

FAMILY INVESTMENT ADMINISTRATION

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Approved By:	Augustin Ntabaganyimana Executive Director, Family Investment Administration (FIA) Rayva Virginkar Acting Director, Maryland Department of Health (MDH), Office of Eligibility Services (OES)
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Related Federal Law	7 CFR 273.2(f)
Related State Laws	Not applicable.
COMAR	COMAR 07.03.17.20
State Plan Implications?	No.

 Maryland Department of Human Services Department of Human Services 25 S Charles Street Baltimore MD 21201	FAMILY INVESTMENT ADMINISTRATION (FIA) INFORMATION MEMO
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TO: LOCAL ADMINISTERING AGENCIES (LAAs) DIRECTORS, LAA DEPUTY/ASSISTANT DIRECTORS, 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
RAYVA VIRGINKAR, ACTING DIRECTOR, MDH/OES**



RE: USE OF THE WORK NUMBER FOR INCOME VERIFICATION

**PROGRAMS AFFECTED: LONG-TERM CARE MEDICAL ASSISTANCE (LTC MA)
MEDICAL ASSISTANCE (MA)
OFFICE OF HOME ENERGY PROGRAMS (OHEP)
PUBLIC ASSISTANCE TO ADULTS (PAA)
SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)
TEMPORARY CASH ASSISTANCE (TCA)
TEMPORARY DISABILITY ASSISTANCE PROGRAM (TDAP)**

ORIGINATING OFFICE: OFFICE OF PROGRAMS

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Summary

This Action Transmittal provides updated guidance on the use of The Work Number (TWN), a web-based income verification service administered by Equifax. Family Investment Administration (FIA) programs use TWN to verify earned income for household members aged 16 and older. **Effective immediately, all LDSS and LAA staff must limit TWN income verification requests to a maximum of three (3) months of history per transaction.** If additional months are required, the query must be run by a supervisor.

Policy

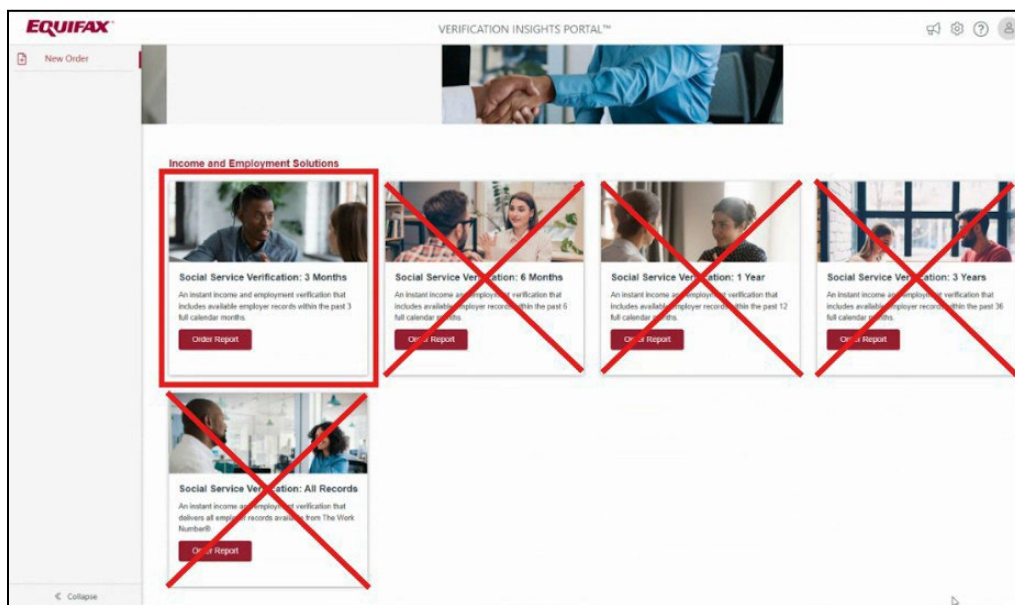
When TWN is Required

- A. For the Supplemental Nutrition Assistance Program (SNAP), Temporary Cash Assistance (TCA), the Temporary Disability Assistance Program (TDAP), Public Assistance to Adults (PAA), and all types of Medical Assistance (MA), case managers are required to review TWN:
 - 1. At application and redetermination for each household member aged 18 or older and for any children ages 16 through 17 who are not enrolled in school; and
 - 2. When there is an interim change that affects income or eligibility.
- B. For SNAP, TWN review is also required for Maryland Benefit Reviews (MBRs) that result in an eligibility or benefit change.
- C. For Office of Home Energy Programs (OHEP) assistance, TWN is only required at application when the income of applicants' age 18 and older cannot be verified from information in the Eligibility and Enrollment (E&E) system.
 - 1. Local Administering Agency (LAA) and OHEP staff members must try to verify any missing income information for applicants over 18-years old in E&E before using TWN.
 - 2. LAA and OHEP staff must not use TWN for Categorically Eligible households. These households' E&E-listed income was verified by case managers.

TWN User Responsibilities

- A. The E&E system runs a three-month query and populates applicable income information as part of the automated clearances process.
- B. Reminders:

1. TWN records obtained within the immediately preceding thirty (30) days may be used to verify current or anticipated income and hours worked.
 2. TWN reports older than 30 days may be used to verify prior income and hours worked.
 3. TWN serves as a primary source of income verification. When income is verified through TWN, no additional verification is required.
- C. If a case manager or LAA/OHEP staff member (referred to going forward as a “TWN user”) determines that a manual TWN query is necessary, the TWN user must log into TWN and complete the query as follows:
1. TWN presents users with options for the length of time they wish to view.
 2. TWN users **must** select **Social Services Verification: 3 Months** to verify a customer’s current income.
 3. TWN users **must not** use Social Services Verification: 6 Months, Social Services Verification: 1 year, Social Services Verification: 3 Years, or Social Services Verification: All Records to verify current income.
 4. The screen shot below illustrates the TWN query options and indicates which query to use.



D. Additionally, TWN users **may not** request **Additional Records** from the response of the original query, as shown below.

The screenshot displays the Equifax Verification Insights Portal interface. At the top, the header includes the Equifax logo, the portal name, and user information. The main content area is divided into sections for order details, individual information, and highlights. A red rectangular box is drawn around the 'Additional Records' section at the bottom. Inside this box, a blue arrow points to a search bar. To the right of the search bar is a badge that says '10 Additional Records Found'. Further right is a button labeled 'Get Records', which is disabled and has a red 'X' over it.

Documentation requirements.

- A. All TWN responses—including those indicating that no information is available—must be uploaded to the Case Documents section of the Eligibility and Enrollment (E&E) system.
- B. Case managers must document in Narration the details of any information obtained whenever a TWN query is conducted.

TWN Queries Longer Than Three Months

Search options longer than three months may only be used in the following situations:

- A. Office of the Inspector General (OIG) Audits or Reviews;
- B. Quality Control (QC) reviews;
- C. Appeals;
- D. FIA Program Integrity; or
- E. At supervisor discretion.

When information beyond three months is necessary, a supervisor must initiate the query. Supervisors may request longer records when:

- A. A last day of work must be verified and cannot be verified through BEACON;
- B. The information is necessary for processing an overpayment claim; or
- C. The case is being reviewed or investigated for potential fraud, or for audit purposes.

Unauthorized TWN Queries

Inappropriate or unauthorized use of TWN is a violation of the Employment and Income Verification Services contract and may result in disciplinary action, including revocation of access. Prohibited queries include (but are not limited to):

- A. Searching your own information (e.g., name, SSN, email);
- B. Inquiries involving family members, friends, or co-workers;
- C. Inquiries of individuals not associated with a benefit application; and
- D. Excessive lookups of the same individual within 30 days.

TWN Training

Equifax provides mandatory training for the use of TWN. This training must be completed before a user is granted TWN access. Training is typically through a pre-recorded video, but Equifax will also offer a live webinar at the request of the TWN Contract Manager.

TWN Web Manager/Liaison Responsibilities

All local departments of social services (LDSS) and central offices must assign a contact person (a [TWN Web Manager](#)) to serve as their TWN liaison. If your LDSS does not have a TWN Web Manager, contact the TWN Contract Manager Jamilah Stanberry at 410-767-7464 or via email at jamilah.stanberry@maryland.gov to assign a new TWN Web Manager. Wanda Levenson is the dedicated TWN liaison for OHEP and LAAs and can be contacted via email at wanda.levenson2@maryland.gov.

TWN liaisons communicate directly with the TWN Contract Manager and provide assistance with the following tasks, as needed:

- A. [Add a new user](#),

- B. Activate or deactivate a user,
- C. Reset passwords,
- D. Change user information, and
- E. Obtain and maintain a signed “[User Acknowledgment](#)” agreement from each user upon completion of TWN training.

Note: It is extremely important that TWN users are deactivated in TWN when they no longer need access to TWN. This may be when they leave the organization or it may be due to changing to a position that does not require TWN access. If your LDSS needs to deactivate old users and does not currently have a TWN Web Manager, contact the TWN Contract Manager to deactivate the old users.

Handling TWN Technical Issues

TWN users must first seek assistance from their local Web Manager for any technical issues with TWN. If the Web Manager cannot resolve the issue, the Web Manager must email the request to the TWN Contract Manager. If the issue cannot be resolved by the TWN Contract Manager, the Contract Manager will contact the TWN Coordinator at Equifax for resolution.

References

[AT 24-15 The Work Number \(TWN\)](#)

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 Experience
DHS Help Desk
Office of Administrative Hearings