

3.5 REQUEST AND USE OF INFORMATION

The following describes the method of matching IEVS information and the Worker's responsibility.

The Worker evaluates the Department's data exchanges for Medicaid, and WV CHIP. Workers must utilize all electronic and other sources available before requesting verification from the client.

A. APPLICANTS

The Department requests IEVS information on all applicants for SNAP, Medicaid, and WV WORKS Programs. IEVS regulations apply only to those SSI recipients who receive SNAP benefits.

Information received must be used in determining eligibility and/or the amount of the benefit, if the information is received before the client is notified of the action on his application. If the information is received after client notification, it must be used within the time limit explained below in item B and according to the specific benefits received.

The Department must not delay action on the application solely because IEVS information has not been received, unless the information reported by the applicant is questionable. The time limit for acting on applications is not extended for situations which involve IEVS.

B. RECIPIENTS

The Worker receives information about recipients through RAPIDS data exchange.

The Worker must act on the information within 10 days of the date it is received to ensure that action is completed within 45 days of receipt. This means, that within 45 days, the Worker must send notification to the client or make an entry in the case record that no action is necessary.

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SNAP: Action does not have to be initiated within 10 days; however, the action must be completed within 45 days of receipt.

EXCEPTION: The completed action may be delayed beyond 45 days when:

- The Worker initiated the action within 10 days of the date the information is received; and
- The reason action cannot be completed is the nonreceipt of requested verification from a third party; and

Action is completed promptly when the third-party verification is received or, at the next contact or redetermination, whichever occurs first.

C. SPECIAL REQUIREMENTS FOR DISCLOSING CERTAIN DATA RECEIVED VIA THE FEDERAL DATA HUB

1. Disclosure of Data Obtained from the Federal Data Hub at Application

The following data received via the federal data hub must not be disclosed to an application filer, or an individual who is identified on the application as assisting the application filer (agent, broker, certified application counselor, in-person assister, or Navigator) during the application process:

- Federal tax information (FTI) obtained from the IRS
- Title II SSA income benefits (Retirement, Survivors and Disability Insurance - RSDI) obtained from SSA
- The number of quarters of coverage obtained from SSA
- Current income data obtained from Equifax Workforce Solutions

Federal tax information, Title II SSA income benefits, the number of quarters of coverage obtained from SSA, or current income data obtained from Equifax Workforce Solutions, obtained via the hub will be disclosed only to the requesting Marketplace, Medicaid or CHIP agency. The data will be used by those entities for the purposes of conducting verifications, and in the eligibility determination process; the data must be safeguarded in accordance with applicable regulations and IRS publication 1075 (for FTI).

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A receiving entity may not disclose FTI, Title II SSA income benefits, the number of quarters of coverage obtained from SSA, or current income data obtained from Equifax Workforce Solutions received via the hub on an eligibility notice, or in response to a customer service inquiry.

2. Customer Service Inquiries

If an application filer contacts the Marketplace, Medicaid or CHIP agency and requests information obtained via the hub regarding FTI, Title II SSA income benefits, the number of quarters of coverage obtained from SSA, or current income data obtained from Equifax Workforce Solutions, that was used in processing his or her application, the agency will explain how to resolve any open verification issue, if appropriate, but may not provide the underlying data. The Caseworker must inform the applicant that reported information could not be electronically verified and notify the applicant of information or verification he must supply to establish eligibility.

If the applicant is still interested in information obtained via the hub that was used in processing his or her application, the Marketplace, Medicaid or CHIP agency should provide instructions to the applicant on how to locate the data in tax and Social Security benefit documents they already have, or how to interact directly with IRS or SSA. The agency should also direct such an individual to Equifax Workforce Solutions to obtain the source information if necessary.

3. Eligibility Appeals

If an individual appeals his or her eligibility determination and needs access to FTI, Title II SSA income benefits, the number of quarters of coverage obtained from SSA, or current income data obtained from Equifax Workforce Solutions, the Marketplace, Medicaid or CHIP agency will collect a handwritten signature (either an original or a copy) from the adult application filer to authorize the disclosure. If an application includes more than one tax household, the agency will collect handwritten signatures from every adult listed on the application to authorize the disclosure. These signatures can be mailed or uploaded to the Marketplace, Medicaid or CHIP agency, or sent via facsimile.

FEDERAL DATA HUB AND DATA EXCHANGES**4. Data that May be Disclosed**

Any information provided on an application by an application filer may be displayed as part of the application, eligibility notice, and electronic account. Income and household size as a percentage of the federal poverty level which is calculated by the Marketplace, Medicaid or CHIP agency based on multiple sources of data may be disclosed as part of the eligibility and enrollment process.