IEVS GUIDE

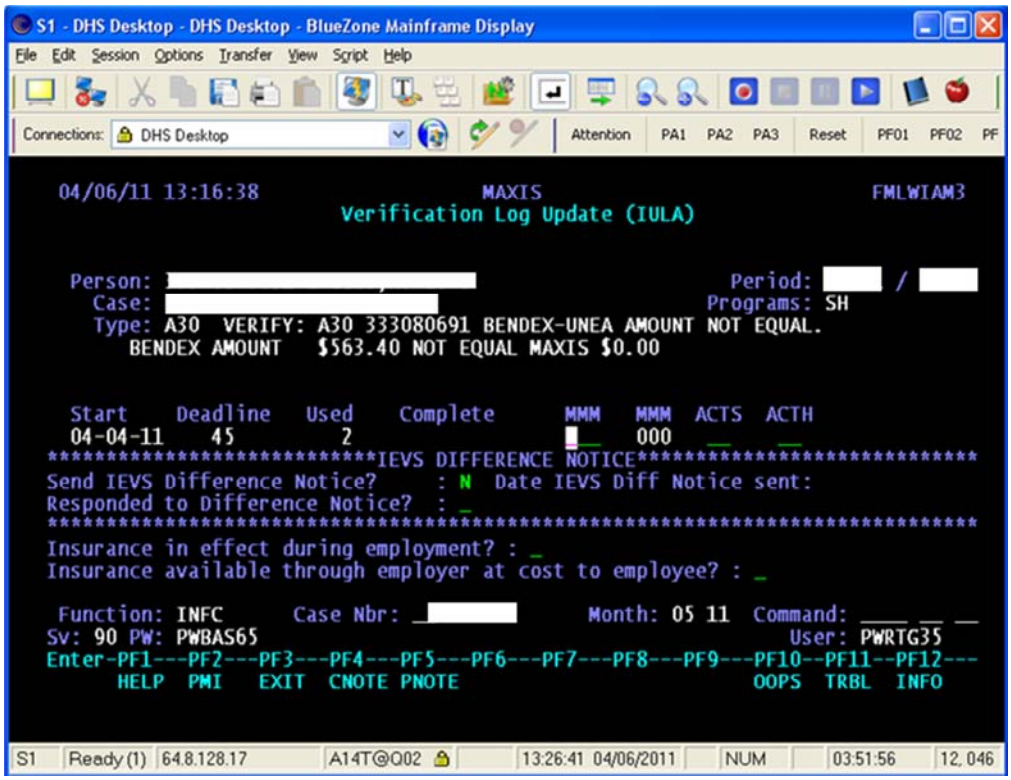
1. Resolving a Match	
Overview	Matches or discrepancies occur when information on a tape exchange with state and federal agencies does not agree with the information on MAXIS. The federal and state agencies are:
	• Minnesota Department of Employment and Economic Development (DEED). • Social Security Administration (SSA). • Internal Revenue Service (IRS).
	There are criminal and civil penalties for unauthorized inspection/disclosure of tax data. See Attachment A for details.
	A total of six matches are done. The matches are run at different times for recipients and applicants.
	When a match occurs, a message appears on DAIL/DAIL. This message CANNOT be deleted. In addition it will not disappear until the match is resolved. MAXIS only creates these messages if the case was active or pending on any of the following programs: Food Support, Health Care, MFIP and WB. In addition, information messages may appear. These tell you that additional information was received and has been stored on a specific panel.
Navigation	SELF MENU
	Function: DAIL Case Number: Leave blank. Benefit Period: Current month. Command Line: DAIL. Press enter. DAIL/DAIL appears.

DAIL Panel	03/11/11 10:38:46 MAXIS FMKDLAM6 WORKERS DAILY REPORT (DAIL) Case Worker: [redacted] County: [redacted] Msg: [redacted] _ View/Pick Selection TIKL Effective Date: 03 11 11 [redacted]--[redacted]----------> CASE NBR: [redacted] _ PEPR 04 11 DISA HAS ENDED - REVIEW DISA STATUS OR REDETERMINE ELIG [redacted]----------> CASE NBR: [redacted] _ PEPR 04 11 REVIEW EMPS:ES STATUS - CAREGIVER HAS TURNED 60 [redacted]----------> CASE NBR: [redacted] _ INFO 02 11 CLOSE FOR IEVS NON COOP, CREATE DISQ(S) FOR REF: 03 _ UNVI 03 11 [redacted] UNVI RECORD HAS BEEN STORED [redacted]----------> CASE NBR: [redacted] _ WAGE 01 11 [redacted] WAGE-NO JOB REPORTED [redacted]----------> CASE NBR: [redacted] _ UNVI 03 11 [redacted] UNVI RECORD HAS BEEN STORED [redacted]----------> CASE NBR: [redacted] _ HC 04 11 NEW ELIG RESULTS EXIST 03/09/11 9:41 _ MFIP 04 11 NEW ELIG RESULTS EXIST 03/09/11 9:41 MORE: +/- Function: DAIL Case Nbr: _____ Month: 03 11 Command: ____ __ __ PW: [redacted] Case Name: _____ (First 8 Letters Of Last Name) User: [redacted] Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12--- HELP EXIT NEW PREV NEXT TRBL INFO
	Step 1: Messages on DAIL/DAIL There are many different types of messages that can appear on DAIL/DAIL. These messages include client name, the case the client is currently active on, the IEVS panel that was created, the month and year of the match, the client's social security number and the message. Enter "I" on field prior to message to go to INFC.
Interfaces (INFC) Submenu	03/11/11 11:31:53 MAXIS FMAINAM1 * * * * * * * * * * * * * * * * Interfaces (INFC) * * * * * * * * * * * * * * * * * * * SSN: _____ * * Income and Eligibility Verification System (IEVS) * * BNDX - Beneficiary Data Exchange UNVI - Unverified Unearned Income * * SDXS - State Data Exchange Summary UBEN - Job Service Unemployment * * SDXI - State Data Exchange Income WAGE - Job Service Wage * * BEER - Beneficiary Earnings Exchange IEVP - Person Verification Menu * * * * INTM - PARIS Interstate Match MLAD - MIPAA LIS Appl Detail * * * * Child Support Interface (CSES) * * CSIA - Child Support Interface A CSIC - Child Support Interface C * * CSIB - Child Support Interface B CSID - Child Support Interface D * * * * SVES - State Verification Exchange WORK - Workforce One Referral * * SSIS - Social Services Info System WF1M - WF1 Manual Referral * Function: INFC Case Nbr: _____ Month: 02 11 Command: ____ __ __ SV: 91 PW: [redacted] SW: User: PWCLS24 Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12--- HELP PMI EXIT TRBL INFO
	Step 2: Navigating to Interface Panels On INFC enter: • SSN: Social Sercuirty Number (if entered 'I' on DAIL/DAIL, the number will auto fill). • Command: IEVS panel to view. Press enter. The match panel appears.

	NOTE: If the type of match you are viewing is SDXS, SDXI or BNDX you must enter the next month in the footer. All other matches use the current month. However, if you are reviewing data from matches run in a month different from the current month, you must change the footer month.
	EXAMPLE: January BEER match, you are reviewing match information in February. You will need to change the footer to January.
	STEP 3: Reviewing the Matched Information • Review all information provided. • Note the months the match covers, the client name and the amounts being reported. • Press PF3, DAIL/DAIL appears.
	Step 4: Reviewing STAT Information Enter: • Function: STAT. • Case Number: Case number. • Benefit Period: Benefit month the match started. NOTE: If the match covers the period from 01/11 – 03/11 enter the benefit month of 01 11. • Command: STAT panel to view. Press enter. The STAT panel appears. NOTE: You must view all the STAT panels that the match affects. Press PF3. Self Menu appears. NOTE: You must determine if the information received from the match is accurately recorded on MAXIS and in the case file. If there is a discrepancy between your data and the match data, you must determine if the client should be sent a Difference Notice. THE INFORMATION FROM A MATCH IS NOT VERIFIED. YOU MUST VERIFY IF SOME DISCREPANCY IS FOUND. Exception: BNDX-SDX are verified matches as they come directly from the match source which is the Social Security Administration.

2. When to Send a Difference Notice

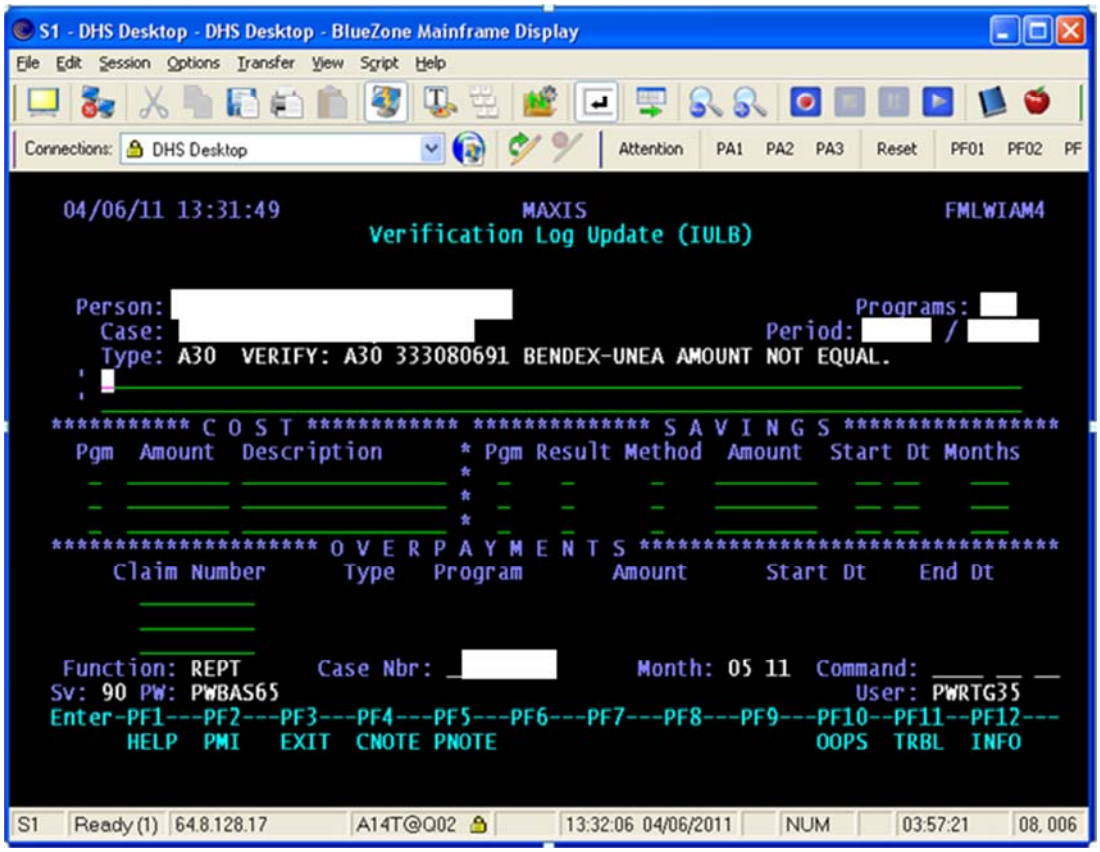
Overview	Determining if you need to send a Difference Notice to the client is based on whether the information reported to you by the IEVS match is already known and acted upon. When the Difference Notice is sent an Authorization For Release of Information is automatically attached.
	EXAMPLE: In November you received a UBEN match for September indicating the client was receiving UC in the amount of $120.00 per check. You navigate to STAT/UNEA for September and see that the information was recorded and processed in MAXIS. Because the information was known to MAXIS and acted upon there is no need to contact the client for more information so a Difference Notice does not need to be sent.
	However, had the information not been recorded you would need to send a Difference Notice to the client notifying her/him that there is a discrepancy and that additional information is needed.
	Step 1: Sending a Difference Notice to the Client Go to REPT/IEVC. Press enter. Income Verifications To Do (IEVC) appears.

	Place “U” (update) next to the match. Press enter. Verification Log Update (IULA) appears.
Verification Log Update (IULA) Panel	
	Step 2: Recording Time Spent to Resolve the Match • Press PF4 to enter case notes on actions taken to resolve the match. • Enter ‘Y’ (yes) to send the Difference Notice. NOTE: This generates a notice to the client informing them of the match and/or discrepancy. The client may or may not respond within the ten days allowed. Whether the client respons or not you must go back and record certain information. • Enter the ‘MMM’ (number of minutes spent resolving the match so far). • Press enter. The Income Verifications To Do (IEVC) panel appears.
	Step 3: Adding Comments to the Difference Notice The notice sent from MAXIS is not specific in the types of verifications needed from the client. If you need to request verifications from the client add this information to the notice as worker comments.
	• Go to SPEC/WCOM. • Review the notice. • Pres PF9 for edit mode. • Enter the specific verification requests.

3. Client Response

Overview	Once a Difference Notice is sent the client has ten days to respond. If the client does not respond in ten days the following message appears on DAIL/DAIL : INFO MMYY TERMINATE – IEVS NON COOP, CREATE DISQ(s) FOR REF:

	Use the following procedures to resolve the IEVS match, regardless of how soon the client responds.
Procedures	Step 1: Collect and Verify All Needed Information Collect and verify all information needed to resolve the match. This includes verification of income and assets, ie employers; statements bank statements etc.
	• Update all STAT information for the month the changes should have been recorded. • STAT WRAP appears. • Update all benefit months through the current month plus one.
	NOTE: This will send the case through background from the month of change through the current month plus one. Update any additional STAT changes as needed. When all of this has been processed you will get ELIG results for the month of change through the current month plus one.
	Step 2: Determine if a Claim is Needed • Go to ELIG. • Review results for the first month. • The Budget Summary Panel in ELIG will show what was issued and what the client was actually eligible for. If the client was entitled to less, there is an overpayment. If the client was entitled to more, there is a supplement due the client. • Calculate the total amount of overpayments or supplements for all months. • Delete ELIG messages throught the current month from DAIL/DAIL since they cannot be APProved. • Go to CCOL/CLAM and manually enter the over payment. • Write down the claim number. • If the client is due a supplement navigate to MONY/CHCK and issue restored benefits for those months. • APProve the future month if any changes were entered. • Go to CASE/NOTE(s) and enter notes on how you arrived at the overpayment or supplement.
	NOTE: You need to record the claim number on the IULB panel as part of resolving the IEVS match.
	Step 3: Navigating to Verification Log Update (IULA) • Go to REPT/IEVC. • Press enter. Income Verifications To Do (IEVC) appears. • Place “U” (update) next to the match. • Press enter. Verification Log Update (IULA) appears.
	Step 4: Recording the Additional Time and Insurance Information Enter in the MMM field the total number of minutes spent resolving the match. Enter the ‘ACT’ (action code) for each program listed. Enter ‘Y’ (yes) if client responded within the initial ten days and cooperated with the Difference Notice. Enter the answer to the insurance questons ‘Y’ (yes) or ‘N’ (no). Press enter. Verification Log Update (IULB) panel appears.

Verification Log Update IULB Panel	
	Step 5: Updating Verification Log Update (IULB) • Enter a summary of the match resolution findings. • Enter any 'COST' information related to resolving this match. • Enter any 'SAVINGS' Information. NOTE: When entering 'COST' and 'SAVINGS' enter them for each program as listed to avoid edits. NOTE: The savings are benefits that will not be issued because of this IEVS match. Had the information been available at the time of the original issuance the client would have received fewer benefits. Savings refer to future benefits that are reduced. A claim (in Step 2 above) is for past benefits (already issued) that were over payments.
	Enter the 'Claim Number' if you had to enter a claim in CCOL as a result of the match. Press enter. The Income Verification Log To Do (IEVC) panel appears. Pres PF3 twice. The Self Menu appears.

Federal Criminal and Civil Penalties for Unauthorized Inspection/Disclosure of Tax Data

CM 0010.24.24

Unauthorized Inspection

$1,000.00 fine

Cost of prosecution

Imprisonment for not more than 1 year

Both fine and imprisonment

Unauthorized Disclosure

Felony charges

$5,000.00 fine

Imprisonment for not more than 5 years

Cost of prosecution

Both the fine and imprisonment

Note: Disclosure restrictions and penalties apply even after employment with the agency has ended.