



Department of Human Resources
311 W. Saratoga St.
Baltimore, MD. 21201-3521

FIA INFORMATION MEMO

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

**FROM: KEVIN M. MCGUIRE, EXECUTIVE DIRECTOR
JOSEPH E. DAVIS, EXECUTIVE DIRECTOR, DHMH, OOE**

RE: NEW REQUIREMENTS FOR SVES SYSTEM REQUESTS

**PROGRAMS AFFECTED: ALL PROGRAMS THAT REQUIRE INFORMATION FROM
THE STATE VERIFICATION AND EXCHANGE SYSTEM (SVES):**

ORIGINATING OFFICE: OFFICE OF MEDICAL ASSISTANCE OPERATIONS

SUMMARY:

The State Verification and Exchange System (SVES) is an automated data exchange with the Social Security Administration (SSA) for verifying social security numbers, Title II Social Security benefits, Title XVI Supplemental Security Income (SSI) benefits, and Quarters of Coverage History (QCHS). DHR implemented SVES statewide on August 22, 1997.

As a condition for receiving Social Security Administration data for SVES, SSA requires the Maryland Department of Human Resources to maintain safeguards designed to prevent unauthorized use and protect the confidentiality of Social Security data. SVES captures and retains all verification requests and inquiries to provide an audit trail for safeguards against system abuse. These records include the LOGONID of the person and the Social Security Number (SSN) or Claim Account Number (CAN) requested or response viewed.

Based on recommendations from the Office of Systems Security, Operations Management, and the Social Security Administration, the Department of Human Resources has developed the following actions for access to and the proper monitoring of the SVES system:

1. Reminder: FIA Case Managers and Screeners must determine if all customers are in CARES **prior** to completing a SVES/SOLQ inquiry. All SVES/SOLQ requests must have the CARES IRN, Name, SSN and Date of Birth in order for the request to be accepted.
2. Effective January 3, 2005, DHR/FIA will assign special codes to the Disability Entitlement Advocacy Program (DEAP) and Maryland State Department of Education, Division of Rehabilitation Services (MSDE/DRS). This will allow staff from those agencies to complete SVES requests when necessary for customers who are applying for non-FIA related benefits . FIA will inform DEAP and MSDE/DRS staff of their respective codes.

SVES requests with incorrect CARES information, an incorrect special code, or a special code submitted by someone other than the assigned user, will be reported on an audit report. The audit report will be monitored for non-authorized requests, which can result in disciplinary action.

INQUIRIES:

If you have any questions regarding this bulletin, please contact Kevin Ricks at 410-767-5015 or Cathy Sturgill at 410-238-1247.

cc: FIA Management Staff
Constituent Services
DHR Help Desk
DEAP/Health Management Associates
Maryland State Department of Education, Division of Rehabilitation Services