time, another alert will be created for the customer at the next CARES month-end batch cycle.

CARES Action:

Whenever a case manager receives either the 996 or the 997 SSN alert or the 2606 error message, the customer must be contacted to obtain the correct SSN to address the discrepancy.

In a case where there is a duplicate SSN shared by another customer, to work around processing this AU, take the following steps:

- Access the DEM1 screen for the client ID number of the customer with the incorrect SSN in the ongoing month.
- Press PF20, and PF24 to erase the SSN. That will move the federally verified SSN from a primary to a secondary. It will come up as federally validated once it goes through batch processing.
- Match to the client ID number, and commit the session. Then CARES will be able to give the client ID number to the correct SSN.

Medical Assistance AUs in the X02 Medical Coverage Group are not required to have a SSN according to policy. Until CARES can be reprogrammed to exclude these AUs from the SSN match process, it will be necessary to process them without the SSN. Do not attempt to disposition 996 and 997 alerts for these AUs.

For MCHP AUs 996 and 997 alerts will be generated for a child who is less than one year old where the AU has not yet had a redetermination. Do not attempt to disposition the alert for these AUs. No new alert will be generated. CARES will be reprogrammed to exclude these AUs from having alerts generated until the child is over 12 months old.

After the new programming is put into CARES, a data fix will be completed to remove all 996 and 997 alerts that were inappropriately populated.

Thank you for your assistance in this matter. If you have any questions regarding this bulletin, please contact Gerald Conaway at (410) 767-7546.

cc: DHR Executive Staff
       DHMH Executive Staff
       FIA Management Staff
       DHR Help Desk
       Constituent Services
       DHR Help Desk