

**NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES
BISMARCK, NORTH DAKOTA
February 7, 2013**

IM 5162

TO: County Social Service Directors
Economic Assistance Policy Regional Representatives
Economic Assistance Policy Quality Control Reviewers

FROM: Carol Cartledge, Director, Economic Assistance Policy

SUBJECT: NUMIDENT - Invalid Matches with Social Security

EFFECTIVE: Immediately

PROGRAMS: SNAP, Medicaid, Healthy Steps and TANF

RETENTION: Until Manualized

SECTIONS

AFFECTED: **Administrative:** 448-01-50-15-60 – NUMIDENT

SNAP: 430-05-20-55-15 – Sources of Verification

Medicaid: 510-05-35-80 – Social Security Numbers

Healthy Steps: 510-07-25-50 - Social Security Number

Report MR016-BB-NUMIDENT Non-Verified Report provides the same information as the NUMIDENT alerts that are generated in TECS in Vision. Effective March 2013, this report will no longer be sent to counties. Workers will need to process NUMIDENT alerts based on information in this IM.

Administrative Manual

On approximately the 4th of each month a file is sent to the Social Security Administration (SSA) containing the social security number, last name, first name, sex and date of birth (mm/yy) of all individuals in TECS and Vision that have not been previously verified by NUMIDENT.

SSA returns the NUMIDENT file around the 15th of each month which verifies if client information in TECS and Vision matches with SSA's information for social

security number, date of birth, gender, and name. When the return NUMIDENT file is processed, the following indicators display in the NUMIDENT field on Client Profile in TECS or Vision with the results of the match:

- Blank – means the information has not been sent to Social Security Administration
- I – Invalid match for social security number
- S – Sent to Social Security Administration for verification
- V – Valid match for social security number

If the indicator is 'I' (invalid) on client profile, one of the following alerts will be generated.

Situation	Alert in TECS	Alert in Vision
Impossible SSN/never issued to anyone, or no SSN found if all 0's submitted.	SSN Invalid	Alert Name: SSN Invalid Description: SSN Invalid for (keyword – client name). The SSN entered was never issued to anyone by SSA.
Name and DOB match, sex code does not.	SSN Invalid – sex does not match	Alert Name: SSN does not match Description: SSN does not Match because (Keyword – client name) sex does not match the Name and Date of Birth on the SSA records.
Name and sex code match, DOB does not.	SSN Invalid – DOB does not match	Alert Name: SSN does not match Description: SSN does not Match because (Keyword – client name) Date of Birth does not match the Name and Sex on the SSA records.

Name matches, sex code and DOB do not.	Sex & DOB do not match SSA	Alert Name: SSN does not match Description: SSN does not Match because (Keyword – client name) Sex and Date of Birth do not match the Name on the SSA records.
Name does not match, DOB and sex code checked.	Name does not match SSN	Alert Name: SSN does not match Description: SSN does not Match because (Keyword – client name) Name does not match the Date of birth and Sex on the SSA records.
SSA located an SSN different from what was entered into Vision or TECS based on Name and DOB.	SSA has different SSN for client	Alert Name: SSN Invalid Description: SSN is Invalid for (Keyword – client name). Social Security has a different SSN.
SSA located an SSN different from what was entered into Vision or TECS based on Name only.	SSA has different SSN for client	Alert Name: SSN Invalid Description: SSN is Invalid for (Keyword – client name). Social Security has a different SSN.
More than 1 SSN found that matched on name and DOB only.	More than 1 SSN at SSA	Alert Name: Multiple SSNs Description: Social Security has more than one SSN on file for (Keyword – client name), based on the name and Date of Birth’.
More than 1 SSN found that matched on name only.	More than 1 SSN at SSA	Alert Name: Multiple SSNs Description: Social Security has more than one SSN on file for (Keyword – client name), based on the name only’

For specific information on how to handle clients with an ‘I’ indicator on the Client Profile window, refer to the sections below:

- SNAP – [430-05-20-55-15, Source of Verification](#)

- TANF - 400-19-45-60-05, Eligibility Requirements for SSN and 400-19-15-10, Verification of Selected Factors of Eligibility and Verification Sources
- Medicaid - 510-05-35-80, Social Security Numbers
- Healthy Steps - 510-07-25-50, Social Security Numbers

SNAP Policy

SNAP policy at 430-05-20-55-15 – Source of Verification:

System Interfaces

Workers have access to the following interfaces that are acceptable types of verification:

- BENDEX
- SDX
- TPQY
- New Hire
- IEVS
- ~~NUMIDENT~~
- Motor Vehicle
- FACSES
- NUMIDENT - This interface is used to verify an individual's social security number and identity. Administrative Manual Section 448-01-50-15-60 provides additional information regarding the NUMIDENT interface, and defines the alerts that are created when the NUMIDENT match is determined 'Invalid'.

When the return NUMIDENT file is processed, the following indicators display in the NUMIDENT field on Client Profile in TECS with the results of the match:

- Blank – means the information has not been sent to Social Security Administration
- I – Invalid match for social security number
- S – Sent to Social Security Administration for verification
- V – Valid match for social security number

If the indicator is 'I' (invalid) the SSN, name, date of birth or sex of the individual was an invalid match with the SSA information. When the worker receives one of the following alerts, a valid or active SSN has not been provided.

- SSN Invalid
- SSA has different SSN for client, a valid SSN has not been provided.
- More than 1 SSN at SSA

The worker must send Notice F419 to the household requesting verification of a valid active social security number. If the household does not respond the case continues until review. Verification of the SSN is required at the next review.

When the worker receives one of the following alerts, information entered into TECS may be incorrect or the individuals NUMIDENT record at SSA has incorrect information.

- SSN Invalid – sex does not match
- SSN Invalid – DOB does not match
- Sex & DOB do not match SSA
- Name does not match SSN

TECS may be incorrect or the individuals NUMIDENT record at SSA has incorrect information. The worker should check the information entered into TECS for accuracy. If the worker is unable to determine if the information in TECS is accurate, the worker must contact the household (via phone or F419) to

determine the correct date of birth or sex and then correct the information in TECS. If the worker contacts the household by phone, the contact must be thoroughly documented in the narrative. If the worker is not able to clarify the information, it needs to be clarified as part of the next review.

Medicaid and Healthy Steps

Unless an individual is an illegal alien, a SSN must be provided for that individual to receive Healthcare Coverage. Hard copy is only required if questionable. If the NUMIDENT indicator is an "I", it is questionable.

NUMIDENT - This interface is used to verify an individual's social security number, age, identity and sex. Administrative Manual Section 448-01-50-15-60 provides additional information regarding the NUMIDENT interface, and defines the alerts that are created when the NUMIDENT match is determined 'Invalid'.

When the return NUMIDENT file is processed, the following indicators display in the NUMIDENT field on Client Profile in TECS with the results of the match:

- Blank – means the information has not been sent to Social Security Administration
- I – Invalid match for social security number
- S – Sent to Social Security Administration for verification
- V – Valid match for social security number

If the indicator is 'I' (invalid) the SSN, name, date of birth or sex of the individual was an invalid match with the SSA information. When the worker receives one of the following alerts, a valid or active SSN has not been provided.

- SSN Invalid
- SSA has different SSN for client, a valid SSN has not been provided.
- More than 1 SSN at SSA

When the worker receives one of the following alerts, information entered into the system may be incorrect or the individual's NUMIDENT record at SSA has incorrect information.

- SSN Invalid – sex does not match
- SSN Invalid – DOB does not match
- Sex & DOB do not match SSA
- Name does not match SSN

The eligibility system may be incorrect or the individual's NUMIDENT record at SSA has incorrect information. The worker should check the information entered into the system for accuracy. If the worker is unable to determine if the information in the system is accurate, the worker must contact the household (via phone or notice) to determine the correct date of birth or sex and then correct the information in the system. If the worker contacts the household by phone, the contact must be thoroughly documented in the narrative. The worker must document the request and give the household 10 days to provide the number.

- If the household refuses to provide the SSN, or fails to respond to the request, that individual's coverage must be ended or denied.
- If the household requests additional time, another 10 days may be allowed.
- Household members who are not requesting coverage are not required to provide a SSN.

If the individual can only show a request date and not a number, they have until the next review to provide a SSN, or eligibility will end for that individual. Newborns may be eligible until the month of their first birthday with a request date, after that, a SSN must be provided.

TANF

Policy for TANF can be found at 400-19-15-10, Verification of Selected Factors of Eligibility and Verification Sources, which states the following:

Numident – This interface is used to verify an individual's social security number, age, identity and sex. Administrative Manual Section 448-01-50-15-60

provides additional information regarding the numident interface, and defines the alerts that are created when the numident match is determined 'Invalid'.

When the return NUMIDENT file is processed, the following indicators display in the NUMIDENT field on Client Profile in Vision with the results of the match:

1. Blank – This means the information has not been sent to SSA. The TANF Eligibility Worker will need to obtain some other form of verification.
2. Sent – This means the information was sent to SSA for verification but the verification has not yet been received back. The TANF Eligibility Worker will need to obtain some other form of verification.
3. Valid – This means the SSN entered in Vision matches the SSN on file at SSA and serves as verification of the SSN.
4. Invalid – This means the SSN, name, date of birth or sex of the individual was an Invalid match with the SSA information.
 - a. Invalid SSN
 - If a copy of the applicant or recipients social security card was obtained and the number on the card matches what was entered into Vision, the card can be used as verification. However, the applicant or recipient should be referred to the local SSA office to resolve the discrepancy.

Note: Document in the case file the information on file is correct for the individual and the individual has been sent to Social Security Administration to correct their records.
 - If the verification provided is other than the social security card, send an advance notice requesting hard copy verification from the individual. If the requested information is not provided, the application must be denied or the case closed for failure to provide the requested information.
 - b. Invalid Name – This most often occurs if individuals marry or were adopted.
 - If the verification provided is other than from an acceptable source (400-19-45-55-05), send an advance notice requesting hard copy verification from the individual. If the requested information is not provided, the application must be denied or the case closed for failure to provide the requested information.

- If the name in the system matches the verification provided by the recipient, request the individual contact Social Security Administration to resolve any discrepancy.

Note: Document in the case file the information on file is correct for the individual and the individual has been sent Social Security Administration with the correct name.

c. Invalid Date of Birth

- If the individual did not provide verification of birth or the verification is not from an acceptable source (400-19-45-50-05), send an advance notice requesting hard copy verification from the individual. If the verification is not provided, close the case for failure to provide information.

- If the date of birth in the system matches the verification provided by the recipient, request the individual contact Social Security Administration for correction.

Note: Document in the case file the information on file is correct for the individual and the individual has been sent to Social Security Administration to resolve any discrepancy.

d. Invalid Sex

- If the sex of the individual is in question, the TANF Eligibility Worker must contact the household, and then correct the information. Do not close the case for not providing information on the correct sex. If the household does not respond to the request from the worker, and the sex of the individual is not available, use prudent judgment and clarify during the next face-to-face review.
- If the correct sex is already known, change it in the system.
- If the sex in the system matches the information/ verification provided by the recipient, request the individual contact Social Security Administration for correction.

Note: Document in the case file the information on file is correct for the individual and the individual has been sent to Social Security Administration to resolve any discrepancy.

Contact your Regional Representative if you have further questions.