# Asset Verification Service (AVS)

## Frequently Asked Questions

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**Support Resources for AVS End-Users**

*End-Users are being instructed to route their questions/issues in the following ways:*

- ✓ Technical and system-related questions or issues should be sent to the Service Desk: OIS.ServiceDesk@state.or.us
- ✓ Business Process/Policy-related questions or issues should be sent to the APD Medicaid Policy Team: APD.MedicaidPolicy@state.or.us
- ✓ Service-related questions or issues should be sent to the AVS Support Team: AVS.Support@state.or.us

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# Table of Contents

# 1.  Why AVS

## 1.1.    Why was AVS implemented?

CMS requires Oregon DHS to have an electronic asset verification system (AVS) available to staff to use, currently for specific service recipient groups.

## 1.2.    Why are we using an Asset Verification Service?

Section 1940, subsection 1903(i) (24) of the Social Security Act requires all states receiving CMS funding to implement an automated asset verification system for Medicaid applicants.

## 1.3.    If it can take up to 15 days for an AVS request to come back, how is this faster than the previous process?

Most responses will be returned in less than 2 days. Ninety-five percent of results will be returned within 5 days. Smaller banks that do not utilize online services may have to send verification to AVS via mail or fax, which can take longer. You will be able to review results as they come in.

# 2.  Security

## 2.1.    How do we know that our consumers' financial information is secure?

Information security and privacy consumers is of the utmost importance to DHS. Public Consulting Group, Inc. (PCG) states that they are "committed to safeguarding the privacy and confidentiality of customer and company information." Please see PCG's "Privacy Shield Policy" for more information: http://www.publicconsultinggroup.com/privacy-shield-policy/.

## 2.2.    Will the consumer or other parties be able to see an AVS inquiry on the consumer's credit report?

No. There is no credit check involved with the AVS request.

## 2.3.    Do consumers need to sign Releases of Information (ROIs) for financial institutions to release their information?

No. Language about AVS has been on the OSIP-M application (page 12 of the 539A) since 2009. If they have signed an application since 2009 they have agreed to this service. A signed application needs to be on file prior to running an AVS request.

# 3.  User Account Information

## 3.1.    How do I get access to AVS?

If you need an account set up in AVS, your supervisor will need to complete and submit the APD – Individual User Profile (IUP) form (DHS - 0784) available from the DHS/OHA Publications and Forms page (https://aix-xweb1p.state.or.us/es_xweb/FORMS/).

### 3.2.    Why did my session time out?

After 15 minutes of inactivity, for security purposes, the system will automatically log you out and require you to log back in before you can resume using the system.

### 3.3.    I attempted to log into AVS, but it says that my account information is incorrect, how do I confirm my login credentials?

- Username will be your OR# or P#
- Default Password will be sent to each user upon account creation, and users will change their password after their first login - if you receive an error message, click the "I forgot my password" link to follow the steps to recreate your password
- Verify you are using the correct URL (Or.Pcgusavs.com)
- If you still can't access AVS – contact your local sub-admin.

### 3.5.    How do I change my password?

- Log into AVS
- Select **Settings** icon
- Select **Change Password**
- Enter current password and new password where indicated
- Click **Save**

### 3.6.    How often should I change my password?

Passwords need to be changed every 90 days.

### 3.7.    How do I add security questions?

- Log into AVS
- Select **Settings** icon
- Select **Edit Profile**
- Enter security questions and answers where indicated
- Click **Save Profile**

Additionally, upon first logging in, the system will ask you to set up security questions.

### 3.8.    What does my user role in AVS allow me to do?

See the table below for a high-level overview of user role-based functionality. For additional questions regarding access and permissions, contact your local sub-admin.

| User Role | Role Actions |
|---|---|
| Chief Data Steward | Can set up sub-admin user accounts; can set up new users and assign locations at all levels; can change/reset new password; can unlock user accounts; can deactivate user accounts |
| Sub-Admin Security | Can set up new users and assign locations at district level; can change/reset new password; can unlock user accounts; can deactivate user accounts |

| District Manager | Can view case queue at all levels; can search/view cases; can generate reports at all levels; can view eligibility history |
|---|---|
| Supervisor and Lead | Can view case queue at district level; can assign cases in case queue; can make eligibility decisions; can search/view cases; can generate reports at district level; can view eligibility history; can create ad-hoc requests; can review results after decision |
| Eligibility Worker | Can view case queue at district level; can make eligibility decisions; can search/view cases; can view eligibility history; can create ad-hoc requests; can review results after decision |
| Transfer Support Staff | Can view case queue at district level; can assign cases in case queue; can search/view cases |

# 4. AVS System Basics (Technical)

## 4.1. What is the link/URL for accessing the AVS system?
The URL for AVS is: https://or.pcgusavs.com/

## 4.2. How do I see all my assigned cases?
When you log into AVS, your assigned cases will appear on the landing page in the AVS Case Queue.

## 4.3. How do I transfer a case to another branch queue?
- Log into AVS
- Select the box next to the case you want to transfer
- Select the **District** from the drop-down menu
- Select the **Office** from the drop-down menu
- Click **Assign**

## 4.4. What browsers are supported by AVS?
AVS supports Internet Explorer and Chrome. Firefox was also successfully tested by the state.

## 4.5. How is the portal going to be accessed, Citrix or web based?
The AVS portal is web based.

## 4.6. Will AVS pull names from ONE?
New cases will need to be entered into AVS manually, redeterminations will be able to pull information from the existing Legacy systems. AVS can integrate with ONE, however there are currently no plans to do so until after the completion of the Integrated Eligibility (IE) project.

## 4.7. How will AVS data be stored?
Each consumer will have a case in the AVS Portal where all their account information is stored. When an update/renewal is processed, all previous information is "archived" into the consumer's AVS case file. AVS data can also be converted to a PDF document.

### 4.8.  Why does it say Public Consulting Group on the login screen?

DHS has contracted with Public Consulting Group, Inc., to administer our AVS portal. PCG has experience providing various consulting services, including Asset Verification Services, throughout the country.

### 4.9.  I am working in the AVS Portal and I cannot see some of the buttons on the screen, part of the screen appears to be cut off. What is wrong?

Check your zoom setting. If the zoom is more than 125%, you will not be able to see some of the buttons and the screen may not function properly.

### 4.10.  I accidentally entered a household size of 2 in the AVS Portal, and now the case queue shows an error on this case. How do I fix this?

AVS will only allow you to enter a household size of 2 on standard living arrangement OSIP-M cases. Any other case types will put the case in error if the wrong household size is entered. You will need to edit the case information and make sure you have entered the correct program and household size, then save your changes.

### 4.11.  How do I enter a spouse's information on an LTC application and link the spouse to the consumer?

You will need to create an "Applicant" ad-hoc request for the consumer, plus a separate "Applicant" ad-hoc request for the spouse. On each ad-hoc request, you will enter the associated SNN in the box on the bottom left hand corner that reads Applicant SSN to Link. **\*Note\*** This will allow you to search by either SSN, however, they will always be two separate requests within the AVS Portal.

### 4.12.  The AVS Portal shows that one of my cases is in error because the "request type" is invalid. What does this mean?

Check that you have entered the correct household size and case type. Go into edit (the pencil icon) to ensure that all information is accurate on your request. Some sections may be blank if the case has gone into error.

## 5.  AVS System Basics (Non-Technical)

### 5.1.  Is there a way to search for secondary account names, such as a trust established by a guardian?

If the consumer's name and SSN are associated with an account, even if someone else's name is also, the account should appear in the AVS results. One exception could be an account at a small Financial Institution that may not be searched by the AVS.

### 5.2.  Will we get a notice that there is no account found if the consumer does not have a bank account?

No. The AVS Portal will indicate whether all relevant Financial Institutions have been searched. We expect that 99% of responses will be received within 15 days; if you are not expecting any results you will likely be able to close out the AVS request at 15 days.

### 5.3. Will PERS or retirement accounts be able to be verified?

PERS accounts are held by the state, not the individual recipient, so they will not be verified by AVS. Other types of retirement accounts could potentially be verified by AVS, including accounts held at financial institutions under the consumer's name and SSN.

### 5.4. If the lookback shows they were over the $2000 limit do we need verification of spend down, or will we be using the current month to determine eligibility?

In most instances, the most recent balance will be used to verify resources. The full year of balances is available in case there are major changes to balances that may require a follow up with the consumer.

### 5.5. Can I verify that I submitted an ad-hoc AVS request for a consumer before AVS results are returned?

Yes. A request will appear in the Portal within seconds of being submitted.

### 5.6. Will I be able to check whether someone already submitted an AVS request for a consumer?

Yes. It is recommended that you do a search to check for any AVS requests whenever there is a possibility of a duplicate request. If you submit a duplicate AVS request, you will get an error and your request will not be processed.

### 5.7. Will the AVS Portal show DMV records?

No, not currently.

### 5.8. If a consumer has been a victim of identity theft and has reported this, will we be able to tell in the AVS report?

Probably not. There will more than likely not be a flag on an account unless the financial institution questions the person's identity, in which case a report of the account will not be sent. Paper documentation from the consumer will likely be needed showing that they have disputed the account.

### 5.9. Is the worker notified when results have been returned from an AVS request?

No. Results will be viewable on the consumer's case as they come in. The worker will need to set up a reminder/tickler to check the AVS Portal 10-15 days after the request for responses.

### 5.10. Will the AVS Portal show Direct Express Card balances?

No. The vendor who manages Direct Express accounts had previously agreed to participate in AVS, but currently they have not been responding to requests for verification.

### 5.11. Will AVS show whether an annuity is actuarily sound, whether a trust is irrevocable, etc.?

No. Income from annuities will not be verified by AVS. The AVS Portal will show accounts and the first-of-the-month balances; it will not provide documentation the worker needs to evaluate these types of accounts.

### 5.12. Will AVS show life insurance policies?

No. Life insurance policies are generally not shown in the AVS Portal.

### 5.13. What address do we use if someone is part of the Address Confidentiality Program?

Since address fields in AVS are mandatory, staff should enter "ACP" in the Residence Street field, then enter "Salem, OR 97308" for the City, State, and Postal Code (ZIP). Staff should never enter an ACP client's actual address in AVS.

### 5.14. Will AVS show burial plans?

If the burial plan is held at a financial institution it may be viewable in AVS. However, if the burial plan is money set aside in a savings account there will be no indication this is for burial. Keep in mind that most burial plans are held at a funeral home and will not be viewable through AVS. Staff may need to request this information from the client.

### 5.15. What property information will show on the AVS portal?

AVS searches the U.S. for property and real estate associated with the consumer's name and SSN using LexisNexis. The report will show: address (if applicable), purchase amount, and date of purchase. It will flag property sales less than 80% of market value (according to current local data) and identify Quit Claim Deeds. Property searches take 1-3 days to return results.

### 5.16. Will AVS know if an account is excluded (ABLE account, Special Needs Trust, etc.)?

No. Each identified account will have information that should indicate whether it is an excludable account; the worker will need to determine what resources should be excluded.

### 5.17. Will AVS exclude income from the resource calculation?

No, income is not automatically excluded by AVS. Most of the consumers receive deposits on or after the first of the month, therefore they may not be reflected in the monthly balance shown. To calculate resources, you may need to ask a consumer what day they receive their deposit(s).

### 5.18. Can AVS search for a spouse's financial information?

Yes. The spouse's information must be entered; the results are associated with the consumer's SSN.

### 5.19. Will the AVS report show account balances for previous months?

Yes. The AVS report will show account balances for the last 12 months on redetermination cases, 60 months on new service applications, and 4 months on non-service OSIP-M applications.

### 5.20. Will the AVS report show the bank balance as of the day requested?

No. The AVS report will show the balance as of the first second of the first day of the month. An updated paper statement could be needed in some cases.

### 5.21. Will the AVS report show transaction history?

No. The AVS report will show the balance (as of the first minute of the month) for: 4 months on new OSIPM non-service applications, 60 months on new Long-Term Care applications, and 12 months on redeterminations as well as Limited Changes. Large differences in monthly balances (from one month to the next) will be flagged for further investigation by staff; transfers that occur within a month will not be flagged.

### 5.22.  Will AVS show accounts that were not disclosed by the consumer?

Large national financial institutions are searched automatically by AVS. An additional search is conducted of local financial institutions based on the consumer's zip code.

### 5.23.  Will the AVS portal show balances for undisclosed accounts?

Yes. Any disclosed or undisclosed account will have a viewable balance.

### 5.24.  Will the AVS portal show ABLE accounts?

Yes. ABLE accounts will display as account type "other."

### 5.25.  Will AVS show cryptocurrency or other investment accounts?

No. AVS will not show information about cryptocurrency, crypto exchanges, or other investment accounts (Schwab, Edward Jones, etc.).

### 5.26.  Will AVS show Representative Payee accounts for an individual?

Yes.

### 5.27.  Will AVS show closed accounts?

Yes. If an account has been open at any point during the look back period, it will appear in the AVS results.

### 5.28.  Will AVS search online-only banks?

Yes.

### 5.29.  Will AVS show income cap trusts?

If the trust is an account at a financial institution, it will be viewable in the AVS Portal. It will probably not indicate that it is an income cap trust and additional financial verification may be needed.

### 5.29  Why am I having trouble finding a financial institution when I am searching for it by name to manually add it to the request?

Some financial institutions that have "and" or "&" in their name may not be located due to the way their name is entered in the system. It is recommended that the name of the financial institution be shortened (i.e. First Federal Savings and Loan entered as First Federal in the name search field).

### 5.30.  How long will it take for AVS to return information from financial institutions?

| Average Response Time | 1.5 Days |
|---|---|
| 95% of Responses | 5 Days |
| 97% of Responses | 10 Days |
| 99% of Responses | 15 Days |

### 5.31.  What is verifiable via AVS?

IRA's, Keough's, Time/CD's, Rent Securities, Trust Accounts, Christmas Clubs, Some Annuities, Savings Accounts, Checking Accounts, Custodial Accounts, Social Security Accounts, Burial/Funeral Accounts, Money Market Accounts, and Real-Estate Ownership Records.

### 5.32.   What data will AVS provide?

Account type, account owners, open/close dates, account branch name, account branch address, beginning-of-the-month interest earned for every month of look-back period, and beginning-of-the-month account balances for every month of look-back period.

### 5.33.   What does AVS not show?

Bonds, Stocks, Treasury Notes, Sales Contracts, Safe Deposit Boxes, and other insured or valuable property identifiable as an asset (e.g. farm equipment).

### 5.34.   What types of redeterminations are included in the batch file sent to AVS?

At the beginning of each month, a batch file containing all redeterminations for OSIPM clients (not including Assumed Eligible) is sent to AVS for the following month (ex. January 1st a file is sent for February redeterminations). This means redeterminations for those clients are automatically entered into AVS.

### 5.35.   Is AVS used for consumers who are applying for or receiving Long-Term Care services and are Assumed Eligible?

At initial Long-Term Care application, staff should submit a new "Application" Ad-Hoc request for all consumers (this includes SSI and 1619(b) recipients). This is to determine if there are any possible disqualifying transfers during the look-back period. There is no need to submit an Ad-Hoc request for Assumed eligible individuals at redetermination. These cases will also be excluded from the redetermination batch file.

### 5.36 Does U.S. Bank and U.S. Bank Trust require two separate requests?

No, completing one Directed Search request for U.S. Bank will return results for both U.S. Bank and U.S. Bank Trust.

## 6.   Generating Reports and Documents

### 6.1.   What format can AVS reports be exported?

Reports can be exported in XML file with report data, CSV (comma delimited), PDF, MHTML (web archive), Excel, TIFF file, and Word formats.

### 6.2.   How do I generate a Report in AVS?

- Log into AVS
- Select **Reports** icon
- Select the report from the list that you would like to create
- Enter report parameters
- Click **Run Report**

## 7.  Business Process

### 7.1.   Do we still use AVS if the consumer reports having less than $400 in resources?

Yes. We will check resources on every consumer, regardless of what they report. Current policy supports the use of available electronic resources. OAR 461-115-0700(5)(a)(b).

## 7.2. Can I open benefits if a consumer brings in all their financial documentation showing that they are within resources?

Yes. You will still need to request verification from AVS and review the results for any discrepancies and take any appropriate actions.

## 7.3. What if a consumer is over-resources according to AVS?

You will follow the normal verification procedures for discovered/disclosed resources. Depending on the individual consumer and their specific situation, this may include sending a pend notice to inform the consumer financial verification is needed to establish eligibility.

## 7.4. Am I allowed to use paper documentation that a client brings to the office?

Yes. Sometimes a client may need to send updated financial records after an AVS report shows they are over-resources. Paper documents are to be used instead of re-submitting an AVS request.

## 7.5. Does every redetermination still need an interview?

Yes. The normal process for renewals will not change. However, you will now have electronic access to the client's resource information which you can use for verification.

## 7.6. Can AVS be used for SNAP/TANF/ICP/ERDC/other programs?

Only if the consumer also has an OSIP-M (non-SSI) case or Long-Term Care services. If the consumer who is in one of the previously mention programs, has an additional case under a different program and needs assets verified their AVS information can be used.

## 7.7. In addition to OSIP-M (non-SSI) applicants, is AVS used for consumers who are applying for long-term care services and receive SSI?

Yes. Consumers who receive SSI and are applying for long-term care services will require an AVS request. However, the batch file for redetermination does not include these individuals.

## 7.8. How can reminders be set for a branch that has a shared caseload with the Eligibility Unit and cannot set ticklers?

You do not have to use OA ticklers as reminders for checking AVS. If setting ticklers does not work for your unit, you will need to establish a business process for checking AVS requests, check with your leadership to locate or identify your branch's process.

## 7.9. How do log-in IDs and passwords work for shared caseloads?

Each person will have their own log-in ID and password. Staff will be able to see the shared AVS caseload, and you will be able to search for individual consumers by name or SSN. The AVS Portal also has various filters to narrow down the case queue.

## 7.10. Do we use AVS when there are changes reported mid-certification?

For financial changes you will need to obtain paper documentation from the consumer. A consumer should not have more than one AVS request in a 12-month period unless a consumer needs to change make limited changes such as adding a person to their case.

### 7.11.   What address do we use if someone is homeless?

Since address fields in AVS are mandatory, staff should enter "TEMP" in the Residence Street field, then enter the actual City, State, and Postal Code (Zip) of where the client resides.

## 8.   AVS Trainings

### 8.1.   Will training for AVS be offered online or in person?

Training is provided via iLearn, under course number AVS101. It is a requirement for all workers determining eligibility.

### 8.2.   How can I find out more information about how to use AVS?

There are tutorial videos available in the help section after logging into the AVS portal.