

# **P-2203 VERIFICATION AND CASE NOTES(CATN)**

## **P-2203A Verification (Reach Up rule 2211.3) (20-02)**

Verification is used to confirm the accuracy of statements or information. Verification may be submitted by mail, fax, in-person or by telephone for collateral contact verifications.

Each item specifies the verification requirements at application, recertification, and reported changes.

### **Household Responsibility**

The household has the primary responsibility to provide verification to support statements on the application and to resolve any questionable information.

If a household refuses to provide required verification or fails to respond to a request for verification without good cause, take the following actions:

- Applications: Deny for failure to cooperate; or approve benefits without the expense.
- Recipients: Close the case or adjust benefits as specified in the eligibility item that changed.

CATN why the action was taken.

### **Agency Assistance**

If the household reports difficulty in getting verification, or requests help to get the verification the agency must offer to help.

### **Request for Verification**

Request verification in writing. You may discuss the verification needed with the household, but you must follow up in writing. In the written verification request, allow at least 10 days for the verification to be returned.

Avoid requesting unnecessary verification, rejecting applications, or closing cases when verification is already available from electronic sources, imaging, or has been submitted as a hard copy.

## **Verification Sources**

Sources of verification include:

- Written evidence
- Collateral contacts
- Home visits
- Automated resources

### **Written Evidence**

The most common verification is written evidence of the household's circumstances, such as wage stubs, rental agreements, award letters, etc.

### **Collateral Contacts (Reach Up rule 2211.4)**

A collateral contact may be used instead of written evidence. A collateral contact is confirmation of the household's circumstances by a person outside of the household. Make the collateral contact by telephone or in person with anyone who can be expected to give reliable information. Acceptable collateral contacts include, but are not limited to:

- Employers (no longer limited to last resort for Reach Up)
- Landlords
- Dependent care providers
- Community Service Agencies

A collateral statement form ([607](#)) may also be requested.

### ***Information received from FSD***

Accept information received from Family Services Division (FSD) as verified information. If a household claims the information is not correct, request further verification from the household.

### **Home Visits**

Home visits are also an acceptable verification if written evidence or collateral contacts are not sufficient to make an eligibility determination. The home visit must always be scheduled in advance with the household. CATN why the home visit was completed.

## **Automated Resources**

Use automated resources for verification, whenever possible. However,

- Give the household the opportunity to provide other verification if it disagrees with the automated information; and
- Do not delay timely authorization of benefits if automated resources are unavailable.

Automated matches are only used to obtain information on applicants, recipients, ineligible members whose income and resources are needed to determine household eligibility.

### ***Income Eligibility and Verification System (IEVS)***

IEVS has the following matches using the applicant's or recipient's SSN to obtain income and resource information. Household members, including a disqualified or ineligible household member, are included in the match request.

- Vermont Department of Labor
  - o Quarterly wage, run monthly
  - o Unemployment Compensation Benefits (UCB), ran twice a month
- SSA Beneficiary and Earnings Data Exchange (BENDEX), run monthly
  - o Retirement Survivors and Disability Insurance (RSDI) benefits
  - o Medicare Part A and Part B payer and premium amount
- State Data Exchange (SDX)
  - o Supplemental Security Income (SSI), run daily
- Internal Revenue Services (IRS)
  - 1099 income: Income reported to IRS that is not from wages such as, but not limited to: interest, dividends, cash prizes, royalties, pensions, annuities, contract income. The match is run monthly.

Review all information available from data exchanges within 10 days of notification of a match. Compare it to case record information and act on the information, as required.

Information provided by BENDEX, SDX, UCB, and SAVE is "verified upon receipt". Use this information without further verification unless the household disagrees with the information and provides alternate verification.

Quarterly wages and IRS information reported must be reviewed to determine if the income was unreported. If more information is needed, request verification

from the household or third-party source. Allow at least 10 days for the household to return the information.

### **National Directory of New Hire (NDNH)**

A monthly match on members 18 years of age or older from a national directory that identifies wage and income information.

## **BPS Support**

### **Forms to use for verification**

<b>Form Name</b>	<a href="#">202C</a> Interview Notice	<a href="#">202V</a> Verification request	<a href="#">202RL2</a> Verification for Review	<a href="#">202VCR-</a> Verification Change Request	Free Form/Blank Letter
<b>Purpose</b>	Request household call or come in person for Interview	Request further information based on Pending Application	Request further information based on a Review Application	Request further information based on a Reported Change	Provide more Information about a case or request optional paperwork
<b>Time Frame/ Due Date</b>	5 Days (must occur within 30 days)	Give the household 10 days from the day the request is written			No Due date needed

### **Printing verification forms in ACCESS**

Go to SPEC C FORMS. Enter "x" in front of form that is needed and press "enter".

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01/06/16 14:34 Automated Forms Issuance ASQAMFMO

x Interview Notice (Form 202C)
- Interview Notice for Reachup (Form 202C RU)
- Notice of Missed Interview (Form 202D)
- Reminder Letter (Form 202RL-M)
- Verification / Review Letter (Form 202RL2)
- Verification Request (Form 202V)
- Verification Request (Form 202V) (with optional paragraphs)

- Verification Change Request (Form 202VCR)
- Notice of Decision (Form 220)
- Controlled Vendor Payment Start - (A = Arrearage R = Rent only)
- Controlled Vendor Payment End - (A = Arrearage R = Rent only)

- Conciliation Letter (form 617)
- Conciliation Resolution (form 617CR)
- Reasons For Sanction Letter
- Fair Hearing Withdrawal (Form 113W)

- Blank Letter
USER: 084 FNX: SPEC MODE: C RPTGRP: 666 66 6666 PERIOD: 01 16 COMMAND:
DO: Z IMS: SH3 RPTGRP NAME CLIENT M LASTNAME SHIFT-F12= HELP
  
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