



**FIA ACTION TRANSMITTAL**

**Control Number: #21-26**

**Effective Date: Immediately Upon Receipt**

**Issuance Date: June 25, 2021**

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

**FROM: LA SHERRA AYALA, EXECUTIVE DIRECTOR, DHS/FIA  
DEBBIE RUPPERT, EXECUTIVE DIRECTOR, MDH/OES**

**RE: NEW HIRES/PRISON/DEATH MATCHES**

**PROGRAMS AFFECTED: SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP), TEMPORARY CASH ASSISTANCE (TCA), TEMPORARY DISABILITY ASSISTANCE PROGRAM (TDAP), PUBLIC ASSISTANCE TO ADULTS (PAA), MEDICAL ASSISTANCE (MA)**

**ORIGINATING OFFICE: OFFICE OF OPERATIONS**

**SUMMARY**

The United States Department of Agriculture Food and Nutrition Service (USDA FNS) provided guidance of the requirement that no adverse actions, such as denial, termination, or reduction of a household's benefits, may be taken as a result of a match until after the information has been independently verified and the matched individual has been provided notice of the match and an opportunity to contest the findings.

The USDA FNS guidance also requires the denial of benefits for prisoners who have been incarcerated for more than 30 days and for deceased individuals. For prisoners who have been incarcerated for more than 30 days, Supplemental Nutrition Assistance Programs (SNAP) benefits must be terminated after the incarceration is verified by a secondary source. Benefits for deceased individuals must also be terminated after verified by a secondary source.

Please note: There is no change to how Medical Assistance (MA) benefits for incarcerated individuals are handled.

Case action on the National Directory of New Hires (NDNH) and State matches are now **only required at application and recertification**. Instead of the traditional workload task of handling alerts associated with new hires and other matches, case managers will use the

mandatory clearance processes to determine the appropriate course of case action.

Case Managers are to attempt to independently verify any match information from a secondary source such as clearances (i.e BEACON, Work Number, SVES, etc.) and require verification from the customer only if the information is not validated by the secondary source.

## **POLICY**

### **New Hires Match (Alert Code 990/992)**

New Hires notices have been discontinued. State agencies must compare identifiable information about each household member against information from both State and National Directories. Case Managers must take action on New Hires match results at application and recertification and must use a secondary source to verify any positive match results. If a New Hires match is made at application and recertification, and unable to be verified using available clearances, Case Managers must send the customer a DHS/FIA 220 Notice of Match Results form and allow the customer 10 days to resolve the match results.

### **Prison Match**

Upon receipt of a prisoner match (i.e. SSA, or OIG prisoner match) a secondary source of verification is required. If unable to verify using secondary sources such as clearances or collateral contact, Case Managers must send the customer a DHS/FIA 220 Notice of Match Results form and allow the customer 10 days to resolve the match results.

### **Death Match**

Upon receipt of a death match, a secondary source of verification is required. If unable to verify using secondary sources such as clearances or collateral contact, Case Managers must send the customer a DHS/FIA 220 Notice of Match Results form and allow the customer 10 days to resolve the match results.

## **REQUIRED ACTION**

### **New Hires Procedures in CARES**

New Hires Alert Processing:

- New Hires Alerts will continue to be generated on the ALAU Screen
- Case Managers will not have to disposition a New Hires Alert in CARES

Case Managers will:

- Complete a New Hires clearance when processing a new application and or recertification application.
  - See the CARES process below.
  - To validate a New Hires's clearance has been completed, screenshot the CARES screens and upload them to ECM.
- If there is a New Hires Alert populated within the last 60 days, the Case Manager will be

required to verify the match with a secondary source:

- Run available clearances (i.e, Work Number, etc.) in an attempt to verify the match information.
- If information cannot be verified using the secondary source, send the customer a DHS/FIA 220 Notice Match Results form via xPressions. The forms generated in xPressions must be uploaded into ECMS.

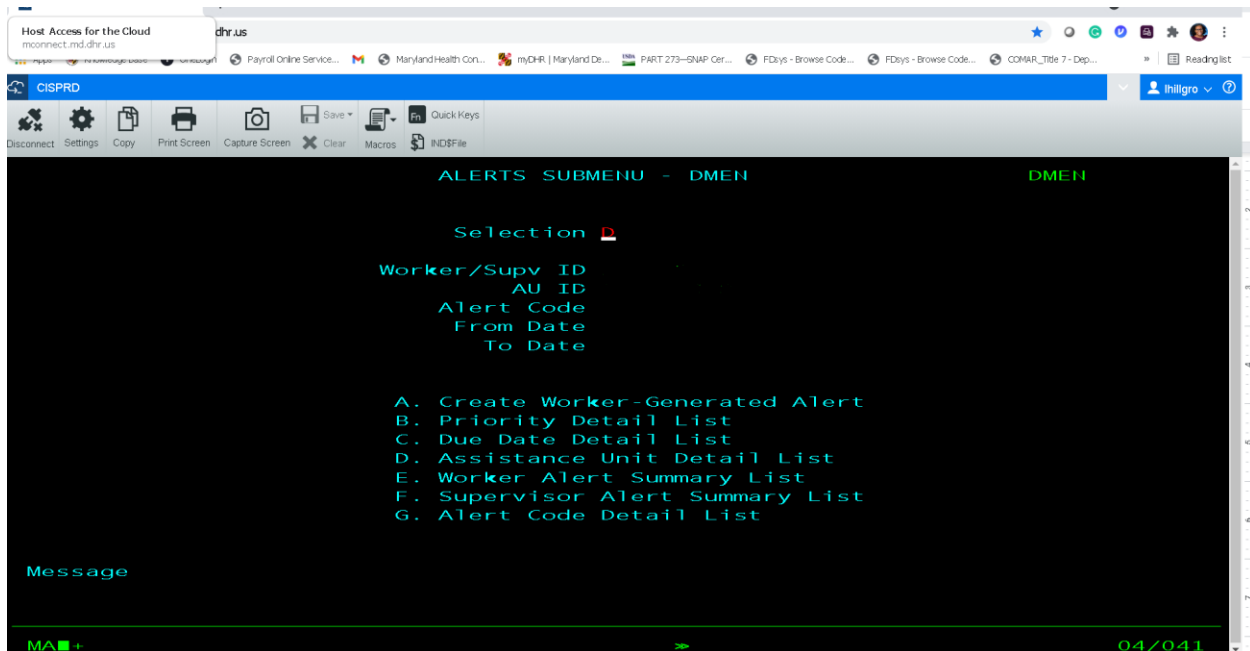
Example: The Case Manager is processing a household with a recertification period ending August 31, 2021. The Case Manager will complete a New Hires clearance by doing the following:

### New Hires Procedures in CARES:

Go to the Welcome/Banner Screen and select option D “Alerts” and press enter

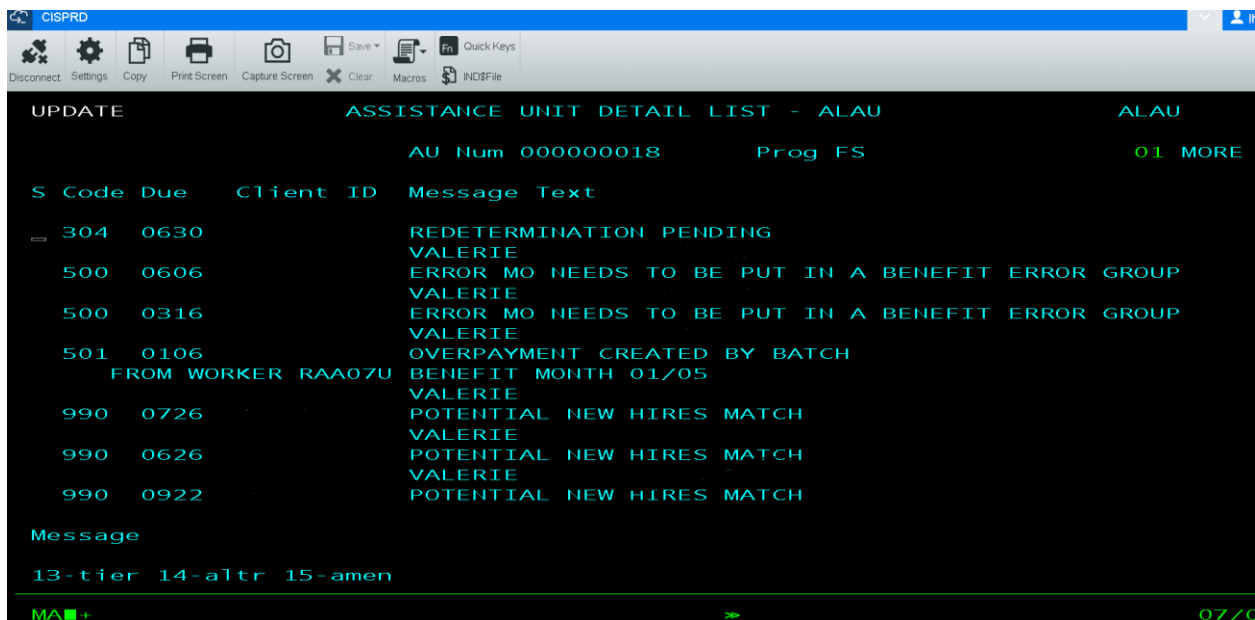


Choose selection “B” and enter the AU ID

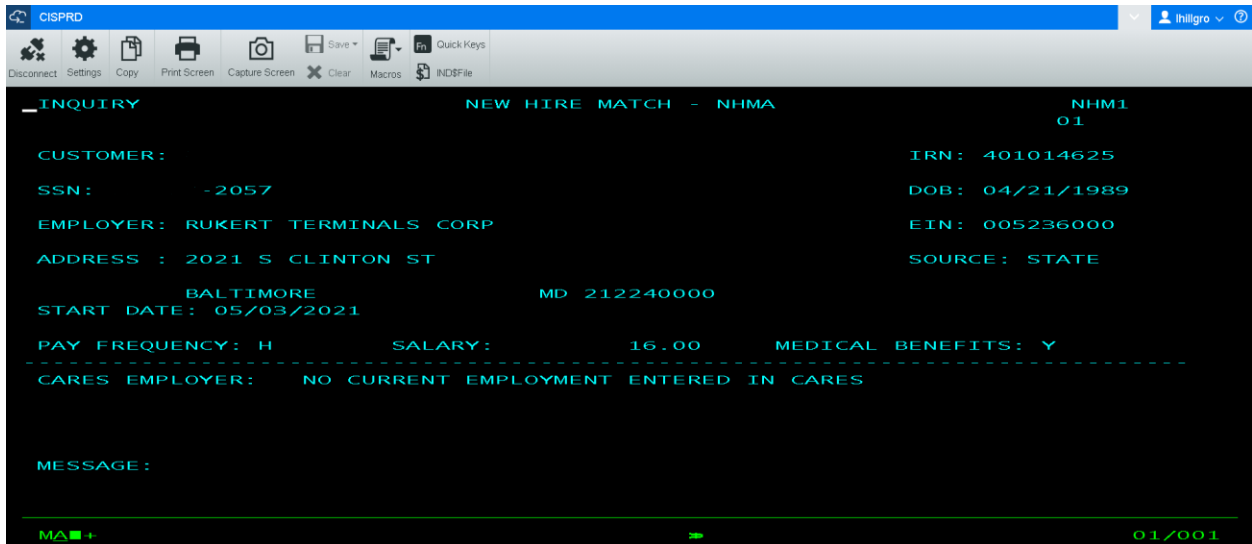


A review must be done for the past 60 days.

Example: August Redet. The Case Manager must view the 13-tier (PF F1 or Quick Keys PF13) 990 alerts. The due dates of 06/26 and 07/26 on the ALAU screen below are within 60 days prior to the August redet and must be reviewed.



Put a "Y" in front of the applicable month(s) and PF13 to view the details of the Alert.



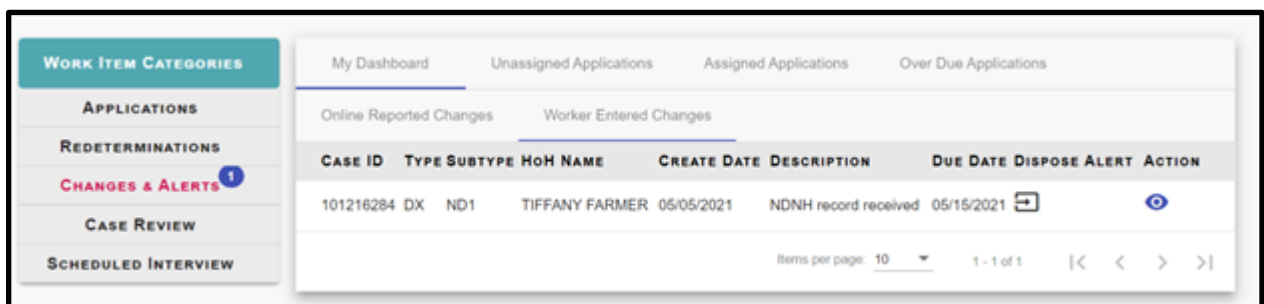
If unable to verify using a secondary source, request proof of income if the start date is within 60 days.

- Upon receipt of the verification (i.e Work Number, pay stubs, wage statement), the Case Manager must take the appropriate action.
- Deny/close the case if the customer fails to verify income at application or recertification.

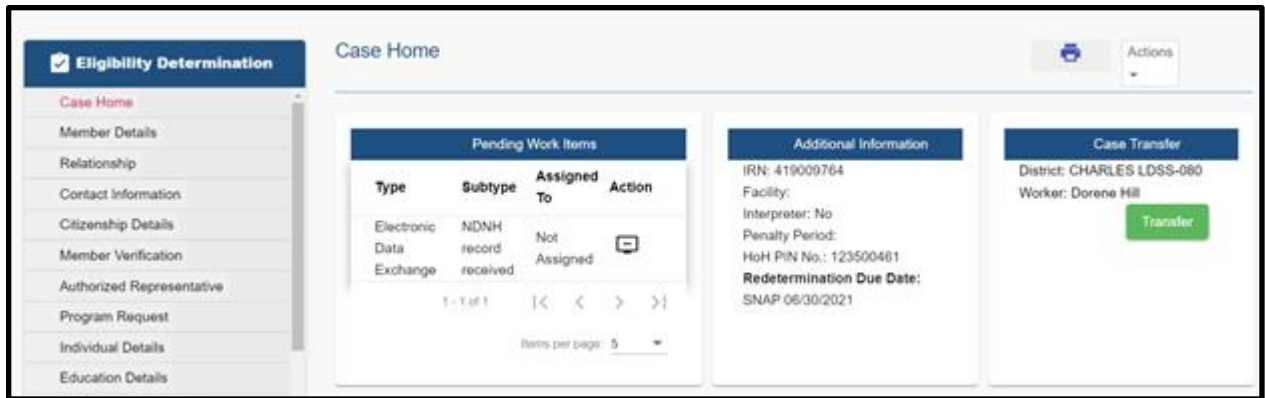
### New Hires Procedures in the E&E System:

The E&E System will generate a National Directory of New Hires (NDNH) alert when a new hires match is received. Alert information will be coded as an Electronic Data Exchange “DX” and can be viewed in two places:

- 1.) Case Managers Dashboard under “Changes and Alerts” on the Work Item Categories menu.

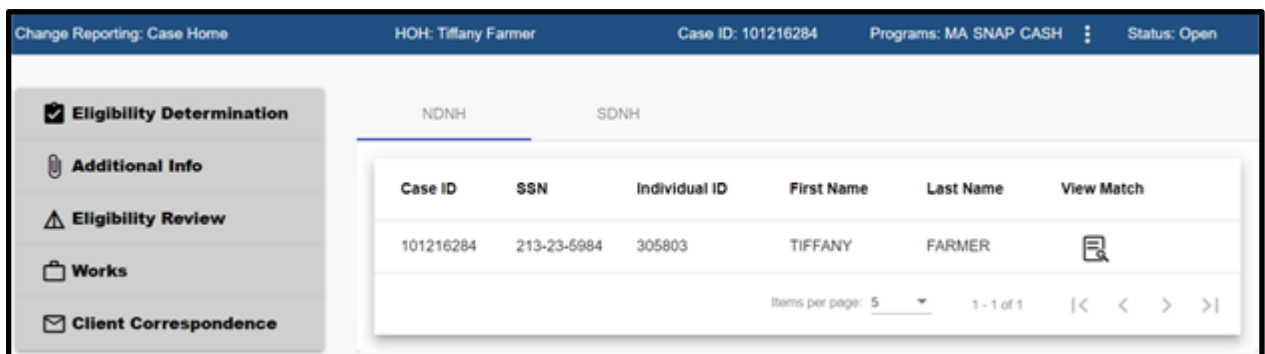
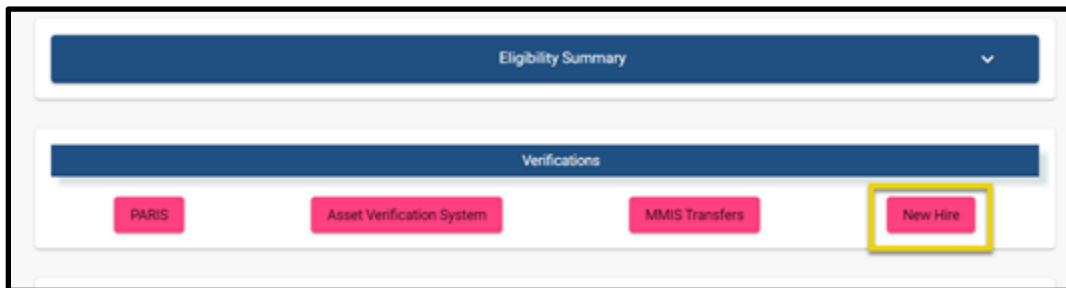


- 2.) Customers Case Home Screen: Pending Work Items section.



NDNH Alerts will be generated when clearances are run during Application Registration (when processing a new application) and during Redetermination mode (when processing a redetermination application). Case Managers are required to take the appropriate action to dispose of the NDNH alert prior to confirming the case.


Once the NDNH alert is received, review the New Hires match record from the Verifications section on the Case Home screen.



NDNH DETAILS					
SSN	213-23-5984	Name	TIFFANY FARMER		
Demographic Information		W4 Information			
Employer Name: QUALITY HEALTH SERVICES LC    Received Date: 05/05/2021					
Match Code	Y				
Verification Required Indicator	Y	Processing Date	11/30/2020		
Employer Name	QUALITY HEALTH SERVICES LC				
Federal EIN	474152965	State EIN	1111111111	DOD Code	
Employer Address	Line 1		Line 2		
	15413 POCOPSON CREEK WAY				
	City	ZIP Code	State		
	BRANDYWINE	20613	MD		
Hire Date	06/13/2019	Hire State		Same State Data Indicator	Y

Case Managers will:

- Take action on New Hires matches when processing a new application and or recertification application.
- If there is a New Hires Match populated within the last 60 days, the Case Manager will be required to verify the match with a secondary source:
  - a. Run available clearances (i.e, Work Number, etc.) in an attempt to verify the match information.
  - b. If information cannot be verified using the secondary source, send the customer a DHS/FIA 220 Notice Match Results form via xPressions. Until the form becomes available in the E&E System, use the On-Demand Letters feature. The forms generated in xPressions must be uploaded into E&E and ECM. (\*Note: This temporary process requires uploading in both E&E and ECM)
- Upon receipt of the verification (i.e Work Number, pay stubs, wage statement), the Case Manager must take the appropriate action.
- Deny/close the case if the customer fails to verify income at application or recertification.
- Dispose of the NDNH alert by:
  1. Selecting the “Action” icon on the Case Home Screen: Pending Work Items section.



Pending Work Items			
Type	Subtype	Assigned To	Action
Electronic Data Exchange	NDNH record received	Jamilah Stanberry	

or

2. Selecting the “Dispose Alert” icon on the Case Managers Dashboard under “Changes and Alerts” menu option.

WORK ITEM CATEGORIES	My Dashboard			
	Unassigned Applications	Assigned Applications	Over Due Applications	
	Online Reported Changes	Worker Entered Changes		
APPLICATIONS				
REDETERMINATIONS				
CHANGES & ALERTS <sup>1</sup>				
CASE REVIEW				

CASE ID	TYPE	SUBTYPE	HOH NAME	CREATE DATE	DESCRIPTION	DUE DATE	DISPOSE ALERT	ACTI
101216284	DX	ND1	TIFFANY FARMER	05/05/2021	NDNH record received	05/15/2021		

3. Click the Dispose Alert radio button.
4. Select the appropriate Disposition Reason from the drop down menu and click the Save button.

### ALERT DISPOSITION

**Tiffany Farmer**

**Dispose Alert**

Case ID: 101216284

Description: NDNH record received

**Transfer Alert**

Type: Electronic Data Exchange

Create Date: 05/05/2021

Subtype: NDNH record received

Due Date: 05/15/2021

Disposition Reasons

- Action Completed
- Already Reported by Customer
- Confirmation resulted in decreased benefits
- D** Confirmation resulted in denial/termination
- Confirmation resulted in denial/termination due to other reason
- Confirmation resulted in increased benefits

Disposition Comments

**Verification of Match:**

The State agency must use a secondary source to verify the information prior to taking any adverse action against an individual.



**New Hires Match Verifications:**

- When the Local Department of Social Services (LDSS) receives employment information via the State and or National New Hires data match process that was not previously reported by the household, the Case Manager must verify potential income via a secondary source such as the following examples:
  - Available Clearances (such as Work Number)
  - Wage Form or Collateral Contact with Employer

If the Case Manager is unable to verify the match using a secondary source, the Case Manager must send the customer a DHS/FIA 220 Notice Match Results form informing the customer a New Hires data match was received. The customer must be given at least 10 days to refute the data match before further action can be taken on the case.

**Prison Match:**

- When the Local Department of Social Services (LDSS) receives a Prison Match that was not previously reported by the household, the Case Managers must verify the Prison match via a secondary source such as the following examples:
  - [Maryland Judiciary Case](#)
  - [VINELink](#) - gives access to timely information about offenders or criminal cases in U.S. jails and prisons.
  - Collateral Contact to the Facility

If the Case Manager is unable to verify the match using a secondary source, the Case Manager must send the customer a DHS/FIA 220 Notice Match Results form informing the customer a Prison data match was received. The customer must be given at least 10 days to refute the data match before further action can be taken on the case.

**Death Match:**

- When the Local Department of Social Services (LDSS) receives a Death Match that was not previously reported by the household, the Case Manager must verify the Death match via a secondary source such as the following examples:
  - SVES
  - Death Certificate or Hospital Record
  - Obituary (i.e electronic, physical document, etc.)
  - Death list from Maryland Health Department (see note below)

Note: Each month, the Maryland Department of Health sends a Death Match file to DHS. Some of the Medical Assistance cases are labeled as appearing on BOTH the State death files and the Federal death files. Those cases are considered to have secondary verification already and should be closed immediately.

If the Case Manager is unable to verify the match using a secondary source, the Case Manager must send the customer a DHS/FIA 220 Notice Match Results form informing the customer a Death data match was received. The customer must be given at least 10 days to refute the data match before further action can be taken on the case.

**Note:** Once the data match is verified be sure to take the appropriate action in the Medicaid Health Connection (MHC) for active MA cases.

**No adverse actions, such as denial, termination, or reduction of a household's benefits, may be taken as a result of a match until after the information has been independently verified and the matched individual has been provided notice of the match and an opportunity to refute the findings. Evidence of having met all requirements must be retained in the case record. Households must be given at least 10 days to provide required verifications.**

**Resource:** AT: 19-05 Unclear Information

Attachments:

- [DHS/FIA 220 Notice Results Match Form](#)

## **INQUIRIES**

Please direct policy questions to the Office of Statewide Policy Compliance and Customer Service Performance by completing the [FIA Policy Information Request Form](#) found on Knowledge Base as shown in the screenshot below.

The screenshot shows the DHS Knowledge Base website. The header includes the DHS logo and navigation links for Administrations, Tools, Resources, Links, and Local Offices. A search bar is present. The main content area is titled 'Family Investment Administration' and contains a description of the program. Two links in the left sidebar are circled in red: 'Family Investment Administration' and 'Contact us with your FIA Program Eligibility Policy Question'. The main content area also features two statistics: 'FFY 2017 Job Placement Data Statewide Annual Goal Total 13,021' and 'FFY 2017 Job Placement Data Statewide Annual Achieved Total 12,240'. There are also contact information boxes for Labelle Hillgrove and Candice A. Roberts.

**MA Policy:** Please direct MAGI policy questions to the Maryland Department of Health, Office of Eligibility Services at [mdh.mchppolicy@maryland.gov](mailto:mdh.mchppolicy@maryland.gov) and Non-MAGI policy questions to [mdh.oesinquiries@maryland.gov](mailto:mdh.oesinquiries@maryland.gov)

For systems questions, please email [fia.bsdm@maryland.gov](mailto:fia.bsdm@maryland.gov).

c: DHS Executive Staff

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