OTDA-4357-EL (Rev. 7/01) UPSTATE AND NYC MESSAGE
GIS 09 TA/DC025
GENERAL INFORMATION SYSTEM
Center for Employment and Economic Supports
August 27, 2009
Page: 1

TO: Commissioners; TA Directors; FS Directors; MA Directors; WMS Coordinators

FROM: Russell Sykes, Deputy Commissioner, Center for Employment and Economic Supports

SUBJECT: Revised *SOLQ Reference Guide*, Revised August 2009 and Available Online

EFFECTIVE DATE: Immediately

CONTACT PERSON:
- o For questions about *SOLQ Reference Guide* – SSI Bureau at (800) 343-8859, ext. 3-0332 or by e-mail to Archiah Phillips at Archiah.Phillips@otda.state.ny.us

The State Online Query (SOLQ) system allows authorized users to conduct real time queries against the Social Security Administration's (SSA) databases. In a matter of seconds, the worker can obtain authoritative data on a specific individual's regular Social Security, SSI, and Medicare Parts A and B benefits and validate the person's social security number (SSN).SOLQ is an online version of the State Verification Exchange System (SVES). SOLQ directly accesses the Account Number Identification (Numident) for social security number verification, the SSA Master Beneficiary Records (SSR) databases for SSI information. SSA databases are queried with the client's SSN or claim number with Beneficiary Identification Code (BIC), last and first name, data of birth, purpose of inquiry information and entry of a case/control number. SOLQ enhances SVES in that SSA can provide data in real time on a LDSS user's desktop computer. All counties have completed SOLQ training and the SOLQ application has been rolled out.

It is important to note that items posted to SSA's database will be available on SOLQ on the next business day. When relying on electronic means such as SOLQ to verify compliance with applying and accepting SSI benefits, districts must account for the time lag that occurs from the time the individual applied and the time the information is known to the electronic system. Districts report that in some areas of the State it may take a week or more for SSA staff to enter applications onto the SSA system. To prevent adverse case actions, it is important that district staff have an understanding of the timeframes commonly used by their SSA district office(s) in processing applications. Therefore, SOLQ should not be used to deny or discontinue benefits if no record has yet been posted.

In accordance with signed security agreements between OTDA and the Social Security Administration (SSA), SSA has made the SOLQ application available to NYS users with the understanding that OTDA restrict access to those workers determining initial and ongoing eligibility for programs listed in Section 1137 of the Social Security Act: TANF (Title IV), Medicaid (Title XIX), Unemployment Compensation, Food Stamps and SSI and state supplementation programs (Title XVI). Since the child support system has access to SSA data from the Federal Parent Locator Service, SSA does not permit us to grant entitlement to the SOLQ to child support enforcement workers.

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To assist local district workers who use SOLQ, OTDA has published the most current version of the *SOLQ Reference Guide* that was revised in August 2009. The *SOLQ Reference Guide* is an abstract of a much larger voluminous manual, known as the SVES and SOLQ Manual. The *SOLQ Reference Guide* contains the current listing of all SOLQ field and data element definitions.

The *SOLQ Reference Guide* can be found in the Center for Employment and Economic Supports section of the OTDA intranet site under "Manuals". The e-mail address is (http://otda.state.nyenet/dta/Manuals/solq.pdf). The *SOLQ Reference Guide* can also be found on CentraPort under Resources.

This address can be saved as a "Favorite" on your web browser to enable the user to easily access the *SOLQ Reference Guide*. Because this *SOLQ Reference Guide* is a PDF document, it can also be saved from the intranet site as a PDF document on a personal computer. It can then be used on that computer and emailed to other users.

The *SOLQ Reference Guide* has been designed with a search on the left side of the screen under "Bookmarks". Click on List of Recent Changes, SOLQ Field and Data Element Definitions, or Appendices and you will automatically jump to the beginning of that section.

Questions regarding access to the OTDA intranet site should be directed to your local network staff. Questions about the *SOLQ Reference Guide* should be directed to the contact noted above.