TPQY SOLQ User Guide
Rev. 08.26.2013

The existing TPQY request screen (**WQY1**) was updated to send an immediate request to SSA for SSN <u>and</u> citizenship verification. Real-time requests will also be automatically sent to SSA in the nightly file. The real-time process will not include benefit information. This information will be available after overnight processing. Please follow the current process of checking the **W204** the next business day or two, for additional information from SSA.

How to complete a TPQY (WQY1) request:

1. To access the TPQY Request Screen:
   - On a clear screen, enter **WQY1**, SSN and press {enter}
   - On a clear screen, enter **WQY1** and press {enter}; or
   - Select the {F21} TPQY key on the W204 screen; or
   - Select the {F23} TPQY key on the BEIN screen; or

2. On the TPQY Request screen:
   - Enter the SSN if necessary, your branch ID and worker ID
   - Press {F9} for immediate and overnight verifications with SSA

3. After you press {F9} on **WQY1** a request will be sent and a response will be received from SSA. Upon receiving a response, the system will automatically take you to the W211 screen to display the response.

4. From **W211**, press Shift {F9} or {F21} to return to **WQY1** to complete a request on other case members, if needed.

Important note: Please follow the current process of checking the **W204** the next business day or two, for additional benefit information from SSA. TPQY requests sent before 2:30 each day will be processed nightly and a response will be available the next business day at 6:00 AM. Requests done after 2:30 PM will be available the second business day.

How to view TPQY (W204) responses:

- To verify an SSN: type **WQY2,SSN** and press {enter}. The SSN you entered will be on the top of the list. Select the SSN by entering any non-blank character on the period next to the SSN and press {enter}.

```
WSVW076I                    TPQY Request Summary            08/27/2013 01:26 pm

Fast path _____  EB_ Access Key _____  More: - +

S BRCH ID   SSN/CAN    Last Name      DOB     Agency  Req-Date  Resp-Dte  Sts
. 2001 CT                                      AFS    08/27/13  08/27/13   R
. 2002 CH                                      AFS    06/13/13  06/26/13   R
. 2011 CD                                      SSD    06/14/13  06/26/13   R
. 2011 CD                                      SSD    06/10/13  06/26/13   R
. 2011 CO                                      SSD    07/02/13  07/02/13   R
. 2019 AA                                      SSD    06/27/13  06/27/13   R
. 2019 CL                                      SSD    06/12/13  06/26/13   R
. 2019 D8                                      SSD    06/26/13             S
. 2019 D8                                      SSD    06/13/13  06/26/13   R
. 2401 AA                                      AFS    06/27/13  06/27/13   R
. 2401 AC                                      AFS    06/27/13  06/27/13   R
. 2401 AC                                      AFS    06/27/13  06/27/13   R
. 2401 AE                                      AFS    06/14/13  06/14/13   R
. 2401 C3                                      AFS    07/16/13  07/16/13   R
. 2402 AA                                      AFS    08/20/13  08/20/13   N
. 2402 AE                                      AFS    08/22/13  08/22/13   R
. 2402 AE                                      AFS    08/23/13  08/23/13   N
70000I Ready
F1=Help  F3=Exit  F6=Fast Path  F7=Bkwd  F8=Fwd  F15=Manual  F24=WQTR
```

- o If there is only one CAN (SSA Case) the **W204** screen will display.

```
WSDW204I                  RESPONSE SELECTION SCREEN          08/27/2013 12:24PM

Fast path _____   EB_ Access Key _____     Persons
Branch  Worker  Input SSN/CAN    Input Name   Req-date   Resp-date    Own SSN
 2001     CT
                                                         Citizenship  Code =
Error Condition Code =      ID Discrepancy Code =        Verification Code =
* * * * * * * * * * * * * * * *  S S B   D A T A  * * * * * * * * * * * * * * *
  Pay-St-Code  Gross-Amount  Net-Amount   Spl-Amount
                 000.00        000.00       000.00
_
  Claim Number      DOB     Sex  Disability-Onset   Disability-Entitled


* * * * * * * * * * * * * * * *  S S I   D A T A  * * * * * * * * * * * * * * *
  Appl-Date   Pay-St-Code  Current-Date    E-Amt      P-Amt
                                           000.00     000.00
_
* * * * * * * * * * * * * * M A I L I N G   A D D R E S S * * * * * * * * * * * *
  Name                Street               City/State           Zip
_

F1=Help  F3=Exit  F6=Fast Path  F15=Manual
F14=SSB  F16=SSI  F17=ADDRESS  F19=MEDICARE  F21=WQY1  F23=BEIN
```

- o If the client has more than one claim the **W203** screen will display with a list of SSNs or CANs (SSA claim numbers). Select one at a time by placing any character on the dash to the left of the CAN or SSN and pressing {enter}. This will take you to the detail screen (**W204**) for that claim. Press F3 to return to the list.

```
WSVW203I                    TPQY SSN/CAN XREF              08/27/2013 13:40PM

Fast Path _____  EB_ Access Key _____
SSN: |_____|   Name: |_____|_____   DOB: |_____|

   SSN/CAN
_  |_____|4
_  |_____|4A




F1=Help    F3=Exit    F6=Fast Path
```

- To display all the responses for a branch type **WQY2**,cost center (**WQY2**,5503). Select the record and press enter
- To display all the responses for a branch and specific worker type **WQY2**,cost center,worker ID (**WQY2**,5503,LS). Select the record and press enter

Citizenship and Verification Codes from SSA

These codes and their definitions are from the help windows on W204. The clarifications highlighted in yellow will be added to the existing help window. We'll also be adding help windows to W211, within the next few weeks.

Citizenship Codes:

A   The client's U.S. citizenship has been documented by SSA and meets the medical program citizenship documentation requirements. The SSA has no record the client has died.

B   The SSA has determined the client's declaration of U.S. citizenship is not consistent with SSA documents. (SSA has some documentation the client is not a U.S. citizen.) The SSA has no record the client has died.

C   The client's U.S. citizenship is documented by SSA and meets the medical program citizenship documentation requirements. SSA records indicate the client has died.

D   The SSA has determined the client's declaration of citizenship is not consistent with SSA documents. (SSA has some documentation the client is not a U.S. citizen). SSA records indicate the client has died.

Blank   A blank Citizenship Code means the SSA does not have any citizenship-related documents. The client may be a U.S. citizen, but the SSA could not verify citizenship. A blank Citizenship Code could also mean the request has not been submitted to the SSA or that the SSA has not responded to a request yet.

Verification Codes:

This field indicates SSN verification or the reason for non-verification. If an error is detected in the record received from SSA, the code number is displayed.

1   The SSN was not found on the SSA files

3   Name and sex match, birthdate does not match

5   Name does not match, sex and birthdate not checked

*   The input SSN was not matched. SSA located and verified the correct SSN. The corrected SSN is displayed on the WQY1 screen.

F   SSN is **verified** (surname ignored)

M   SSN **verified** other than via numident* (overlay of "1")

P   SSN **verified** other than via numident* (overlay of "3")

R   SSN **verified** other than via numident* (overlay of "5")

V   SSN is **verified**

Z   Verification code for records in which State submitted a CAN (claim account number) instead of an SSN. SSA found the CAN on the Master Beneficiary Record (MBR)**, but did not verify the SSN with the NUMIDENT*.

X   SSN is **verified**, NUMIDENT* indicates individual is deceased. This information may be incorrect but States cannot change the record.

Numident and the Master Beneficiary Record (MBR) are two of several databases SSA uses to verify SSNs.

*Numident is the master file of assigned Social Security Numbers.

**Master Beneficiary Record (MBR) is a payment file from which Social Security checks are paid. The MBR contains information on Title II beneficiaries, such as payment status, type and amount.

New Error and Informational Messages

Requests that are unsuccessful in real-time, because you received an error on **WQY1**, will be automatically sent to SSA in the nightly file.

The following messages were added to the TPQY (**WQY1**) screen:

- **37054 Real-time verification w/SSA down, batch request completed**
    - *Displays when the connection with SSA is down, during operating hours.*
- **47054 Tech issue w/req, batch req completed; call Service Desk**
    - *Displays when there is a technical issue with the request.*
- **27054 Real-time req outside SSA hours, batch req completed**
    - *Displays when the connection with SSA is down, outside of operating hours.*

Please contact the Service Desk if you receive the first two error messages (37054 & 47054) on WQY1 and for any other issue related to the Social Security screens. Please include the SSN, a description of the issue and/or the error message you received with the date, and your RACF.

The Service Desk is available from 6 a.m. to 6 p.m., Monday - Friday at 503-945-5623 or dhs.servicedesk@state.or.us.