

Information Memorandum Transmittal Office of Self-Sufficiency Programs



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Topic: Other

Due date: 07/16/2021

Subject: Checking 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:

Income Eligibility and Verification Systems (IEVS) are used as a tool to confirm income and asset information provided by an individual and identify any discrepancies.

The intent of this transmittal is to provide:

- Information about the IEVS screens
- Guidance for when IEVS screens should be checked
- Guidance for what to do with the information found on an IEVS screen
- Tools related to the IEVS screens
- Information about trainings related to IEVS

IEVS screens – General Information

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 may indicate unreported or terminated source income. Except for MAGI medical programs, this screen cannot be used to verify income. For MAGI medical programs, this screen can be used to determine if an individual's attestation of income meets reasonable compatibility. If reasonable compatibility is met, chose the verification source code of "Reasonably Compatible." Choosing this option will mark it as verified for MAGI medical only.
- **SPVF/HINQ** – Shows income for individuals who work as a homecare worker through the State.
- **ECLM** – Shows current and past unemployment compensation information.
- **DPSS** – Shows income information for individuals working as childcare providers through the State.
- **WQY2** – This screen is used to find all Social Security claims associated with an individual based on their social security number. From this screen you can select each of the associated claims and navigate to the **W204** screen. The **W204** screen includes information about citizenship status and Social Security income and benefit information. Please note, the SSA screens in ONE (SOLQi, BENDEX, and SDX) should be checked for SSA information first. If there is no information available on these screens, then use the Legacy screens for SSA information. For further guidance on navigation for these ONE screens, please refer to the [BENDEX, SDX, and SOLQi Overview QRG](#).

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](#).

Screens (or systems) not in Legacy/ONE

- **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.
- **Asset Verification System (AVS)** – This system is used to verify an individual's resources and asset transfer when determining non-MAGI eligibility. This includes all service categories (MAGISERV, NMSERV, and LTCSERV)

For more details about the most frequently used IEVS screens, including links to the Workday Learning links for each screen, see the [IEVS overview](#).

When should the IEVS screens be checked?

Intakes and Certifications

- For all medical programs (MAGI and non-MAGI), when entering a medical application into the system, check all IEVS screens while entering the application into Worker Portal if the application includes any of the things listed below:
 - SSA income. SSA income includes Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), or Social Security Benefits (SSB)
 - An individual is:
 - Age 65 or over
 - Reports being blind or disabled
 - Receiving or requesting long-term care (LTC) services

If the medical application does not include any of the things listed above, IEVS should not be checked during entry unless an interview is being performed or an RFI is produced after running eligibility. The purpose of checking after an RFI is produced is to attempt to clear the RFI and resolve the discrepancy.

- For all programs except medical check the screens as an initial application or recertification is being performed (either before or during the interview). If there is discrepant information, this information should be cleared up during the interview.
 - Additionally, for SNAP:
 - A current waiver allows eligibility to be determined without an interview. IEVS should still be checked during data entry, however, when a discrepancy is identified between the information provided on

the application and IEVS or other information available to the dept, staff should reach out to the applicant to resolve the discrepancy. This is true for all scenarios except when the individual has reported net Unemployment Compensation. Staff can update the case with the gross amount of Unemployment Compensation without reaching out.

Renewals and Recertifications

- For MAGI and non-MAGI medical programs, system logic is applied during the renewal process in ONE to determine whether further review of the case or more information is needed.
- For all programs except MAGI and non-MAGI medical programs, follow the same guidelines at recertification as were given above for an intake.

Mid-Certification Reviews

Mid-Certification Reviews are for NED SNAP cases at the 12-month point of their 24-month certification.

IEVS screens should be checked while processing a SNAP Mid-Certification Review. During this check, if income (new source or updated from the previous amount) is found on ECLM, DPPL, HINQ/PRVX or the SSA screens, it can be added/updated on the case without reaching out to the participant. This is true even if other programs, including MAGI, are on the case. If income is found on any other IEVS screen, and it is discrepant with the information already on the case, attempt to call the participant to clear the discrepancy. If unable to contact the participant, use the Missing Information (MI) functionality. After clicking the button to start the Mid-Certification Review, see the [Missing Information QRG](#) for more details about how to use this functionality.

Report a Change

When acting on a reported change, first consider what change is being reported, whether income is impacted by the change, and if so, what the impact is. Depending on the reported change, you may not need to check IEVS. **If you do need to check IEVS, only check the IEVS screen related to source of reported income.**

Below are different report-a-change scenarios and guidance about checking IEVS for each:

- New income, increase or decrease to existing income is reported, and there is enough information to create an income record in ONE (*see note below*)
 - If MAGI medical is the only benefit being received, IEVS screens 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 related to the income type being reported, be checked. The purpose of doing this is to attempt to clear the RFI and resolve the discrepancy. If other programs are present on the case, follow the guidance in the next bullet, i.e., you can check the IEVS screens prior to running eligibility.

- For all other programs except TA-DVS, create the income record that is being reported and only check the IEVS screen related to source of reported income. For example, if Unemployment Compensation is being reported, check ECLM only. You can do this even if MAGI is present.
 - If the information found on IEVS can substantiate the reported change, mark the income as verified.
 - If the information cannot substantiate the reported change, try to call the participant to get clarification. If they are unavailable, leave the verification source code as “client statement.” A pend will be generated per program as applicable, based on the rules built into ONE for each program.
- For TA-DVS, do not check IEVS. TA-DVS eligibility is determined based on income received during the calendar month in which the Oregonian applies. If there are income changes after that, these should be looked at as an ongoing resource to support the safety plan and considered at the time of payment requests.

Note: *You can check the IEVS screen related to the income being reported in attempt to collect enough information to complete the income record. For example, if the Employer Name, pay frequency, or pay dates are missing, you can check WorkNumber to see if the information is available there. However, if there are discrepancies between what the reported change was and what is showing on WorkNumber, do not code the information found on WorkNumber, follow the steps above to contact the participant and send a Missing Information pend as applicable. Another example is a report of income from the Social Security Administration (SSA) but the claim number for the income is not provided. You can use information from the SSA screens and interfaces to complete the income record.*

- New income, increase or decrease to existing income is reported and there is not enough information to create an income record in ONE
 - For all programs except TA-DVS
 - For all programs except SNAP, try to call the participant to get the information needed. If unable to contact the participant, use the Missing

Information (MI) functionality. See the [Missing Information QRG](#) for more details about how to use this functionality.

- For SNAP, if the total gross countable income has not increased to 130% FPL or above, do not request the information or verification for SNAP on a Missing Information pend even if issued for other programs. Enter a case note about the reported change and why no notice was issued.
- Once information is received in response to the Missing Information pend create the income record and only check the IEVS screen related to source of reported income. For example, if Unemployment Compensation is being reported, check ECLM only.
- For TA-DVS, do not check IEVS and do not send a Missing Information pend. TA-DVS eligibility is determined based on income received during the calendar month in which the Oregonian applies. If there are income changes after that, these should be looked at as an ongoing resource to support the safety plan and considered at the time of payment requests.
- Income has been terminated – do not check IEVS.
- Adding a person
 - If the individual's income has not previously been considered for the program being requested, check IEVS only for the person being added following the guidance given above for intakes and certifications.
 - If individual's income has already been considered for the program being requested, and there is no change to their income, do not check IEVS.
- Removing a person – Do not check IEVS

Coding Information Found on IEVS

You should only check IEVS screens following the guidance listed above. Following that guidance, you can add or update income for an individual when it's found on the screens/interfaces listed below. This is true for all programs, including MAGI:

- Provider pay screens including – DPPL, SPVF and HINQ
- ECLM
- SSA screens/interfaces including – SOLQI, BENDEX, SDX, WQY2. Code the SSA income type and amount as shown on the SSA screens.

If the information is found on a screen that is not listed above, for example, WorkNumber, it can be used to substantiate the applicant or participant's attestation. However, if the information is discrepant, it cannot be used as verification without first reaching out to the individual. This also means you should not just take information found on screens not listed directly above and add it to the case without confirming

with the individual first. For a SNAP only case in SRS or TBA you should not reach out to the household to clarify the income unless the change is required to be reported for SNAP.

Note: For non-MAGI Medical, an undisclosed asset found in AVS can be entered in the “Undisclosed Asset” section of the AVS screen. This is used to pend for the asset and does not affect eligibility.

Case narration

The ONE system doesn’t track when you check IEVS. It is important to leave a ONE case note stating “IEVS screens were checked” to ensure this step is documented in the participant’s case. It’s also important to enter a case note when there’s a discrepancy between what’s showing on an IEVS screen and what is entered in the system.

Additional Resources

- [IEVS Overview](#)

This cheat sheet includes:

- Screenshots of many of the IEVS screens mentioned in the first section of this transmittal
- Links to the Workday Learning training for many IEVS screens; and
- Links to QRGs related to IEVS screens.

- [BENDEX, SDX, and SOLQi Overview QRG.](#)

- [Missing Information QRG](#)

- [Medicaid Long-Term care Services in ONE QRG](#)

- [Take Time for Training site](#)

[May 2021 “Be in the Know”](#) (page 5)

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:
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Email: SNAP.Policy@dhsosha.state.or.us TANF.Policy@dhsosha.state.or.us CHILD CARE.Policy@dhsosha.state.or.us TADVS.Policy@dhsosha.state.or.us APD.MedicaidPolicy@dhsosha.state.or.us HSD.MedicalEligibilityPolicy@dhsosha.state.or.us
