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| <b>Division/Section</b>  | Family Support  |
| <b>Chapter No./Name</b>  | 2 – State Income and Eligibility Verification System (SIEVS) Manual |
| <b>Part No./Name</b>     | B – Computer Matches  |
| <b>Section No./Name</b>  | B-100 Computer Matches and Resources                                |
| <b>Document No./Name</b> | B-120 Social Security Administration                                |
| <b>Effective Date</b>    | October 5, 2020   |

## I. STATEMENT OF POLICY

SIEVS has access to information from Social Security files. This information consists of five types:


- The “standard” information which includes the verification of the SSN with a given name and date of birth. This information is available through the Social Security Number Enumeration and Verification Control System (SSNEVCS or EVS), and is also on each WTPY query submitted on SIEVS Option Q or on each State On-line Query (SOLQ).
- The Social Security Title II benefits are available through the WTPY Query, SOLQ and the Benefit Data Exchange System where it is called BENDEX Benefits (SIEVS Option L).
- The Social Security Title XVI Benefits (Supplemental Security Income or SSI) are available through the WTPY Query, SOLQ, and the State Data Exchange System where it is called SDX Benefits (SIEVS Option L).
- The Quarters-of-Coverage or the quarters of each year where there was countable earned income for SSA retirement.
- The Prisoner record is a federally required report to the Social Security Administration of all incarcerated adults within the United States. It has the place of incarceration, contact telephone numbers, the dates of incarceration, and release if it has occurred.

## II. PROCEDURES

### B-121 Dissemination of Data

#### B-121-1 SIEVS Option L

- Each month the SSN, name, and Date of Birth of all recipients of Medicaid, SNAP, and/or TANF are sent to the Social Security Administration in the BENDATA file. The Social Security Administration returns a series of files throughout the month back to SIEVS for storage in the interface file called BENDEX Benefits (BXB), which are informational details of the benefits received under Title II of the Social Security Act. On this option, the benefit amount is the “gross,” not the “credited” amount against the Social Security account and is not considered the verified amount. As the discrepancy process is now outdated, it is only available in SIEVS Option L and no further processing of this file is done.
- Each month, Social Security sends to SIEVS a universal file of all SSI recipients who have a Louisiana ZIP Code in their mailing address. SIEVS copies from the list all SSN’s with their respective information of recipients of Medicaid, SNAP, and/or TANF. This process is called the State Data Exchange or SDX and is also now considered outdated, and is only available in SIEVS Option L.

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## B-121.2 WTPY Query

The WTPY query system is a single record request system batched daily and sent to the Social Security Administration via the State Verification and Enumeration system (SVES). The WTPY query is available on the second morning after it is submitted and can be viewed for fourteen days thereafter. The WTPY query is available by manually entering the SSN of the Head of Household in Option Q and selecting the members. It is the only system that can research any of the types of information listed in B-120 by entering:

- “S” to receive the Standard information with Title II and Title XVI benefit information, if applicable;
- “P” to receive the Standard information; Title II and Title XVI benefit information, if any; and a Prisoner record, or
- “Q” to receive the Standard information; Title II and Title XVI benefit information, if any; and the Quarters-of Coverage under Social Security.

The WTPY query system is the only system that can be used to verify Survivor’s benefits which are under the Claims Account Number (CAN) of the deceased or disabled individual. This requires copying the recipient’s name and date of birth and then filling in the CAN and the Beneficiary Identification Code (BIC) for the claim.

The WTPY query is also available as a prisoner query on the \*\*\* \* (Clearance Summary) \*\* for all members of new applications, redeterminations, and cases under Simplified Reporting. This source reduces the steps that the user must take to obtain the information. The information is retained indefinitely on the Summary for the month in which it was obtained. A prisoner match is not done on LI-CC “only” cases since the match is compared to \*\*\* \* (LITE) \*\*.


SIEVS Option Q – Social Security Administration Query System

## B-121-3 SIEVS Option Q – Social Security Administration Query System

SIEVS - SSA Query System automates the process of obtaining verification of Social Security (SS) and Supplemental Security Income (SSI). This automated process provides a response two days after the on-line query is initiated.

Select Option “Q” from the SIEVS Main Menu and press ENTER. The WTPY SEND OR INQUIRY screen will display. Enter the nine-digit Case ID number in the CASE SSN field. Select “L” for \*\*\* \* (LITE) \*\* or “C” for CAPS and press ENTER.

The WTPY SEND OR INQUIRY screen will appear displaying data for all members who are included in the \*\*\* \* (LITE) \*\* or CAPS certification. The screen will display up to ten lines of information. If there are more than ten lines of information for a case, use the PF8 key to page down to the second page. If the case is in pending application status, data for the members who are linked to the \*\*\* \* (LITE) \*\* or CAPS case will be displayed.

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## 1. Query Using the Individual's Own SSN:

Data displayed from \*\*\* \* (LITE) \*\* or CAPS will include the individual's own SSN. In this case the Beneficiary Identification Number (BIC) field will be blank.

Enter an "S" in the SELECT field next to each individual for whom you wish to initiate a query. If there are individuals not linked to \*\*\* \* (LITE) \*\* or CAPS, it will be necessary to manually type in the information required to initiate a query, including an "S" in the SELECT field. Prior to typing the individual's identifying information, it is necessary to depress the PF9 key to unprotect the fields in which the information will be typed. Do not enter data in the BIC, SEND DATE or RESPONSE fields. Entry of data in the SEX CODE field is not mandatory.

To initiate the query, depress the PF5 key. This will submit the data to the Social Security Administration (SSA) via telephone lines. The date the query is submitted will appear in the SEND DATE field. From this screen, additional queries may be initiated by entering the new SSN in the SSN/CAN field.


## 2. Query Using a Claim Account Number (CAN) and Beneficiary Identification Number (BIC):

In some instances, it will be necessary to submit a query using Claim Identification and Beneficiary Identification Numbers. One example is when an individual is receiving benefits on his own Social Security account, and also on the account of a deceased spouse. One query would be required using the individual's own SSN to obtain benefit information associated with that account. The response would indicate that the individual is also receiving benefits on the deceased spouse's account and would list the CAN/BIC associated with these benefits. A second query would be required to obtain data concerning the benefits received on the deceased spouse's account. This query would be initiated using the CAN/BIC.

Display the WTPY SEND OR INQUIRY screen using the steps outlined above. If the individual's data is populated by the system, place an "X" in the SELECT field and depress the PF4 key. This will copy all of the individual's identifying data except the SSN. Enter the CAN and BIC numbers in the SSN/CAN and BIC fields. If the individual's data is not populated by the system, it will be necessary to type in the data including the CAN/BIC. Depress the PF5 key to submit the query.

## RESPONSE FROM SOCIAL SECURITY ADMINISTRATION

After the query is submitted, a response should be received within 48 hours. The SIEVS system will transmit all queries initiated on a given day to SSA after regular office hours. SIEVS will be updated with the responses received each day after regular office hours. The responses will be available for display on the following day.

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The WTPY SEND OR INQUIRY screen must be displayed to view the query response. Individuals for whom queries were sent will have the following indicators in the RESPONSE field:

- “1” indicates a standard response
- “2” indicates a Title II (Social Security Benefits) record was received
- “3” indicates a Title XVI (Supplemental Security Income Benefits) record was received

The response screens will remain in Option “Q” for thirty days.

### 1. Standard Response Screen:

Place an “R” in the SELECT field for the response to be viewed. Depress the PF11 key to scroll to the right to view the STANDARD RESPONSE screen.

This screen displays data that was submitted by the state to SSA and also data concerning the type of records returned by SSA and the SSN verification status. All fields have HELP capability that is self-explanatory.

### 2. Title II – Social Security (SS) Benefits Screen

From the STANDARD RESPONSE screen, depress the PF11 key to scroll to the right to view the Title II screen. Note that this is a two-page screen. Use the PF8 key to page forward and the PF7 key to page backwards. Most of the data is self-explanatory; however, HELP is available for each screen.

### 3. Title XVI – Supplemental Security Income (SSI) Screen

Use the PF11 key to scroll to the right to the Title XVI – SSI screen. Note that this is a three page screen. Use the PF8 key to page forward and the PF7 key to page backwards. Most of the data is self-explanatory; however, HELP is available for each screen.

### 4. Alternate Method of Displaying the RESPONSE Screen:

A list of all queries that have been submitted to SSA is maintained by caseloads in Option “Q”. To display the list of \*\*\* \* (LITE) \*\* or CAPS queries submitted, place the cursor on the SSN/CAN field on the WTPY SEND OR INQUIRY screen and depress the PF1 key. Once the list is displayed, move the cursor onto the line listing the individual whose response you wish to view and press ENTER. This will display the WTPY SEND OR INQUIRY screen containing the member as well as all other members included in the case. Responses may be viewed or additional queries may be submitted on other members or to obtain records using CAN/BIC codes for individuals receiving benefits from another individual’s SSA account.



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**Note:** If you access the list of \*\*\* \* (LITE) \*\* or CAPS queries using the PF1 key from a screen that is already displaying case data, after selecting a member for displaying from the list, it will be necessary to depress the ENTER key twice. Depressing the ENTER key a second time will display the selected case.

#### **B-121-4 State On-Line Query (SOLQ)**

The State On-Line Query (SOLQ) is a mainframe application that is separate from SIEVS for security and other reasons. The query is a single SSN request that is returned within seconds from the Social Security Administration. The information is from the same Social Security file as the WTPY queries created the night before. SOLQ has the standard record as well as SSA and SSI benefits, but, because it is an on-line system, it will not return Prisoner or Quarters-of Coverage information.

### **III. FORMS AND INSTRUCTIONS**

There are no forms and instructions associated with this policy.

### **IV. REFERENCES**

There are no references associated with this policy.