



Department of Human Resources  
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## FIA ACTION TRANSMITTAL

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

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**RE:** STATE ON-LINE QUERY (SOLQ)

**PROGRAM AFFECTED:** MEDICAL ASSISTANCE

**ORIGINATING OFFICE:** ADMINISTRATIVE SERVICES AND CONTINUOUS  
IMPROVEMENT

### SUMMARY

On August 22, 1997, DHR implemented the state Verification Exchange System (SVES) statewide. SVES is an automated data exchange system 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).

The State On-Line Query (SOLQ) is a real-time version of the Social Security verification, Title II and Title XVI query portion of SVES. SOLQ gives FIP Case Managers the ability to access customers' SSA information in a matter of seconds. This allows Case Managers to better serve Maryland's citizens requesting assistance by reducing the time required to access Social Security information. SOLQ is a pilot project, and SSA certified the State of Maryland as a pilot site on June 13, 2000.

As a condition for receiving SOLQ data, SSA requires the Department of Human Resources to maintain safeguards designed to prevent unauthorized use and protect the confidentiality of Social Security Data. There are severe sanctions and criminal penalties for anyone who misuses or unlawfully discloses SSA information. DHR requires all SOLQ users to complete, sign and submit a new OIM LOGON ID Request (FORM 670), and sign a DHR Employee Security Advisory. To access customers' SOLQ information, users must have a valid CARES Logon ID and enter a valid CARES Client ID. SOLQ captures and retains all verification requests and inquiries to provide audit trails for safeguards against system abuse.

The attached update to the SVES manual contains the information and instructions required to access the SOLQ screens and retrieve SSA data for Family Investment Plan eligibility processing. SOLQ will be available for use beginning September 1, 2000.

**ACTION REQUIRED:**

1. Identify all staff who require access to SOLQ for Family Investment Plan eligibility processing (includes supervisors, lead workers case managers and designated clerical staff).
2. Ensure that staff identified in Step 1 complete and sign a new DHR LOGONID REQUEST (DHR/OIM 670[8/00], copy attached). **Please check the SVES box in the INQUIRY ACCESS section, and the SOLQ box in the OTHER ACCESS REQUIRED section of Form 670.** Forward the completed and signed Forms 670 to the local department security monitor for further processing.
3. Ensure that staff identified in Step 1 complete and sign a DHR EMPLOYEE SECURITY ADVISORY (DHR/HRDT 73 [3/00], copy attached). Refer to the memo dated June 1, 2000 from HRDT regarding Employee Security Advisory Form, DHR/HRDT 73 for instructions.
4. Replace the SVES Manual Cover under Action Transmittal FIA/OPRS#00-35 with the attached revision.
5. Replace the SVES manual Table of Contents Pages i, ii and iii under Action Transmittal FIA/OPRS#00-35 with the attached revisions.
6. Replace Pages 1 and 2 in the SVES manual under Action Transmittal FIA/OPRS#00-06 with the attached revision.
7. Insert Pages 111 through 120, inclusive, in the SVES manual after Page 110 and before APPENDIX A1.

Please direct questions concerning SOLQ operations to Ralph Gaston at 410-767-7207. Direct policy questions to Alice Bey at 410-767-7974. Direct questions concerning systems to Patricia Bailey at 410-238-1292.

c: FIA Management Staff  
Constituent Services  
DHR Executive Staff  
DHMH Executive Staff  
OIM Help Desk  
RESI

**FAMILY INVESTMENT ADMINISTRATION**

**STATE  
VERIFICATION  
EXCHANGE  
SYSTEM  
(SVES)**

**USERS MANUAL**

**BUREAU OF ADMINISTRATIVE SERVICES  
MEDICAL ASSISTANCE OPERATIONS**

**Revised July 26, 2000  
Approved, FIA Standing Policy Committee, August 28, 2000**

## TABLE OF CONTENTS

SECTION	TITLE	PAGE
<b>X.</b>	<b>Quarters of Coverage History System (QCHS)</b>	
	Introduction .....	47
	Glossary .....	48
	The Interview Process .....	49
	Consent for Release of Information.....	52
	Accessing the System.....	53
	Viewing the 40-Quarters Query Output.....	55
	Making the 40-Quarters Determination.....	60
	Case Example.....	62
	Reconciliation Process .....	63
<b>XI.</b>	<b>SDX On-Line</b>	
	Introduction.....	68
	Option 1 - SSN Inquiry.....	69
	Option 2 - Name Browse.....	70
	SDX Data Screen 1.....	74
	SDX Data Screen 2.....	84
	Option 3 - Accretion List.....	91
	Option 4 - Closing List.....	97
	Option 5 - Change List.....	101
<b>XII.</b>	<b>State On-Line Query (SOLQ)</b>	
	Introduction.....	111
	Security.....	111
	How to Access SOLQ.....	112
	SOLQ Social Security Information Screens.....	115
<b>Appendix A.</b>	<b>SVES and 40-Quarters Forms and Instructions</b>	
	Covered Employment Chart.....	A-2
	Form SSA-3288 and Instructions.....	A-3
	Form SSA-513 and Instructions.....	A-8
	Form SSA-512 and Instructions.....	A-11
<b>Appendix B.</b>	<b>Immigrants' Countries of Origin</b>	
	Alphabetic Listing of Countries of Origin.....	B-2

## TABLE OF CONTENTS

SECTION	TITLE	PAGE
<b>Appendix C. Coverage Groups in MMIS-II</b>		
	Understanding Coverage Groups in MMIS-II.....	C-2
	Coverage Group Definitions.....	C-4
	Family and Children.....	C-5
	Pregnant Women and Children.....	C-6
	Refugees.....	C-8
	Aged, Blind, Disabled and State Programs.....	C-9
	Long Term Care.....	C-11
	Home and Community-based Waivers.....	C-12
	Foster Care/Adoptions.....	C-13
	Miscellaneous.....	C-14
	Quick Reference Guide.....	C-15

## HISTORY OF MANUAL REVISIONS AND ADDITIONS

**In a revision dated January 23, 1998, DHR-Medical Assistance Operations added Section X - Quarters of Coverage History System (QCHS) - at Page 47; and Section XI, Appendix A.**

**In a revision dated May 28, 1998, DHR-Medical Assistance Operations added SDX on-line details to this manual. The resultant changes are:**

**Section XI, SDX On-Line, beginning on Page 68;  
Appendix A, SVES and 40-Quarters Forms and Instructions;  
Appendix B, Immigrants' Countries of Origin;  
Appendix C, Coverage Groups in MMIS-II.**

**In a revision dated June 30, 1999, DHR-Medical Assistance Operations added information to (1) reflect Prisoner Information availability and (2) include a new code on SVES Response Screen 4 [Page 33] regarding Title II benefits entitlement.**

**In a revision dated January 11, 2000, DHR-Medical Assistance Operations revised the SDX portion of this manual, beginning on Page 68, to provide instructions for Accreting, Deleting and Changing customer records and information.**

**In a revision dated July 26, 2000, DHR-Medical Assistance Operations added information regarding the State On-Line Query (SOLQ) system, beginning on Page 111.**

# SVES MANUAL

## TABLE OF CONTENTS

SECTION	TITLE	PAGE
I.	Introduction.....	1
II.	System Availability.....	2
III.	System Security.....	2
IV.	System Problems	
	Local Department Users.....	2
	Non-Local Department Users.....	3
V.	How to Access SVES	
	Link to the Computer "Mainframe" and Sign-On.....	4
	To Sign off from DHRPRD.....	5
VI.	How to Select, Enter, Update a Password.....	6
VII.	How to Initiate an SVES or 40-Quarters Request	
	SVS0 - The System Notice Screen.....	7
	Displaying the Request Screen.....	8
	Entering Required Information.....	9
	Entering Optional Information.....	11
	Request Screen "Error Messages".....	12
VIII.	How to Display an SVES Response for Viewing	
	Option 1: Display the SVM9051 Request Screen.....	14
	Option 2: Display the SVM9601 Response Screen 1.....	17
	Entering Required Information to Identify the Response to be Viewed	18
IX.	How to Interpret an SVES Response	
	How to View Responses.....	19
	Response Screen 1.....	19
	SVES Jail Response Screen.....	22
	Response Screen 2.....	24
	Response Screen 3.....	29
	Response Screen 4.....	33
	Response Screen 5.....	34
	Response Screen 6.....	39
	Response Screen 7.....	42

## I. INTRODUCTION

The State Verification and Exchange System (SVES) is an innovative automated exchange system with the Social Security Administration (SSA). SVES replaces the manual Third Party Query (TPQY) mark sense card process, and provides Family Investment Plan (FIP) caseworkers with a single, timely point for verifying customers' social security numbers, SSA benefits, and Quarters of Coverage history. SVES significantly shortens application processing time by providing next day turnarounds on verification requests. SVES enhances user productivity regarding fraud prevention, error rate reduction and customer service.

Effective November 1998, in accordance with a Presidential directive, Social Security Administration makes its Prisoner information available to states, the Food and Nutrition Service (Department of Agriculture), the Department of Education, and other federal benefit paying entities. When processing and transmitting overnight SVES requests, SSA includes any available Prisoner data along with the SVES request. An indicator on the response screen alerts the FIP case manager that Prisoner data is present. The case manager can view the detailed Prisoner information through the SVES-Prison Request screen.

A principal element of SVES is the State Data Exchange (SDX). This on-line system allows users to select and view FIP customer information regarding Supplementary Security Income (SSI) applications and payments, and improves the accretion of SSI recipients on and off Federal Medical Assistance.

The State On-Line Query (SOLQ) is a real-time version of the Social Security verification, Title II and Title XVI query portion of SVES. SOLQ gives FIP Case Managers the ability to access customers' SSA information in a matter of seconds. This allows Case Managers to better serve Maryland's citizens requesting assistance by reducing the time required to access Social Security information. SOLQ is a pilot project, and Maryland is one of seven States that SSA has certified as a pilot site.

Family Investment Administration plans to integrate SVES, including SOLQ, into the Client Automated Resource and Eligibility System (CARES). This will give FIP caseworkers:

- A seamless source of customer information;
- Eliminate duplicate information sources and paper alerts, and
- Raise worker productivity.

## II. SYSTEM AVAILABILITY

SVES is available for users to send verification requests and review responses Monday through Friday from 7:00 A.M. to 7:00 P.M., and Saturday from 8:00A.M. to 5:00 P.M. Users enter requests for verifications during the day. Daily requests are batch processed to SSA at 5:00 P.M. each day, **Monday through Friday**. SVES goes off line at 4:00 P.M. each day for approximately 30 minutes to prepare request batches for transmittal to SSA. Responses are received from SSA on the following morning for on-line viewing. Requests input to the system after 4:00 P.M. on any day will be processed and made available approximately 36 hours after input.

SOLQ and SDX are available for queries Monday through Friday from 7:00 A.M. to 7:00 P.M., and Saturday from 8:00A.M. to 5:00 P.M.

SVES, SDX or SOLQ will automatically shut down if left idle for fifteen minutes. If "idled out," users must re-access the desired program per Section V: **How to Access SVES**.

## III. SYSTEM SECURITY

As a condition for receiving Social Security Administration data for SVES, SSA requires the Department of Human Resources to maintain safeguards designed to prevent unauthorized use and protect the confidentiality of Social Security data. It is against federal and State law to willfully disclose SSA information to unauthorized individuals. Any person found guilty of violating these guidelines is subject to fines, imprisonment, the cost of prosecution and civil damages. 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. SOLQ has additional security and access requirements as detailed on Page 111 of this manual.



## SECTION XII

### STATE ONLINE QUERY (SOLQ)

#### GENERAL

SOLQ is an online version of the Social Security verification, Title II and Title XVI query portion of SVES. This enhancement gives Maryland FIP case managers the ability to access customers' SSA information in real time, in a matter of seconds.

SOLQ cannot be used to receive 40 Quarters of Coverage responses or obtain Prisoner information. Its sole purpose is to accelerate the Social Security information inquiry process. This will allow FIP workers to better serve Maryland's citizens requesting assistance by reducing the time required to access customers' Social Security information.

SOLQ is a pilot project, and Maryland is one of seven states that Social Security Administration has certified as a pilot site. In return, Maryland has granted SSA reciprocal online access to CARES data. SSA will evaluate and analyze the pilot experience, and make decisions regarding extending SOLQ to additional states.

#### SECURITY

As a condition for receiving data for SOLQ, SSA requires the Department of Human Resources to maintain safeguards designed to prevent unauthorized use and protect the confidentiality of Social Security data. Social Security Administration receives CARES data from the State of Maryland under the same conditions. Both agencies are governed by the Federal Computer Matching and Privacy Protection Act. As stated elsewhere in this manual, it is against both federal and State laws for persons with access to SSA information to willfully disclose that information to unauthorized individuals or to use that information for other than work related purposes. **THIS PROHIBITION INCLUDES ATTEMPTS TO ACCESS ONE'S OWN, RELATIVES' OR ACQUAINTANCES' SOCIAL SECURITY DATA. Any person who violates these guidelines is subject to sanctions, including immediate termination from the Maryland Department of Human Resources. If prosecuted and convicted, said person is subject to fines, imprisonment, the cost of prosecution and possible civil damages.**

The Department of Human Resources will require all SOLQ users to complete, sign and submit a new OIM LOGONID Request (Form 670). Additionally, before being granted access to SOLQ, each user is required to sign a DHR Employee Security Advisory.

To access SOLQ, a user must have and enter a valid CARES Logon ID. Additionally, the user must enter a valid CARES Client ID to access a customer record. SOLQ captures and retains all verification requests and inquiries to provide an audit trail for safeguards against system abuse. These records include the worker's Logon ID, the customer Social Security Number (SSN) or Claim Account Number (CAN) requested, and the SOLQ response viewed.

## C. HOW TO ACCESS SOLQ

1. Follow the mainframe sign-on procedures described on Page 4 of this manual. Contact your local department or unit security monitor to resolve sign-on or password problems.
2. Use the Clear key to clear the screen displaying the "SIGN ON OK" message.
3. Type **SVS0** (0 = ZERO) and press <ENTER> to display the **SVES SYSTEM NOTICE** screen (see Page 7).
4. Press the **PF6** key and display the **SOLQ REQUEST SCREEN**.

SVSQ950-0	STATE OF MARYLAND SOLQ REQUEST SCREEN	TODAYS DATE:	MM/DD/YYYY
WORKER LOGONID: XXXXXX	DISTRICT OFFICE:	ppp	
SOCIAL SECURITY NO:	CLAIM ACCOUNT NO:		BIC:
LAST NAME:	FIRST NAME:		MI:
DATE OF BIRTH:	SEX:		CATEGORY OF ASSISTANCE:
CLIENT ID / CASE NO:	DATE OF REQUEST:		MM/DD/YYYY
UNAUTHORIZED USE OF SOLQ IS A VIOLATION OF STATE AND/OR FEDERAL LAWS			
PF3: RETURN TO MENU		CLEAR=EXIT	

The **SOLQ REQUEST SCREEN** is similar to the **SVES REQUEST SCREEN** shown on Page 8. **TODAYS DATE** is prefilled with the current date. The **WORKER LOGONID** field is prefilled with the user's Logon ID. The **DATE OF REQUEST** field is prefilled with the current date and the cursor is positioned at the **DISTRICT OFFICE** field. The user must enter the following information:

- **DISTRICT OFFICE CODES:** Enter the appropriate three-digit code (see Page 9).
- **SOCIAL SECURITY NO (SSN) or CLAIM ACCOUNT NO. (CAN) and BENEFICIARY IDENTIFICATION CODE (BIC):**  
Enter either the applicant/recipient's SSN or the CAN and BIC codes.
- **LAST NAME:** Enter applicant/recipient's last name.
- **FIRST NAME:** Enter applicant/recipient's first name.
- **DATE OF BIRTH:** Enter applicant/recipient's date of birth as MMDDYYYY.

- **CLIENT ID:** Enter the CARES Client ID. **N.B. The worker must enter a valid CARES CLIENT ID. If an incorrect CLIENT ID is entered, SOLQ will supply NO information, and automatically enter the user's Logon ID into an audit report.**
- If needed, enter the following optional information: (MI [middle initial] and/or SEX [M or F]).
- When all information has been entered, press the <ENTER> key.

If there are no input errors, the system will display the **STATE ONLINE QUERY: GENERAL INFORMATION** screen below. This screen corresponds to **SVES RESPONSE SCREEN 1**, and contains information submitted in the SOLQ request and information received from SSA in response to the request. Please refer to Page 19 for a description of the information in this screen.

SVSQ950-1	STATE OF MARYLAND	TODAY'S DATE: MM/DD/YY
STATE ONLINE QUERY: GENERAL INFORMATION		RESPONSE DATE:
SOCIAL SECURITY NO: 0000000000	CAN:	
	FIRST	MI
NAME:		
DATE OF BIRTH:		
SEX:		
STATE AGENCY CODE:		
RECORD CODE:		
ERROR CONDITION:		
SSN VERIFICATION CODE:		
VERIFIED SSNS		
CLIENT ID/CASE NO:		
WORKER LOGON ID:	RT328R	
PF3: RETURN TO REQUEST		PF8: NEXT PAGE
		CLEAR=EXIT

If there are input errors, the system will display any or all of the following messages at the bottom of the **SOLQ REQUEST SCREEN** until all errors are resolved:

**ENTRY IS MISSING:**

A required data field is incomplete. The cursor will be positioned in the required data field, and the data field will be filled with question marks. Enter the required information.

**NOTE:** If more than one data field has not been completed, this message will again display after the first data field is completed.

**CLIENT ID MUST BE ON CARES - CARES CLIENT ID MUST BE CORRECT:**

The worker has entered an incorrect **CLIENT ID**. The cursor will be repositioned in the **CLIENT ID/CASE NO:** field, and an entry will be made into an automated audit report. The worker must find and enter a correct **CLIENT ID** number.

**ENTRY IS KEYED IN ERROR:**

A data field has been entered incorrectly. The cursor will be positioned in the field to be corrected.

**THE SSN OR CLAIM NUMBER MUST BE KEYED:**

Neither an SSN nor a CAN/BIC has been entered. The cursor will be positioned in the SSN data field in error. Enter **either** the SSN or CAN/BIC but not **both** SSN and CAN/BIC.

**SSN AND CLAIM NUMBER CANNOT BE KEYED TOGETHER:**

Both the SSN and the CAN/BIC have been entered. The cursor will be positioned in the SSN data field. Delete the SSN or tab to and delete the CAN/BIC data field.

**THE BIC ENTRY MUST BE KEYED:**

A CAN has been entered, but not a BIC. The cursor will be positioned in the BIC data field. Enter the BIC.

**THE BIC ENTRY IS INVALID:**

The BIC entry has not been entered correctly. The cursor will be positioned in the BIC data field. Enter the BIC correctly.

After correcting input errors and viewing the data in the **STATE ONLINE QUERY GENERAL INFORMATION SCREEN**, the user has the following options:

- To return to the **SOLQ REQUEST SCREEN**, press the **PF3** key.
- To go to the first page of SOLQ Social Security information, press the **PF8** key.
- To exit the program, press the **CLEAR** key (the **PAUSE/BREAK** key on a PC workstation).

## D. SOLQ SOCIAL SECURITY INFORMATION SCREENS

The **SOLQ** Information Screens are similar to and contain the same information as the **SVES** response screens. The user will be referred to the appropriate **SVES** screen for descriptions of information.

Screen **SVSQ950-2** below contains the same Title II information as that found in **SVES SCREEN NUMBER 2**, if SSA provided this information in response to the **SOLQ** request. Please refer to Page 24 for a description of data.

SVSQ950-2		STATE OF MARYLAND		TODAY'S DATE: MM/DD/YY	
STATE ONLINE QUERY: SOCIAL SECURITY INFO RESPONSE DATE:					
NAME:	SSN:	CAN:	DOB:		
TITLE II CAN:	STATE/COUNTY CODE:			ZIP:	
ADDRESS:					
FIRST NAME:		MI:	DIRECT DEPOSIT:		
LAST NAME:		DEFERRED PAY DATE:			
DATE OF BIRTH:		SCHEDULE PAY INDICATOR:			
SEX: PROOF OF AGE:		PAY DATE: CURRENT PAY:			
LAF CODE:		CHECK INDICATOR: PRIOR PAY:			
		RAILROAD RETIREMENT INDICATOR:			
INITIAL ENTITLEMENT DATE:		PERSONS OWN SSN:			
CURRENT ENTITLEMENT DATE:		DATE OF DEATH:			
SUSPENSE/TERMINATE DATE:		DISABILITY ONSET DATE:			
NET MONTHLY BENEFIT:					
PF3: RETURN TO REQUEST		PF7: PREVIOUS PAGE		PF8: NEXT PAGE	
				CLEAR=EXIT	

After viewing the data, the user has the following options:

- To return to the **SOLQ REQUEST SCREEN**, press the **PF3** key.
- To return to the **GENERAL INFORMATION SCREEN** press the **PF7** key twice.
- To go to the next page of Title II information, press the **PF8** key once. To begin viewing Title XVI information press the **PF8** key three times.
- To exit the program, press the **CLEAR** key.

Screen **SVSQ950-3** below contains the same Medicare Part A, Medicare Part B and Black Lung information as that found in **SVES SCREEN NUMBER 3**, if SSA provided this information in response to the SOLQ request. Please refer to Page 29 for a description of data.

SVSQ950-3		STATE OF MARYLAND TODAY'S DATE:	
STATE ONLINE QUERY: SOCIAL SECURITY INFO		RESPONSE DATE:	
NAME:	SSN:	CAN:	DOB:
MEDICARE PART B	MEDICARE PART A	BUY-IN	
INDICATOR:	INDICATOR	INDICATOR:	
OPTION CODE:	OPTION CODE:	PAY CODE:	
START DATE:	START DATE:	START:	
STOP DATE:	STOP DATE:	STOP:	
PREMIUM: 0.00	PREMIUM: 0.00		
BUY-IN	WELFARE AGENCY CODE:		
INDICATOR:	ASSISTANCE CODE:		
PAY CODE:	BLACK LUNG		
START DATE:	ENTITLEMENT CODE:		
STOP DATE:	ENTITLEMENT AMOUNT: 0.00		
DUAL ENTITLEMENT NO:	BIC:		
PF3: RETURN TO REQUEST	PF7: PREVIOUS PAGE	PF8: NEXT PAGE	
		CLEAR=EXIT	

After viewing the data, the user has the following options:

- To return to the **SOLQ REQUEST SCREEN**, press the **PF3** key.
- To return to the **GENERAL INFORMATION SCREEN** press the **PF7** key twice. To return to the first page of Title II information, press the **PF7** key once.
- To go to the next page of Title II information, press the **PF8** key once. For the first page of Title XVI information press the **PF8** key twice.
- To exit the program, press the **CLEAR** key.

**SVES SCREEN NUMBER 4**, if SSA provided this information in response to the SOLQ request. Please refer to Page 33 for a description of data.

SVSQ950-4

STATE OF MARYLAND TODAY'S DATE:

STATE ONLINE QUERY: SOCIAL SECURITY INFO      RESPONSE DATE:

NAME:      SSN:      CAN:      DOB:

CROSS-REFERENCE ACCOUNT NUMBERS:      MONTHLY BENEFIT CREDITED:

CODE    ENTITLEMENT NO.      BIC      DATE      AMOUNT      TYPE

PF3: RETURN TO REQUEST      PF7: PREVIOUS PAGE      PF8: NEXT PAGE

CLEAR=EXIT

After viewing the data, the user has the following options:

- To return to the **SOLQ REQUEST SCREEN**, press the **PF3** key.
- To return to the **GENERAL INFORMATION SCREEN** press the **PF7** key three times.  
To return to the first page of Title II information, press the **PF7** key twice.
- To go to the next page of Title XVI information, press the **PF8** key once.
- To exit the program, press the **CLEAR** key.

Screen **SVSQ950-5** below contains the same Title XVI Supplemental Security Income (SSI) information as that found in **SVES SCREEN NUMBER 5**, if SSA provided this information in response to the SOLQ request. Please refer to Page 34 for a description of data.

SVSQ950-5		STATE OF MARYLAND	TODAY'S DATE:
STATE ONLINE QUERY: SUPPLEMENTARY SECURITY INFO		NAME:	RESPONSE DATE:
SSN:	SSN:	CAN:	DOB:
PERSONS OWN SSN:		LAST NAME:	
SSN CORRECTION INDICATOR:		FIRST NAME:	MI:
SSI APPLICATION DATE:			
DENIAL CODE:	DENIAL DATE:	RACE:	
DATE OF BIRTH:		SEX:	
DATE OF DEATH:		CURRENT PAY STATUS:	
DISABILITY ONSET DATE:		DIRECT DEPOSIT IND:	
MAIL ADDR:			
ZIP CODE:			
RES ADDR:			
ZIP CODE:			
PF3: RETURN TO REQUEST	PF7: PREVIOUS PAGE	PF8: NEXT PAGE	
		CLEAR=EXIT	

After viewing the data, the user has the following options:

- To return to the **SOLQ REQUEST SCREEN**, press the **PF3** key.
- To return to the **GENERAL INFORMATION SCREEN** press the **PF7** key four times.
- To return to the first page of Title II information, press the **PF7** key three times.
- To go to the next page of Title XVI information, press the **PF8** key once.
- To exit the program, press the **CLEAR** key.



Screen SVSQ950-6 below contains the same Title XVI benefit payment information as that found in SVES SCREEN NUMBER 6, if SSA provided this information in response to the SOLQ request. Please refer to Page 39 for a description of data.

SVSQ950-6		STATE OF MARYLAND		TODAY'S DATE:	
STATE ONLINE QUERY: SUPPLEMENTARY SECURITY INFO RESPONSE DATE:					
NAME:		SSN:		CAN: DOB:	
- - - - CURRENT PAYMENT - - - -					
DATE	FEDERAL	STATE			
	0.00	0.00	TELEPHONE NUMBER: ( ) -		
- - - - PAYMENT HISTORY - - - -					
DATE	FEDERAL	STATE			
	0.00	0.00	WAGE INCOME: 0.00		
			SELF-EMPLOYMENT INCOME: 0.00		
			BLIND WORK EXPENSES: 0.00		
			SELF-SUPPORT AMOUNT: 0.00		
			IAR REIMBURSEMENT CODE:		
			LOCALITY REIMBURSED:		
			REPRESENTATIVE PAYEE		
			INDICATOR:		
			SELECTION DATE:		
			TYPE OF PAYEE:		
NET COUNTABLE EARNED INCOME:		0.00			
NET COUNTABLE UNEARNED INCOME:		0.00			
PF3: RETURN TO REQUEST		PF7: PREVIOUS PAGE		PF8: NEXT PAGE	
CLEAR=EXIT					

After viewing the data, the user has the following options:

- To return to the **SOLQ REQUEST SCREEN**, press the **PF3** key.
- To return to the **GENERAL INFORMATION SCREEN** press the **PF7** key five times.  
To return to the first page of Title II information, press the **PF7** key four times. For the first page of Title XVI information, press the **PF7** key once.
- To go to the next page of Title XVI information, press the **PF8** key once.
- To exit the program, press the **CLEAR** key.

After viewing the data, the user has the following options:

- To return to the **SOLQ REQUEST SCREEN**, press the **PF3** key.
- To return to the **GENERAL INFORMATION SCREEN** press the **PF7** key five times. To return to the first page of **Title II** information, press the **PF7** key four times. To return to the first page of **Title XVI** information, Press the **PF7** key twice.
- To exit the program, press the **CLEAR** key.



STATE OF MARYLAND  
DEPARTMENT OF HUMAN RESOURCES  
OFFICE OF TECHNOLOGY FOR HUMAN SERVICES



LOGONID REQUEST

ACTION: NEW ☐ UPDATE ☐ DELETE ☐ DATE OF REQUEST: \_\_\_\_/\_\_\_\_/\_\_\_\_ CURRENT LOGONID: \_\_\_\_\_  
OTHER ACTION: ☐ (SPECIFY): \_\_\_\_\_ SOC SEC NO.: \_\_\_\_\_  
EMPLOYEE NAME (PRINT): \_\_\_\_\_ (FIRST) \_\_\_\_\_ (LAST) LDSS: \_\_\_\_\_  
PHONE: (\_\_\_\_) \_\_\_\_\_-\_\_\_\_ JOB CLASSIFICATION: \_\_\_\_\_ DISTRICT: \_\_\_\_\_  
LOCATION CODE: \_\_\_\_ STATE EMPLOYEE: YES ☐ NO ☐ IF NO EXPLAIN: \_\_\_\_\_

INQUIRY ACCESS MENU

AIMS ☐ AMF ☐ MABS ☐ MMIS ☐ SVES ☐ CHILD SUPPORT ☐ CHILD SUPPORT BONUS ☐  
FACTS: A ☐ B ☐ C ☐ (SELECT ONE ONLY) TERM ID (4 CHAR): \_\_\_\_\_  
DBM PERSONNEL ☐ TERM ID (4 CHAR): \_\_\_\_\_ PRINTER ID (4 CHAR): \_\_\_\_\_  
DHR PERSONNEL ☐ TERM ID (4 CHAR): \_\_\_\_\_ PRINTER ID (4 CHAR): \_\_\_\_\_

OTHER ACCESS REQUIRED

DHRIS: ☐ (IF CHECKED ATTACH A COMPLETED DHR/OIM 672 DHRIS ACCESS REQUEST) EBTS: ☐ (IF CHECKED ATTACH A COMPLETED DHR/OIM 674 EBTS LOGONID REQUEST)  
MVA: ☐ (IF CHECKED ATTACH COMPLETED MVA ISC-OOS-011 & MVA OIR-ISS-10 FORMS) SOLQ: ☐ (IF CHECKED A SIGNED AND WITNESSED DHR/HRDT 73 MUST BE ON FILE WITH HRDT)  
CCAMIS: ☐ (IF CHECKED ATTACH A COMPLETED DHR/OIM 673 CCAMIS LOGONID REQUEST)

OR DESCRIBE

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

SUPERVISOR

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_  
NAME (PRINT): \_\_\_\_\_ PHONE: (\_\_\_\_) \_\_\_\_\_-\_\_\_\_

SECURITY MONITOR

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_ FAX: (\_\_\_\_) \_\_\_\_\_  
NAME (PRINT): \_\_\_\_\_ PHONE: (\_\_\_\_) \_\_\_\_\_-\_\_\_\_

DHR SECURITY OFFICER USE ONLY

ACTION TAKEN: ISSUED ☐ UPDATED ☐ DELETED ☐ REJECTED ☐ DATE SENT TO MVA/CCAMIS/ETC: \_\_\_\_/\_\_\_\_/\_\_\_\_  
REJECTION REASON: \_\_\_\_\_ LOGONID ASSIGNED: \_\_\_\_\_



**STATE OF MARYLAND**  
**DEPARTMENT OF HUMAN RESOURCES – HRDT**  
**EMPLOYEE SECURITY ADVISORY**

This form is an acknowledgment of the responsibilities of employees in regard to the use of computer equipment, data, and software, including; mainframe computers, mini-computers, personal computers, either stand-alone or connected to local area networks (LANS), wide area networks (WANS), the Internet, an intranet, etc. Authorized access to and use of information and computer resources is limited to the *PURPOSE* for which these privileges are granted. Violation of this policy can result in disciplinary action including suspension and/or termination of employment. This advisory is initiated for informational purposes only. The following paragraphs shall in no way be construed as a waiver by an employee of the rights and protection provided to employees by the Merit System Law (State Personnel & Pension Article of the Annotated Code of Maryland).

The Department of Human Resources adheres to the State Policy: Data Processing Resources Security, as authorized by the Governor's Executive Order 01.01. 1 983.18 entitled "Privacy and State Data System Security"; the State Data Security Committee, State Agency Data System Security Practices; Article 27, Section 45A and 146 of the Annotated Code of Maryland. In addition, other Federal and State Laws and Regulations affect the access to and use of computer information such as the U.S. Computer Crime Statute 18 U.S.C. Section 1030, Computer Security Act of 1987, Privacy Act of 1974, Freedom of Information Act, Computer Software Rental Amendments Act (1990), Fair Credit Reporting Act, Computer Fraud and Abuse Act (1986) Computer Abuse Amendments Act (1994), and Federal copyright Law.

Specifically, *PROHIBITED ACTS* include, but are not limited to:

1. Unauthorized access to or use of a computer, data, or software.
2. Unauthorized copying of software.
3. Use of unauthorized or unlicensed software.
4. Unauthorized obtaining, copying, or disclosure of confidential information.
5. Unauthorized modification to or altering of data or software.
6. Introduction of false information to public records.
7. Disruption or interruption of the operation of a computer.
8. Disruption of government operations or public services by means of a computer.
9. Unauthorized taking or destroying data or software.
10. Unauthorized creating / altering a financial instrument or fund transfer.
11. Misuse or disclosure of passwords and LOGON IDs.
12. Unauthorized breaching a computer security system.
13. Damaging, destroying, or the unauthorized altering / removal of computer equipment or supplies.
14. Devising or executing a scheme to defraud.
15. Obtaining or controlling money, property, information, or services under false pretenses.
16. Use of equipment, software, or data for other than the business of the State of Maryland.

All authorized users during the term of their granted access and thereafter, shall hold in strictest confidence and not willfully disclose to any person, firm or corporation without the express authorization of the Department of Human Resources Data Security Officer, any information related to security, operations, techniques, procedures, or any other automated system matter.

Any breach of security must be promptly reported to the Department of Human Resources, OIM Data Security Division, and the OIG.

I acknowledge that I have read and understand this security advisory.

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Name (Print): \_\_\_\_\_

Date: \_\_\_\_\_ Witness Signature: \_\_\_\_\_

Witness Name (Print): \_\_\_\_\_