**New Matches**

When an IEVS match appears on DAIL, determine the type of match and if the match can be resolved using information already available in the case record.

Beginning at DAIL, go through the following steps to investigate the match:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. | Type **I** in the selection field of the **DAIL** message to go to the **INFC** menu.     |  |  | | --- | --- | |  | The person's SSN and appropriate footer month should carry over to INFC. | | |
| 2. | On the command line, type **IEVP**     |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | The IEVP panel will show all IEVS matches on this person/SSN.     |  |  | | --- | --- | |  | Unresolved matches will show the number of days left before resolution is "due" on the right side of the screen | |  | Resolved matches will show the resolution code used | | | |
| 3. | Type **D** in the selection field to display a summary of an unresolved match     |  |  | | --- | --- | |  | The match summary will show the amount of income and the period received, plus the source of the income, and other pertinent information. | | |
|  | **NOTE:**  Additional information (address of an employer, source of unearned income, etc.) can be obtained by requesting the panel for a specific match type from the INFC menu (WAGE, UBEN, etc.) | |
| 4. | After viewing information about the match, investigate the case record | |
|  | A. | **Was the person on assistance during the match time period?**     |  |  | | --- | --- | |  | View CASE/CURR, CASE/PERS and MMIS for MCRE | |
|  |  | If **no**, resolve the match by coding **BE** or **BO** |
|  |  | If **yes**, go to step B. |
|  | B. | **Did the agency already know about the information?**     |  |  | | --- | --- | |  | Investigate the DIAMOND case folder | |  | View information on MAXIS (STAT/JOBS, STAT/UNEA, STAT/BUSI, etc.) for the time period of the match. | |
|  |  | If **no**, send a Difference Notice.  See [Sending IEVS Difference Notice](http://iwww1/eaadad/files/ievs/ievs_difference_notice.htm) |
|  |  | If **yes**, determine if the income budgeted on MAXIS was correct.  If the income amount from the match was known and was budgeted correctly on the case, resolve the match by coding **BN** or **BE** |

**Pending Cases**

HSR Teams may receive IEVS matches on their pending cases. The Team is expected to resolve these matches, if possible, before processing the case.  Do not delay opening a case because of the IEVS match as long as the client is cooperating (CM 5.12.15.03).

When an HSR Team discovers an IEVS match on a pending case, take the following action:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. | Resolve the match without pursuing information if:     |  |  | | --- | --- | |  | The reported income is already verified. | |  | No verification of income is needed for the IEVS time period (i.e., match was for a period when case was closed.) | |
| 2. | If verification of income is needed,     |  |  | | --- | --- | |  | **Promptly** send the client a Difference Notice.  See [Sending IEVS Difference Notice](http://iwww1/eaadad/files/ievs/ievs_difference_notice.htm). | |
| 3. | If the client does not respond within 10 days,     |  |  | | --- | --- | |  | Deny any IEVS-related programs that are still pending | |  | Close any active IEVS-related programs for the next possible month | |  | Resolve the IEVS match with code **NC** (Non-cooperation). | |
| 4. | If the client responds to the Difference Notice by turning in a signed Authorization to Release Information     |  |  | | --- | --- | |  | Send a request for income verification to the income source. | |
| 5. | When verification of income is received,     |  |  | | --- | --- | |  | Calculate overpayments, as applicable | |  | Resolve the IEVS match | |

**Closed Cases**

IEVS Match – BC Resolution Code on a Closed Case

IEVS matches may sometimes appear on cases that are about to close and cases that are closed. IEVS matches may be generated for MFIP, MA, or SNAP programs even if those programs are not currently active (but were active during the match period).

If a program included in a match is inactive at the time the match is generated it is acceptable to use resolution code BC for an IEVS match on a closed case. However, there are some important things to note if you should choose to do so.

If BC is used, it is essential to add a CASE/NOTE that clearly states that BC was used for the IEVS match and the match MUST be resolved BEFORE the **client** is eligible to receive ANY assistance that they apply for in the future. The IEVS Match will not pop up again if the client applies for assistance in the future so that is why it is important to flag the case using a CASE/NOTE. (Please note that this applies to any program the client applies for regardless what program actually displayed the IEVS match.)

Using the BC resolution code WILL make the IEVS match drop off the IEVS due/overdue lists.

Listed below are three common "closed program" situations, and the procedures involved in each.

|  |
| --- |
| 1. |
| IEVS match appears on worker's DAIL/DAIL prior to the effective date of termination: |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | A. | If any program is remaining open, process the match:     |  |  | | --- | --- | |  | Initiate verification process and send Difference Notice if appropriate. | |  | Transfer the case if needed, but you must start the process before transferring (i.e., research match on MAXIS and send Difference Notice if appropriate). | |  | The worker who has the case at the time verification of the income is received should complete the IEVS process (resolve the match, enter claims, etc.). If verification is not received, the worker who has the case at the time the verifications are due must initiate the closing process for affected programs. | |
|  | B. | If all programs are closing, wait to see if the case remains closed before taking any action (i.e., wait a few days after the effective date of closing before taking any action).     |  |  | | --- | --- | |  | If the case reopens, begin the IEVS process and resolve the match. | |  | If the case remains closed, resolve the match with code **BC** and enter appropriate case notes. | |

|  |  |
| --- | --- |
| 2. | IEVS match received for active programs; match also includes program that was active during match period but is currently inactive. (For example, MFIP/MA open from 1/98 through 4/98, MFIP closed, MA/FS have continued; match is for a quarter MFIP was open).  Worker who has the case at the time the match is received should process the match as follows: |

|  |  |  |  |
| --- | --- | --- | --- |
|  | A. | | For the currently active program(s), process the match according to the program's requirements and resolve it using the appropriate code. |
|  | B. | | For the currently inactive program, code the match as resolved with code **BC** and enter a case note explaining the action. |
| 3. | | Match is for period of time when case was active in FAD but case is now active in another division;  or...  Case is currently active in FAD but match is for period of time when case was open in another division.  Current division worker (at the time the match is received) should code the match as resolved with no savings (using code **BC**) on programs that are currently inactive, leaving a case note for the other division to be aware of possible overpayments if the client reapplies for that program.  For programs that are still active (most likely FS or MA), the current worker should investigate the match and resolve the match based on the outcome of the investigation. | |