



FAMILY INVESTMENT ADMINISTRATION

Policy Number:	26-03
Policy Title:	Mandatory Clearance/Verification Systems Requirements
Release Date:	September 30, 2025
Effective Date:	Upon Receipt
Approved By:	Augustin Ntabaganyimana Executive Director Family Investment Administration
Revision Date(s):	Not Applicable
Supersedes:	Not Applicable
Originating Office:	Office of Operations fia.policy@maryland.gov
Required Actions:	Provides uniform criteria for accessing data through verification systems (clearances) for all programs at the time of Application, Redetermination, Maryland Benefit Review (MBR), and Interim changes.
Key Words:	Application, Redetermination, Maryland Benefit Review (MBR), and Interim Changes, Clearances, Verification
Related Federal Law	7 CFR § 272.8(a) ; 7 CFR § 272.11 ; 7 CFR § 272.3 ; 7 CFR § 273.2(b)(2) ; 7 CFR § 273.2(f)(7) ; 7 CFR § 273.2(f)(9) ; 7 CFR § 273.2(f)(10)
Related State Laws	Not Applicable
COMAR	Not Applicable
State Plan Implications?	Yes

 <p>Maryland Department of Human Services</p> <p>Department of Human Services 25 S Charles Street Baltimore MD 21201</p>	<p>FAMILY INVESTMENT ADMINISTRATION (FIA) ACTION TRANSMITTAL</p>
<p>Control Number: # 26-03</p>	<p>Effective Date: Upon Receipt</p> <p>Issuance Date: September 30, 2025</p>

**TO: LOCAL DEPARTMENTS OF SOCIAL SERVICES (LDSS)
DIRECTORS, LDSS DEPUTY/ASSISTANT DIRECTORS FOR
FAMILY INVESTMENT, FAMILY INVESTMENT SUPERVISORS,
AND ELIGIBILITY STAFF**

FROM: AUGUSTIN NTABAGANYIMANA, EXECUTIVE DIRECTOR, FIA 
PATRICIA RUTLEY-JOHNSON, ACTING DIRECTOR, MDH/OES

RE: MANDATORY CLEARANCE/VERIFICATION SYSTEMS REQUIREMENTS

**PROGRAM AFFECTED: SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM
TEMPORARY CASH ASSISTANCE
PUBLIC ASSISTANCE TO ADULTS
TEMPORARY DISABILITY ASSISTANCE PROGRAM
REFUGEE CASH ASSISTANCE
MEDICAL ASSISTANCE PROGRAM (NON-MAGI)
LONG-TERM CARE (LTC)**

ORIGINATING OFFICE: OFFICE OF OPERATIONS

1. Summary

Both the Department of Health and Human Services (HHS) and the U.S. Department of Agriculture's Food and Nutrition Service (USDA FNS) require state agencies to use specific systems to verify information for Family Investment Administration (FIA) programs. These systems include data on wages, unearned income, Social Security numbers (SSNs), incarceration, immigration, and death records.

Thorough documentation of all necessary clearances is essential for the preservation of case processing integrity. This documentation is essential for accurate eligibility determinations during Application, Redetermination, Maryland Benefit Review (MBR), and Interim Change processes.

This Action Transmittal (AT) includes processing instructions and uniform

criteria for accessing data through verification systems (clearances) for all FIA programs during Application, Redetermination, Maryland Benefit Review (MBR), and Interim Change.

2. Required Action

The mandatory clearances outlined in this AT must be obtained before eligibility determination. All clearance results must be uploaded to the Eligibility and Enrollment System (E&E) Case Documents section. The Local Department of Social Services (LDSS) staff must only access clearances necessary to determine eligibility.

2.1 Case Manager's Responsibilities

Case managers must review all clearance results.

- A. Update the Eligibility Determination screens in the E&E system with the results from the screens in accordance with program policies.
- B. Address new, inconsistent, or conflicting information.
- C. Upload the screens to E&E's Case Documents section.
 - a. Select the appropriate "Document Type" and "Document Subtype."
- D. Ensure that clearances are uploaded under the Case ID# of the head of household member.
 - a. For additional instructions, refer to E&E's Help Section's [How-to-Guide: Upload and Access a Case Document](#).
- E. Assist customers with resolving discrepancies discovered during the clearance review.
- F. All clearances accessed, results obtained, and actions taken on the case must be documented in the E&E system's Case Narrative section.

2.2 Clearances for All Household Members

The following clearances must be accessed for all household members:

- A. The **State Verification and Exchange System (SVES)** provides authorized users with a standardized method for verifying Social Security Numbers (SSN), Title II & Title XVI benefit information, and a uniform data response.
 - a. Verifies within 24 hours.
 - i. Social Security Numbers (SSN).

- ii. Title II benefits (Retirement, Survivor's, and Social Security Disability Income (SSDI)).
 - iii. Title XVI benefits (Supplemental Security Income (SSI)).
 - b. SVES must be accessed through E&E. Refer to [How-to-Guide: Submit a SVES Interface Request and View the Response](#) located in E&E's Help section.
 - c. If the State On-Line Query (SOLQ) is accessed for verifications, SVES verifications are only required for forty qualified quarters (if needed) and prisoner records.
- B. The **State On-Line Query (SOLQ)** is an online version of the SSN verification, Title II and Title XVI query portions of SVES.
- a. Verifies immediately.
 - i. Social Security Numbers (SSN).
 - ii. Title II benefits (Retirement, Survivor's, and Social Security Disability Income (SSDI)).
 - iii. Title XVI benefits (Supplemental Security Income (SSI)).
 - b. SOLQ must be accessed through E&E. Refer to [How-to-Guide: Submit a SOLQ Interface Request and View the Response](#) located in E&E's Help section.
- C. The **Systematic Alien Verification Entitlements (SAVE)** is an online service administered by the Department of Homeland Security (DHS), U.S. Citizenship and Immigration Services (USCIS).
- a. Verifies immigrant status and non-citizen applicant eligibility for public assistance.
 - b. Click the SAVE logo to access the external website and enter your credentials.



<https://idp.uscis.gov/>

- c. SAVE is only used if there are non-citizens living in the household.

- D. The **Maryland Department of Health (MDH) Medicaid Management Information System (MMIS)** is an electronic system used by MDH and Maryland Department of Human Services (MDHS) staff to manage the Medicaid program operations.
- a. The MMIS must be accessed for all Medicaid applicants.
 - b. Verifies Medicaid functions such as Medicaid coverage type, dates of eligibility, and Managed Care Organization (MCO) enrollment.
 - c. Reviewing MMIS prevents dual enrollment in MA via E&E and Maryland Health Connection (MHC).
 - i. Prior to granting MA coverage in E&E, a customer with an open Medicaid case in MHC must have their Medicaid coverage closed in MHC.
 - d. The MMIS must be accessed through E&E. Refer to [How-to-Guide: Access MMIS from E&E](#) located in E&E's Help Section.

2.3 Clearances for Household Members 16 years and older

The following clearances must be accessed for all household members aged 16 years and older unless otherwise stated:

- A. **State Verification and Exchange System (SVES)**. A description can be found in section 2.2A above.
- B. **BEACON** is Maryland's online unemployment insurance (UI) system used to verify employment history and unemployment insurance benefits.
 - a. Provides quarterly earnings and verifies UI benefit information.
 - b. Temporary Cash Assistance (TCA) households
 - i. BEACON must also be accessed for minor heads of households (aged 17 or younger).
 - ii. Upon TCA application approval, BEACON must be accessed the first three months (application month plus two following months) to review for receipt of UI benefits. Refer to [22-34 AT - TCA BEACON UI Clearances](#).
 - c. This clearance must be accessed through E&E. Refer to [How-to-Guide: Submit a BEACON Interface Request and View Response](#) located in E&E's Help section.
- C. **The Work Number (TWN)** is a central database of national payroll data from millions of U.S. employers used to verify wages.

- a. Verifies employer details, employment status, and hire dates.
- b. Verifies annual income history differentiated by pay type, such as base pay, overtime, bonus, and commission.
- c. Verifies up to 36 months of pay period history, including pay dates, hours worked, and gross and net pay per pay period.
 - i. Refer to [24-15 AT - The Work Number \(TWN\)](#) for further guidance.
- d. Click the Work Number logo to access the external website and enter your credentials.



<https://theworknumber.com/solutions/products/social-service-verification>

- i. The case manager must select the "Order Report" under "Social Service Verification."
 - 1. If a longer period is required for a specific case, the case manager must document this information in the E&E system's Case Narrative section.
- ii. Refer to [TWN: How to Order a Social Service Verification](#) for further guidance.

D. The **Electronic Disqualified Recipient System (eDRS)** is a national database of Supplemental Nutrition Assistance Program (SNAP) disqualification records to track disqualification penalties.

- a. The eDRS must be accessed for all household members aged 18 and older.
- b. Provides detailed information for Intentional Program Violation (IPV).
 - i. Verifies the date the IPV was entered, the decision date, start date, penalty length in months, state and locality of originating IPV, and a description of the offense.
- c. eDRS must be accessed through E&E. Refer to [How-to-Guide: Complete an eDRS Interface Request](#) located in E&E's Help section.

E. The **Asset Verification System (AVS)** identifies assets only for Non-Modified Adjusted Gross Income (Non-MAGI) Medical Assistance Programs (S03, S04, S05, S07, S14, S19, S20, S98, and S99) and Long-Term

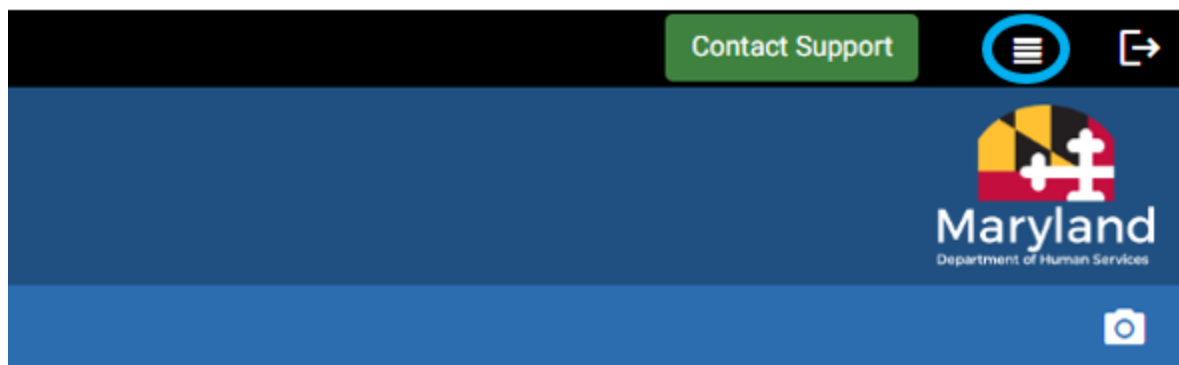
Care (L98 and L99).

- a. The AVS must only be accessed by the applicant and spouse.
- b. Collects information directly from financial institutions.
- c. Verifies assets for LTC and Non-MAGI MA programs.
- d. AVS must be accessed through E&E. Refer to [How-to-Guide: Asset Verification System \(AVS\)](#) located in E&E's Help section.

2.4 External Website Access via the Eligibility & Enrollment (E&E) System

The E&E System offers convenient access to specific systems and information that assist staff in determining eligibility for FIA programs.

Within the E&E system, external websites are accessible by clicking the burger button icon, located in the top right corner.



2.5 Resources

[Mandatory Clearance/Verification Systems Desk Guide](#)

[7 CFR § 272.8\(a\)](#)

[7 CFR § 272.11](#)

[7 CFR § 272.3](#)

[7 CFR § 273.2\(b\)\(2\)](#)

[7 CFR § 273.2\(f\)\(7\)](#)

[7 CFR § 273.2\(f\)\(9\)](#)

[7 CFR § 273.2\(f\)\(10\)](#)

[How-to-Guide: Upload and Access a Case Document](#)

[How-to-Guide: Submit a SVES Interface Request and View the Response](#)

[How-to-Guide: Submit a SOLOi Interface Request and View the Response](#)

[How-to-Guide: Submit a BEACON Interface Request and View Response](#)

[How-to-Guide: Complete an eDRS Interface Request](#)

[How-to-Guide: Asset Verification System \(AVS\)](#)

[How-to-Guide: Access MMIS from E&E](#)

[SAVE Website](#)

[SAVE Tutorial: Introduction to SAVE and the Verification Process for SAVE Users](#)

[SAVE: Agency Search Tool Quick Reference Guide](#)
[SAVE: Guide to Understanding SAVE Verification Responses](#)
[Maryland Department of Public Safety and Correctional Services Incarcerated Individual Locator](#)
[Maryland Department of Public Safety and Correctional Services Facility Locator](#)
[Vinelink Website](#)
[The Work Number Website](#)
[TWN: How to Order a Social Service Verification](#)
[TCA Policy Manual Section 208](#)
[SVES and SOLQ Manual](#)
[22-15 AT - SAVE-Enhancements and Attachment](#)
[22-34 AT - TCA BEACON UI Clearances](#)
[24-15 AT - The Work Number](#)

3. Inquiries

Please direct policy questions to FIA Policy by completing the [FIA Policy Information Request Form](#). Montgomery County staff may submit their policy questions via email at fia.policy@maryland.gov.

cc: DHS Executive Staff
FIA Management Staff
Constituent Services
DHS Help Desk
Office of Administrative Hearings