


Department of Public Social Services
Bureau of Program & Policy

CALL-OUT

From: Elizabeth Morris



Signature

NUMBER: MCP 17-10
DATE: March 7, 2017
TO: All Division Chiefs
SUBJECT: MEDS VERIFICATION CODES: SOCIAL SECURITY NUMBER (SSN)

The purpose of this Call-Out is to remind staff of existing policy regarding the use of MEDS verification codes to validate a beneficiary's/applicant's social security number (SSN).

Eligibility staff is required to verify the SSN provided for each applicant/beneficiary with the Social Security Administration (SSA). The SSA verification code (SSN-VER) is reflected in the individual's MEDS record.

Staff can use the attached **Social Security Number (SSN) Verifier Desk Guide (Rev. 03/2017)** to identify the required action for any discrepancies noted on an SSN record contained in MEDS.

Questions regarding this Call-Out may be directed to the Medi-Cal Program Section at (562) 908-3090

Attachment

c: Sheryl L. Spiller
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Assistant Directors
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District Directors

Social Security Number (SSN) Verifier Desk Guide

MEDS VALID SSN VERIFIERS		
SSN Verifier	DEFINITION	WORKER ACTION REQUIRED
A	SSN verified via Social Security Administration (SSA) Numerical Identification System (NUMIDENT) data match - SSA birthdate exactly matches MEDS.	<ul style="list-style-type: none"> No action required.
W	SSN identified as verified via prior SSN verification process.	<ul style="list-style-type: none"> No action required.
B	SSN verified via SSA NUMIDENT data match - SSA birthdate exactly matches MEDS/Surname did not match.	<ul style="list-style-type: none"> Refer the applicant/beneficiary to the local SSA office with an MC 194-LA to clarify the last name.
E	SSN verified via SSA NUMIDENT data match - SSA birthdate not available for exact MEDS match check.	<ul style="list-style-type: none"> Refer the applicant/beneficiary to the local SSA office with an MC 194-LA to verify the date of birth.
F	SSN verified via SSA NUMIDENT data match - SSA birthdate not available for exact MEDS match check/Surname did not match.	<ul style="list-style-type: none"> Refer the applicant/beneficiary to the local SSA office with an MC 194-LA to verify the date of birth and last name.
*	SSN identified as verified via State Verification and Exchange System (SVES) SSN verification process but SSN verification code subsequently removed by worker.	<ul style="list-style-type: none"> Review the SSN verifier on MEDS to determine if the SSN has been validated.
#	SSN identified as verified via SVES SSN verification process but SSN verification code subsequently removed SSI/SSP update.	<ul style="list-style-type: none"> Review the SSN verifier on MEDS to determine if the SSN has been validated.
L	Verification request pending for SSN reported as sight verified.	<ul style="list-style-type: none"> Review SSN on MEDS and compare with SSN on LRS. If there is a discrepancy with the SSN on MEDS and LRS, then refer the applicant/beneficiary to the local SSA office with an MC 194-LA. If there are no discrepancies between the SSN on MEDS and LRS, then no action is required by the EW.
M	Verification request pending for SSN reported as not sight verified.	<ul style="list-style-type: none"> Request copy of SSN card. If SSN card is not available, refer the applicant/beneficiary to the local SSA office with an MC 194-LA to obtain a replacement card.

- Regulations for procedures to verify an SSN discrepancy can be found in the Medi-Cal Eligibility Procedures Manual, Article 20, and Manual Letter #298, dated 10/04/05.

Social Security Number (SSN) Verifier Desk Guide

MEDS INVALID SSN VERIFIERS		
SSN Verifier	DEFINITION	WORKER ACTION REQUIRED
C	SSN verified via SSA NUMIDENT data match - SSA birthdate does not exactly match MEDS.	<ul style="list-style-type: none"> Refer the applicant/beneficiary to the local SSA office with an MC 194-LA to verify the date of birth discrepancy, as applicable.
D	SSN verified via SSA NUMIDENT data - SSA birthdate does not exactly match MEDS/Surname did not match.	<ul style="list-style-type: none"> Refer the applicant/beneficiary to the local SSA office with an MC 194-LA to verify the date of birth and last name discrepancy.
H-J	Failed SSA NUMIDENT data match.	<ul style="list-style-type: none"> Refer to MEDS Liaison.
K	Both K and & - SSN not recognized as an SSN issued by SSA.	<ul style="list-style-type: none"> Verify that the SSN on MEDS is correct for that person with case documentation. Refer the applicant/beneficiary to the local SSA office with an MC 194-LA to verify the SSN. If the SSN does not belong to that person, then refer to MEDS Liaison for necessary action.
&		
N, O, P-Q	The SSN verifiers cannot be used to validate due to SSN verification failed SSA NUMIDENT data match on birthdate.	<ul style="list-style-type: none"> Refer the applicant/beneficiary to the local SSA office with an MC 194-LA to verify the SSN.
S, T, U, V,	The SSN verifiers cannot be used to validate due to SSN verification failed SSA NUMIDENT data match on surname or given name.	<ul style="list-style-type: none"> Refer the applicant/beneficiary to the local SSA office with an MC 194-LA to verify the name discrepancy for this SSN.
X	SSN identified as verified via prior SSN verification process, but SSN verification subsequently removed.	<ul style="list-style-type: none"> Refer to MEDS Liaison.
Y	SSN identified as <u>unverified</u> via prior SSN verification process.	<ul style="list-style-type: none"> Refer the applicant/beneficiary to the local SSA office with an MC 194-LA to correct the name and/or date of birth discrepancy.
!	SSN failed SSA NUMIDENT data match - given name missing.	<ul style="list-style-type: none"> Refer the applicant/beneficiary to the local SSA office with an MC 194-LA to correct the name discrepancy.
%	SSN verification failed SSA NUMIDENT data match - probable transcription error identified.	<ul style="list-style-type: none"> Must compare case documentation with MEDS to identify error. Refer the applicant/beneficiary to the local SSA office with an MC 194-LA to correct the identified discrepancy.