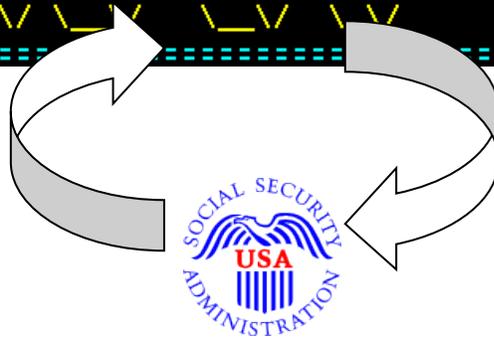# Workers' Guide to the State Verification and Exchange System (SVES)

Minnesota Department of **Human Services**

WORKERS' GUIDE TO THE SVES INTERFACE

This is a guide to familiarize MAXIS users with the State Verification and Exchange System (SVES) interface panels.

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INTRODUCTION TO SVES

The State Verification and Exchange System (SVES) is an electronic data exchange that the State of Minnesota has with the Social Security Administration (SSA). It was developed by the SSA to provide an electronic, computer-to-computer method by which states can request information about an individual’s Social Security Administration benefits and by which SSA delivers that data.

The SVES evolved from a more specific SSN-only verification system and paper file communications with SSA.   The SVES provides more complete data by interfacing with all core databases available at the Social Security Administration. It provides DHS with more complete benefit information than just SSN verifications. The SSA still accepts inquiries by phone or in writing, however, the response times are significantly longer than using SVES.

> Note: Counties should no longer use the SSA-1610 form. SSA reps have been instructed not to process them. Most local offices will provide information when a county office calls them.

SVES data currently:

- Verifies Social Security numbers (SSNs) in a monthly batch job. This is a separate process from a SVES QURY response.

- Initiates the State Data Exchange (SDX), Beneficiary Data Exchange (BENDEX), and Beneficiary Earnings (BEER) data exchanges. These interfaces are also separate processes from the SVES QURY response.

Note: Each data exchange is a separate interface within the SVES function that SSA sorts and sends to the correct area for response. This guide does not focus on these data exchanges. Please see the MAXIS POLI/TEMP manual for more information on these data exchanges.

- Initiates Interim Assistance Reimbursement (IAR) exchange, as part of the SDX interface. This is not a native SVES function, but does use SVES as a way to send information to SSA.

- Serves as a verification system to verify the following SSA benefit types:
  - ► Title II also known as Retirement, Survivors, Disability Insurance (RSDI).
  - ► Title XVI also known as Supplemental Security Income (SSI).
  - ► Medicare Part A and Medicare Part B.

MAXIS INFC FUNCTION

The INFC/SVES/TPQY function in MAXIS is used to view the results of queries submitted for SSI, RSDI, and Medicare benefits.

The INFC/BNDX and INFC/SDXS along with other INFC screens are used to view SDX and BNDX interface data. The BENDEX interface also produces IEVS BEER matches that can be viewed and updated by accessing INFC/IEVP responses. These panels are only updated once a SSN is known to the BENDEX system and when there is a change to SSA benefits. INFC/BEER is the INFC panel used to view more details about an IEVS BEER match.

What will I use SVES for?
Although there are a variety of SSA documents and interfaces available for verifying gross SSA benefits, the SVES interface is the preferred way to verify SSI and RSDI benefits. It is the trusted source for verifying that the RSDI and SSI information the client provides is the most current. (HCPM 04.30)

SSA responses are accurate as of the date of the response. A new query is required if more current information is needed.

The SVES interface can be found in the MAXIS interface menu (INFC). To access the SVES interface from the MAXIS SELF menu enter "INFC" in the Function field and press transmit.

```
04/09/10 10:57:45                   MAXIS                         FMAINAM1
* * * * * * * * * * * * * *  Interfaces (INFC)  * * * * * * * * * * * * * *
*                                                                         *
*                                              SSN: _____             *
*  Income and Eligibility Verification System (IEVS)                      *
*     BNDX - Beneficiary Data Exchange      UNVI - Unverified Unearned Income *
*     SDXS - State Data Exchange Summary     UBEN - Job Service Unemployment  *
*     SDXI - State Data Exchange Income      WAGE - Job Service Wage          *
*     BEER - Beneficiary Earnings Exchange  IEVP - Person Verification Menu   *
*                                                                         *
*     INTM - PARIS Interstate Match          MLAD - MIPAA LIS Appl Detail     *
*                                                                         *
*  Child Support Interface (CSES)                                         *
*     CSIA - Child Support Interface A       CSIC - Child Support Interface C *
*     CSIB - Child Support Interface B       CSID - Child Support Interface D *
*                                                                         *
*     SVES - State Verification Exchange     WORK - Workforce One Referral    *
*     SSIS - Social Services Info System     WF1M - WF1 Manual Referral       *
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *
          Function: INFC   Case Nbr: _____   Month: 04 10  Command  SVES__ __
   SV: 98       PW: PWHCT41      SW:                        User: PWHCT41
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
      HELP   PMI    EXIT                                       TRBL   INFO
```

Once in the INFC panel, MAXIS provides a menu from which you can see interface systems that will assist you in your daily case work. The interface systems include the Income and Eligibility Verification System (IEVS), Child Support Interface (CSES) and the SVES. These interfaces generally do not interact with each other; however they may contain the same type of information.

WORKERS' GUIDE TO THE SVES INTERFACE

To access the SVES, enter "SVES" in the command line field and press the transmit key.

```
03/08/10  09:10:02                MAXIS                          FMLSVAM1
* * * * * * * * * * * * * *  Interfaces (INFC)  * * * * * * * * * * * * * *
*                                                                        *
*     State Verification and Exchange System (SVES) - Enter SSN: _____  *
*                                                 or PMI: _____        *
*                                                                        *
*                                                                        *
*    QURY - Initiate Query              TPQY - TPQY Response             *
*                                                                        *
*    BDXP - BENDEX Response - Payment   BDXM - BENDEX Response - Medicare *
*                                                                        *
*    SDXE - SDX Response -  Eligibilty  SDXP - SDX Response - Payment    *
*                                                                        *
*                                                                        *
*                                                                        *
*                                                                        *
*                                                                        *
*                                                                        *
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *
          Function: SVES  Case Nbr: _____ Month: 03 10  Command: ____ __ __
 Cnty: 98 PW: PWHCT02 SW:         Name:                       User: PWHCT02
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
     HELP  PMI   EXIT                                        TRBL  INFO
```

The INFC SVES panel provides a submenu which contains one query panel and five response panels. When viewing the SVES panels, the MAXIS PF1 and PF12 keys are available to view additional field and panel descriptions. A SSN or PMI number is required to access the query and response panels.

For most new clients, the QURY panel will be completed first.

MAXIS INFC SVES: QURY PANEL

```
03/08/10 09:33:12                    MAXIS                      FMLQYAM1
                               Initiate Query (QURY)


                              SSN:  _____
                               or
                 RSDI Claim Nbr:  _____

                              PMI:  _____

    Enter Case Nbr for DAIL Message:  _____


            Transmit Query (Y/N):  _
                             or
       Covered Quarters Query (Y/N):  _



         Function: SVES  Case Nbr: _____  Month: 03 10  Command: ____ __ __
Co: 98  PW: PWHCT02  SW:        Name:                      User: PWHCT02
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
     HELP  PMI   EXIT                                        TRBL  INFO
```

The QURY panel is used to initiate a query to SSA, if either:

- No information is found on other interface panels, or

- The information available is outdated.

An SSN or claim number, PMI and MAXIS case number are required to initiate a query. A query can be initiated when a person's eligibility is pending, active or inactive and the person's SSN is known to MAXIS.

After entry of the client's information, the type of query must be selected before a query can be sent. A "Transmit Query" is submitted to request information about SSA benefits. A "Covered Quarters Query" is submitted to request the number of covered quarters the client has accrued.

To send the query after all data has been entered and the query type has been selected, press the transmit key.

The query response should be received from SSA within four working days. A DAIL message is generated to alert you when the response is received. If you do not receive a response within five working days of sending the QURY, send a PF11 or call the Transition Support Systems (TSS) Help Desk.

The information returned from the query is determined by whether an SSN or RSDI claim number was entered. A query by SSN provides more information and because of this, it is the recommended way to query. A QURY by SSN will not return dual entitlement data. If you query using:

- The client's SSN – claim information for the person assigned that SSN is returned. The TPQY response panels for that information can be found using the SSN or PMI.

- A client's claim number – benefit information for that claim only is returned. The TPQY response panels for that information can be found using the PMI only.

DUAL ENTITLEMENT QUERIES

What is dual entitlement?

As defined by SSA:

> Dual entitlement exists when a beneficiary is entitled to more than one benefit at the same time. For example, a beneficiary may be entitled to retirement benefits on his or her own earnings record and to spouse's benefits on another person's earnings record. Although a beneficiary may be simultaneously entitled to more than one benefit, the total benefit may not be greater than the highest single benefit amount to which he or she is entitled. Generally, SSA calculates the amounts due and combines the benefits into one monthly payment.

When a client is receiving dual entitlement, send two query requests to the SSA using the QURY function. The first request should be using the client's SSN and the second request should use the RSDI claim number. Only one QURY can be sent at a time. Wait for the first QURY to be returned before sending the second one. The second QURY will overwrite the first and only the response to the second QURY will be displayed. A warning message will display if a second request is attempted prior to a response being returned by the first request. That message is:

"QUERY SENT BY (WKR ID) ON MM/DD/YY PRESS ENTER TO SEND OR PF3 TO EXIT"

If a query has already been sent, you should NOT send another query, but wait a day or two and then check for response data, unless a specific situation requires it.

Example

Upon checking the SVES response panels, you find outdated or no information about a client's benefits. You proceed to send a query request

and receive a message that indicates a query has already been sent but it has been more than four days. You can send a new request for this client (see limitations section).

Always check for current SVES response information before sending a second query and note the response dates on the TPQY panels to determine if a new query must be sent.

NOTE: Duel Entitlement claim SVES responses often times don't display properly in MAXIS. Workers may need to contact their local SSA office for complete payment information.

Return to ToC

VIEWING SVES RESPONSES

A SSN or PMI is required on the SVES submenu to view query responses. Whichever of these two numbers to enter is dependent on how the query was originated. A query response submitted with:

- An SSN can be viewed using an SSN or PMI number.

- An RSDI claim can only be viewed using a PMI number.

The SVES response panels are stacked in a queue when selected for viewing; transmit to navigate from panel to panel. You can also use the command line to direct line navigate to any of the five response panels from the SVES submenu panel or while in the queue.

The response panels are not benefit-month specific. The results of a query remain available for viewing until a new query is initiated and the response record contains different information. New claims information will overwrite the existing data and update the response date when a new query is submitted. If the new response information is identical to existing data, only the response date will be updated.

SVES: TPQY

```
02/18/10 15:10:49                     MAXIS                        FMLTPAM1
                         Third Party Query Response (TPQY)
MAXIS Data
  Name:
  SSN:                    Clm No:                    Birthdate:
                                              Date of Death:
SVES Response Date:           Unmatched Data Report Date:
  SSN Ver:             RSDI Record:              SSI Record:
  ID Discrepancy:
  Code:      Text:



Qualifying Quarters
  Qualifying Quarters Through 12/96:
     Qualifying Quarters From 01/97: _
        Total Questionable Quarters:

        Function: SVES  Case Nbr: _____  Month: 02 10  Command: ____ __ __
Co: 98  PW: PWHCT21  SW:          Name:                        User: PWHCT21

Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
     HELP   PMI    EXIT                                        TRBL   INFO
```

The first panel in the SVES response queue is the Third Party Query
(TPQY) panel. The TPQY panel displays the following information:

- The client's name, SSN, and date of birth are MAXIS data pulled from
  STAT/MEMB.

- The claim number field will only be populated if a claim number was used to
  initiate the query.

- The Date of Death will display if SSA has information that the client has died.

- The "Unmatched Data Report Date" field is displayed when an SSN is
  unmatched. This information will overwrite an existing unmatched data
  report, and will overwrite the SVES response date with the date the SSN
  unmatched data was entered. The SSN unmatched data is part of the SSN
  enumeration process. The enumeration is a SVES function, but is not part of
  the SVES Response. It is a separate function of SVES.

- SVES and Quarters of Coverage (QC) results might be provided for some clients depending on the type of query that was submitted. Even though the QURY panel only allows either a SVES or QC query at one time; both types of results will be returned if a SVES query was submitted using an SSN. If only a QC query was submitted, RSDI or SSI results will not be provided. A QC query requires input of the client's own SSN.

View the information on this panel carefully to be sure the information is for the correct client.

Return to ToC

SVES: BDXP

```
04/09/10 15:52:37                    MAXIS                        FMLCEAM2
                       Beneficiary Data Response (BDXP)


         Name:
          SSN:              Clm No:          | Dual Entl Nbr:            |
 Payment Status:                             |                          |
 Pay Date    Gross Amt       Net Amt                 Birthdate:
          $                $                      Railroad Ind:
          $                              Lump Payment Date:
          $                                   Lump Sum Amt:$
          $                                  Intl Entl Date:
          $                               Current Entl Date:
          $                             Deferred Payment Date:
          $                                   Susp/Term Date:
          $                              Disability Onset Date:  <====


                                              Response Date:



        Function: SVES  Case Nbr: _____  Month: 04 10  Command: ____ __ __
 Co: 98  PW: PWHCT41  SW:        Name:                        User: PWHCT41
 Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
      HELP   PMI    EXIT                                      TRBL   INFO
```

The second panel in the SVES response queue is the Beneficiary Data
Response panel. The panel description on the INFC SVES submenu
states this is the BENDEX Response – Payment panel. This is **not** the
IEVS BENDEX panel; it is an SVES response panel.

The left side of the BDXP panel displays RSDI payment information. This
information includes:

- Payment Status

- Payment Date

- Information on a person's gross and net RSDI benefits. The amounts
  listed on this panel are **not** truncated. Use of this information is the
  most accurate for calculating gross income, especially for individuals
  that also have Medicare premiums deducted from their gross income.
  Enter the gross RSDI amount on the STAT/UNEA panel.

The right side of this panel provides a variety of RSDI dates and other specific information. This information includes:

- The "Intl Entl Date" field. This field displays the start date of the RSDI benefits. Enter the correct income start dates for RSDI on the STAT/UNEA panel to ensure that the information interfaced to MMIS is accurate. MMIS uses these dates for determining eligibility for the Medicare Buy-In.

- The "Dual Entl Nbr" field. This field displays the second claim number for clients who receive dual entitlements. An additional query must be sent on the second claim number to get specific information about that claim. Enter the claim numbers on the STAT/UNEA panel.

- The "Disability Onset Date" field. This field displays the date SSA uses to determine eligibility for RSDI disability benefits. The information from this field is entered on the STAT/DISA panel.

If no SSA benefits exist for the queried SSN or RSDI claim number, an online edit will be displayed at the bottom of the panel stating no information was found.

SVES: BDXM

```
02/18/10 15:14:04                    MAXIS                       FMLCEAM3
                        Beneficiary Data Response (BDXM)
    Medicare Claim Number                                 "Net" Medicare Part
    Hospital Insurance - Part A                           B Premium amount
       Hosp Ins Code:                    Premium:$        (after deductions)
          Start Date:                   Stop Date:        AKA SMI Variable
     Buy-In Ind (Y/N):                 Buy-In Code:       Amount.
    Buy-In Start Date:            Buy-In Stop Date:


    Supplemental Medical Insurance - Part B
      SMI Option Code:                   Premium:$
          Start Date:                   Stop Date:
     Buy-In Ind (Y/N):                 Buy-In Code:
    Buy-In Start Date:            Buy-In Stop Date:


                                     Response Date:



       Function: SVES  Case Nbr: _____  Month: 02 10  Command: ____ __ __
Co: 98  PW: PWHCT21  SW:         Name:                        User: PWHCT21
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
     HELP   PMI   EXIT                                          TRBL  INFO
```

The third panel in the SVES response queue is Beneficiary Data Response (BDXM), which is listed on the SVES submenu as BENDEX Response – Medicare (BDXM). Information on this panel does not interface with the BNDX panel. PF12 help is available on this panel

The BDXM panel displays Medicare Part A, Part B and Buy-In eligibility information. Medicare Part C and Part D information is not available through SVES.   Information found on this panel includes:

- The Medicare Claim Number.

- The Medicare Part A and Part B start and stop dates.

- The current status, if no end date is displayed.

- The Medicare Part A and Part B premium amounts. Most clients do not pay a Medicare Part A premium, but all pay a Part B premium. Medicare premium

amounts vary by person. While it is true that there is a base Medicare Part B premium every year set by SSA, some clients meet a "Hold Harmless" condition which keeps their premium at the previous year's premium amount. Other clients may have high income or late enrollment penalties which result in higher Medicare Part B premium amounts. The amount displayed on this screen is the amount for which the person is responsible. This is the net amount after Medicare Advantage plan costs have been deducted.

If there are no Medicare results for this client, the following edit will notify you at the bottom of the screen, "No Medicare record found for this SSN or PMI."

Review your case for Medicare Savings Programs eligibility when Medicare Part A and Part B benefits exist.

SVES: SDXE

```
02/18/10 15:14:17                    MAXIS                        FMLDDAM2
                            State Data Response (SDXE)


 Name:
 SSN:                      Clm No:                   Birthdate:
   SSI Appl Date:                              Fed Liv Arrange:
  Recipient Type:                          Citizenship Indicator:
  Payment Status:


           Denial Code:
           Denial Date:                          Appeals Code:
 Onset Date Disa/Blind:                          Appeals Date:
 SSI/Opt SSP Elig Date:                  Appeals Decision Code:
                                         Appeals Decision Date:
                                               Disa Pay Code:


    Response Date:



        Function: SVES  Case Nbr: _____  Month: 02 10  Command: ____ __ __
Co: 98  PW: PWHCT21  SW:          Name:                        User: PWHCT21
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
     HELP   PMI   EXIT                                         TRBL  INFO
```

The fourth panel in the SVES response queue is the State Data Response panel (SDXE), referred to as the "SDX Response – Eligibility (SDXE)" on the INFC SVES submenu.

This panel displays SSI eligibility information. Information is only available if a client is eligible for SSI benefits. Information displayed includes:

▪ The "Clm No" field. The SSI claim number for the SSI recipient is displayed however; the SSI claim number suffix is not displayed.

▪ The "Recipient Type" field. The suffix for the SSI payment is displayed on this field. Using PF1 on this field allows for viewing of additional suffixes. SSI suffixes can also be found in POLI/TEMP TE02.13.16 – RSDI AND SSI CLAIM NUMBER SUFFIXES.

▪ Additional information is displayed about the client's current SSI payment status, appeals, denials, vital statistics information and indication of citizenship status.

If no record exists for the SSN or claim number that was queried, you will receive the following online edit on the bottom of the screen, "No record found for this SSN or PMI."

SVES: SDXP

The last panel in the SVES queue is SDX Response – Payment (SDXP).

```
02/18/10  15:14:33                    MAXIS                      FMLDDAM3
                          State Data Response (SDXP)

Payment Date:          SSI Monthly Amt: $          Over/Under Pay Ind:
                                         Gross Earned Income: $
    Payment History                       Net Earned Income: $
 Date     Amount     Type                  RSDI Income Amt: $
         $                                   PASS Exclusion: $
         $                           Inc In-Kind Start Date:
         $                            Inc In-Kind Stop Date:
         $                                    Rep Payee (Y/N):
         $                    Name:
         $                    Address:
         $
         $


Response Date:


        Function: SVES  Case Nbr: _____   Month: 02  10 Command: ____ __ __
Co: 98 PW: PWHCT21 SW:        Name:                        User: PWHCT21
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
     HELP   PMI   EXIT                                      TRBL   INFO
```

The last panel in the SVES response queue is the State Data Response (SDXP), which is listed as the "SDX Response – Payment (SDXP)" on the INFC SVES submenu. SDXP is not part of the SDX interface from the SDXS and SDXI panels which are IEVS related messages received from the Social Security Administration.

The SDXP panel displays:

▪ The top of this page displays the gross amount and pay date of SSI benefits the client receives as of the date of the SSA response.

▪ A history of the client's SSI payments is located on the left. The right side displays income information that was used to determine the client's SSI benefits.

If no record exists for the SSN or claim number queried, you will receive the following online edit at the bottom of the panel, "No payment information found for this SSN or PMI number."

1619(a) AND 1619(b)

Remember that a client who is not receiving SSI may still have an MA basis of eligibility if they have a 1619(a) or 1619(b) status. There are two ways you may be notified when a client is 1619(a) or 1619(b) eligible:

- SVES query response DAIL message – only updates in the SDXP panel. Since 1619 data is not on the response, a worker can look at the SSI data provided on the SDXE and SDXP panels and make a determination if the possibility of 1619 might exist. However, the returned data should not be used as a final indicator of 1619 eligibility.

- 1619 interface DAIL message as part of the State Data Exchange (SDX) Interface which updates STAT/DISA. If a client has a 1619(a) or 1619(b) status, their name will show up on the SDX Interface between the state and SSA. This information will automatically be updated by MAXIS or can be manually updated by the worker on the STAT/DISA panel. The SDX Interface is a different electronic interface that does not update the SVES response panels.

When MAXIS automatically updates the STAT/DISA panel through the 1619 interface as part of the SDX interface, a DAIL message will notify you stating:

"1619 STATUS UPDATED ON DISA/CHECK MA ELIG/SEE PF12"

This DAIL message is not part of the SVES response. If you receive this DAIL message, follow the directions in POLI/TEMP TE02.07.259 – 1619 A AND B STATUS.

VIEWING SVES RESPONSES: DAIL

The primary worker for the case number that was entered on the SVES QURY panel will receive a SVES response DAIL message when the query response is returned from SSA. The DAIL messages are assigned by the case number entered, not by who initiated a QURY. SVES is currently not an option on the DAIL PF1 select menu.

When the SVES response is received from SSA a DAIL message is produced for the worker:

"_ SVES MM/YY (recipient SSN) TPQY RESPONSE RECEIVED FROM SSA MM/DD/YY"

Enter an "I" in the select field of the DAIL message to navigate to the INFC menu. MAXIS will auto-fill the SSN in the SSN field on the INFC menu and the SVES sub menu. If the data you were expecting to see isn't there, it may be best for you to navigate using the PMI number instead of the SSN. To do this, start from the SELF menu and enter INFC on the Function line and SVES on the command line. When you transmit you will be able to enter the PMI number and TPQY on the command line. Transmit again. This will take you to the latest SVES response.

NOTE: Navigating by PMI number is the best way to get information when the query was submitted using the RSDI claim number.

You will be returned to the DAIL menu when you exit the SVES response from SDXP if you navigated to the SVES from the DAIL message.

The SVES DAIL messages do not require user action so you can delete them at any time. Deleting the SVES DAIL message will not affect the information in the SVES interface panels.

SVES LIMITATIONS

The following are some limitations of the SVES.

- If an individual was previously denied on a particular SSN, and applies as an auxiliary on another account, SVES will generate a response on the denied SSN. In some cases, a cross reference entitlement number (XREF) or Beneficiary Identification Code (BIC) will appear on the Title II (RSDI) response, which enables the state to resubmit an SVES input using the Claim Account Number (CAN). However, if no XREF Entitlement Number and BIC appear, it is necessary to determine the appropriate Claim Account Number (CAN) and resubmit an SVES input. If this problem is encountered, workers can contact the local SSA office per their county procedure.

- SVES occasionally provides a Title II (RSDI) response for someone other than the individual whose name and SSN were submitted on the SVES input. For example, an SVES input for an individual may provide a Title II response for the individual's spouse or child. This happens when SSA's Master Beneficiary Record displays the spouse's or child's record before the individual's record. Such cases require the worker to contact SSA for assistance per their county procedures. If the situation cannot be resolved then submit a PF11 for help.

- SVES responses sometimes indicate that there is no Title II (RSDI) or Title XVI (SSI) record on the BDXP or SDXP panel even though one exists. This may occur because SVES queries are processed overnight when SSA also performs maintenance on its databases. During this maintenance some records are not accessible. It is usually possible to request the record one or more days later and obtain accurate data. Workers should contact SSA for assistance per their county procedures if this problem recurs for the same case for which there is RSDI and/or SSI eligibility. If the situation cannot be resolved then submit a PF11 for help.

- Some RSDI responses for aged beneficiaries (age 60 and over for widows/widowers, and age 62 and over for others) contain a Disability Onset Date. SVES does not indicate whether the disability application was approved or denied, so the State cannot determine whether benefits for individuals under age 65 are being paid on the basis of age or disability. If workers need to determine the basis of payment, it is necessary to contact SSA for assistance. Follow your county's procedures for contacting SSA.

INFC: BNDX

```
05/10/10 10:51:41              MAXIS                      FMLCEAM1
                    Beneficiary Data Exchange (BNDX)

 Name:                                          SSN:
 Clm No:               Clm No:                  Clm No:
 Status:               Status:                  Status:
 Amnt: $               Amnt: $                  Amnt: $
 Comm Code:            Comm Code:               Comm Code:
 Intl Entl Dte:        Intl Entl Dte:           Intl Entl Dte:
 SSI Ind:              SSI Ind:                 SSI Ind:
 Source:               Source:                  Source:
 Updt Dte:             Updt Dte:                Updt Dte:
     ** SMI Data **        ** Hosp Ins **           ** Misc Data **
 SMI Opt Cd:           Hosp Ins Cd:             RRB Stat:
 SMI Entl Dte:         Entl Dte:                Black Lung:
 SMI Term Dte:         Hosp Term Dte:           Disa Dte:
 Prem Payer:           Prem Payer:
 Part B Prem: $        Part A Prem: $
         NO BENDEX PANEL FOUND FOR THIS SSN & BENEFIT MONTH
       Function: INFC  Case Nbr: _____ Month: 05 10  Command: ____ __ __
Co: 98  PW: PWHCT40  SW:      Name:                       User: PWHCT40
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
     HELP      EXIT                                          TRBL  INFO
```

The Beneficiary Data Exchange (BNDX) panel is located on the main INFC panel outside of the SVES Interface panels. BNDX is a totally separate interface which does not interact with the SVES response panels. These two interfaces, SVES and BNDX, are often confused with one another because the two interfaces do provide some of the same information that is available from SSA.

INFC BNDX is updated by the BENDEX Interface when changes to a beneficiary's benefits occur, not by the Response to a SVES QURY. This panel is not as detailed as the SVES response panels but can be useful as a quick reference or starting point.

Interface files are received daily from SSA for the BNDX report however, are only processed once per month by MAXIS.

More information about the BENDEX interface can be found in the POLI TEMP manual. If you see information on the BNDX panel that requires further research, initiate an SVES/QURY.

REVIEW AND FAQ

The following questions and answers review topics covered in this guide. Some of these may be questions that come up while using the SVES interface panels.

1. **What kind of information is displayed on the SVES Interface panels?**
   Some of the information available in the SVES response panels are: SSI payments, RSDI payments, Medicare A and B, disability begin/end dates, and basic benefit information.

2. **Who or what updates the SVES interface panels?**
   The SVES interface panels are updated by MAXIS when electronic results are received from SSA.

3. **On what MAXIS panel can you initiate a query to SSA for information about a client's SSA benefits?**
   A query can be requested using the SVES/QURY panel in the INFC function.

4. **A child is receiving RSDI income through his disabled mother's RSDI claim, what number would you use to initiate a query to SSA?**
   You would use the child's RSDI claim number (which is not his/her SSN).

5. **How accurate are the results that are displayed in the SVES interface panels?**
   The results in the response panels are accurate as of the response dates noted on each panel.

6. **What happens to information on the SVES interface response panels when new results are received from the SSA?**

   When new SSA QURY responses are received, they replace the old responses. If there is no change to the benefit amounts or status then only the response received dates will be updated.

7. **Do all Medicare recipients have the same Medicare Part B premium amounts?**

   Medicare Part B premiums can vary from person to person based on different circumstances (late registration, income, year, etc).

8. **What interface updates the BNDX panel?**

   The BNDX panel is updated by MAXIS through the monthly BENDEX interface.

9. **Does an SVES/QURY response update the BNDX panel?**

   No, a QURY only updates the SVES response panels.

10. **If a SVES query is submitted using the client's RSDI claim number, what information will be available for viewing in the response?**

    Only information pertaining to the specific claim is returned if the query is initiated with the claim number, you must then navigate to the response panels using the PMI number.

11. **On which panels are SSA benefit start dates found? How important are the start dates?**

    You can find the specific start dates for different SSA benefits on their appropriate panels: BDXP (RSDI), BDXM (Medicare), and SDXE (SSI). The start dates are very important as they interface to MMIS and are also used to determine the eligibility start date for the Medicare Buy-In.

12. What happens if a different MAXIS user initiates a new query while one is already pending?

If a user initiates a second query while one is pending, they will receive a message that a query is already pending.

13. What are the four factors that affect the results of a QURY request to SSA?

The four factors that affect query results are: PMI, SSN, RSDI claim number, and case number.

14. What is the connection between the annual Cost of Living Adjustment (COLA) messages and the SVES interface panels?

The COLA process varies from year to year depending on when SSA benefits change for recipients. When the COLA process is run, the SVES panels may be automatically updated. Workers may receive different messages requiring action depending on the automatic interface responses. Directions on resolving COLA matches are available in POLI/TEMP.

RESOURCES

The following resources can give you additional information about RSDI, SSI and Medicare benefits:

- The Social Security Administration website: www.ssa.gov
- The Medicare website: www.medicare.gov
- The Health Care Programs Manual (HCPM)
- The Combined Manual (CM)
- The POLI/TEMP Manual (TE)

REFERENCES

The following manual references can give you additional information about information presented on the SVES panels:

TE02.12.13   SVES TPQY Interface
TE02.13.40   RSDI/SSI Income Start Dates
HCPM 04.30   Verification of RSDI and SSI Benefits

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