

Information Memorandum Transmittal Office of Self-Sufficiency Programs



Claire Seguin, Self-Sufficiency Programs Deputy
Director

Authorized signature

Number: SS-IM-21-004
Issue date: 03/02/2021

Topic: Other

Due date: 03/02/2021

Subject: Using Income Eligibility and Verification System (IEVS) Screens to Aid in Determining Program Eligibility

Applies to (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Type B | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input checked="" type="checkbox"/> Self Sufficiency Programs | <input type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input type="checkbox"/> County DD program managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> Support Service Brokerage Directors | <input checked="" type="checkbox"/> Other (<i>please specify</i>): 5503 |
| <input type="checkbox"/> ODDS Children's Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Message:

It is important to remember how to correctly use available and appropriate Income Eligibility and Verification System (IEVS) screens when determining program eligibility.

Checking IEVS screens is required as part of the eligibility process. This allows staff to verify the information is consistent with what has been reported by the individual. If information found in IEVS is different from what the individual has provided, staff can ask for clarification during the interview. If needed, a notice can be sent to clarify and for verification.

The following is an overview of the most frequently used IEVS screens and not an exhaustive list of all screens that can be accessed to determine program eligibility:

Legacy (DHR)

- **WAGE** – Shows past quarterly income information for employers who have agreed to share income information with the State. The WAGE screen does not show the current quarter's wages. This screen cannot be used as verification for income calculations but may indicate unreported or terminated source income.
- **SPVF/HINQ** – Shows homecare worker income information. Income for individuals who work as a homecare worker through the State.
- **ECLM** – Shows current and past unemployment compensation information.
- **DPPS** – Shows childcare provider income information for individuals working as childcare providers through the State.
- **W204** – This screen is used to verify citizenship status and Social Security income and benefit information.

Screens (or systems) not in Legacy

- **The Work Number by Equifax®** - Income for individuals whose employer reports to the Work Number, is found here. Depending on the employer, weekly, biweekly, or monthly pay can be found along with hourly rate of pay, frequency of pay, gross and net income, bonus information, and time with employer.
- **Medicaid Management Information Systems (MMIS)** – Shows current and past individual Medicaid information. Temporary-use card for proof of medical coverage can be obtained here.
- **Asset Verification System (AVS)** – This system is used to verify an individual's resources when determining non-MAGI eligibility.

Screens in ONE

- **State On-Line Query Internet (SOLQi)** - Provides on-demand SSN Verification, Social Security Benefits (SSB) and Social Security Disability Insurance (SSDI) (Title II), and Supplemental Security Income (SSI) (Title XVI) benefit information.
- **Beneficiary and Earnings Data Exchange (BENDEX)** – Provides information about Social Security and Medicare entitlements for applicants and recipients.
- **State Data Exchange (SDX)** - Provides Social Security Title XVI benefits (Supplemental Security Income (SSI)).

For further guidance on navigation for these screens, please refer to the [BENDEX, SDX, and SOLQi Overview QRG](#).

When to check IEVS

For most programs, IEVS is only to be checked at certain periods during the application process and certification period.

The following is a summary of when IEVS screens must be checked for each program:

Program	Situations
SNAP	<ul style="list-style-type: none"> • During intake at Certification and Recertification • When adding an eligible household member • To verify income when a change is reported
ERDC	<ul style="list-style-type: none"> • During intake at Certification and Recertification • When adding a household member • When the family reports a change
TANF	<ul style="list-style-type: none"> • During intake at Certification and Recertification • When adding an eligible household member • To verify income when a change is reported
TA-DVS	<ul style="list-style-type: none"> • During intake at Certification
REF	<ul style="list-style-type: none"> • During intake at Certification
MAGI	<ul style="list-style-type: none"> • At initial application and at renewal only if the Oregonian is applying for other programs and an interview is being performed. <ul style="list-style-type: none"> ○ If the request is only for medical benefits and an interview is not being performed when the data is being entered into the Worker Portal, IEVS should not be checked prior to or during entry unless an RFI is produced. ONE will interact with the Federal Data Services Hub (FDSH -this interaction is referred to as “pinging the Hub”) to determine whether reasonable compatibility has been met. Only when, and if, an RFI has been generated based on the Hub ping, should the IEVS screens be checked. Checking IEVS at this point may allow the RFI to be cleared.
Non-	<ul style="list-style-type: none"> • Any time eligibility is being evaluated

Narration

It is important to leave a case note stating "IEVS screens were checked" after checking IEVS screens when determining eligibility.

Additional Resources

Below is a link to a cheat sheet with screenshots of the first page of each screen mentioned above with a link to the corresponding iLearn training. If you are a new employee or are unfamiliar with DHR screens, the iLearn trainings are a great place to start for learning to navigate these screens.

[IEVS Overview](#)

If you have any questions about this information, contact:

Contact(s): Contact the policy box specific to the program you are determining eligibility for with any IEVS questions.

Phone:

Fax:

Email: SNAP.POLICY@dhsosha.state.or.us
TANF.Policy@dhsosha.state.or.us
CHILDCARE.POLICY@dhsosha.state.or.us
TADVS.Policy@dhsosha.state.or.us
APD.MedicaidPolicy@dhsosha.state.or.us