



Office of Temporary and Disability Assistance

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Administrative Directive Memorandum

Section 1

Transmittal:	21-ADM-06
To:	Social Services District Commissioners
Issuing Division/Office:	Employment and Income Support Programs
Date:	July 28, 2021
Subject:	Updated Upstate Death Match Process
Suggested Distribution:	SNAP Directors, TA Directors and HEAP Coordinators
Contact Person(s):	SNAP Bureau (518) 473-1469 SNAP Bureau mailbox Temporary Assistance Bureau: (518) 474-9344; TA Bureau mailbox HEAP Bureau (518) 473-0332; HEAP Bureau mailbox Medicaid Questions – Local District Support Unit Upstate (518) 474-8887; NYC (212) 417-4500 or ldr@health.ny.gov

Filing References

Previous ADMs/INFs	Releases Cancelled	Dept. Regs.	Soc. Serv. Law & Other Legal Ref.	Manual Ref.	Misc. Ref.
20 TA/DC106 21 TA/DC001			7 CFR 272.14; 7 CFR 273.12		

Section 2

I. Summary

The United States Department of Agriculture (USDA) Food and Nutrition Service (FNS) has directed the Office of Temporary and Disability Assistance (OTDA) to modify its match process with the Social Security Administration (SSA) and implement processes and procedures to ensure that death match hits are independently verified, the source of the information reporting the death is recorded, and the method of secondary verification is documented and stored in the case files and communicated to staff. This ADM explains how the USDA FNS direction should be carried out.

II. Purpose

The purpose of this directive is to advise social services districts (districts) that the monthly match process OTDA conducts with the SSA to compare identifiable information for individuals the SSA has determined are deceased against individuals in receipt of SNAP, Temporary Assistance (TA), Home Energy Assistance Program (HEAP) or Medicaid (MA) has been modified to include a new notification prior to adverse action being taken on any case that has been identified as including a deceased individual. The new *Notice of Death Match Results Pending Verification* (NOMR) provides an opportunity for households to respond to match information and will be sent automatically to all households containing an individual whose identity matches that of someone the

SSA has identified as deceased. Additionally, a separate match with upstate Vital Records (VR) has been incorporated into this process which provides verified upon receipt (VUR) evidence that the client is deceased if the client is matched to the upstate VR database.

III. Background

The monthly match process with the SSA automatically creates both a pending closing transaction for certain single person cases and an Exception list for all cases with more than one individual (multiple person cases) and single person cases that cannot be automatically closed (e.g., another pending transaction) that include an individual in the Welfare Management System (WMS) whose identity matches that of an individual the SSA has identified as deceased. Additionally, as described above, the USDA FNS found that the match process with the SSA was noncompliant with requirements to notify households of a death match result and provide them an opportunity to respond prior to taking negative action. This new NOMR was developed in response to that finding. Additionally, OTDA has incorporated a match with upstate VR into this process to identify individuals in receipt of SNAP, TA, MA or HEAP who upstate VR has determined are deceased. Information from upstate VR is considered verified information and therefore is VUR.

IV. Program Implications

The new NOMR using reason code N95 (Upstate) will now be mailed automatically as part of the monthly SSA match process to all households that include an individual for which the SSN validation process indicates may be deceased. The notice will state that they have 10 calendar days to contact their local district eligibility worker to confirm or contest the results of the match. The NOMR will be maintained in the Computer Output to Laser Disk (COLD) case record. Districts will continue to receive the WINR 0798 UPSTATE AUTO_CLOSE CASES FROM SSA MATCH and the WINR 0799 UPSTATE AUTO_CLOSE CASES FROM SSA MATCH Exception list for all cases that include an individual the SSN match process indicates may be deceased consistent with the current SSA match process. (Medicaid only cases that appear on the WINR 0798 and 0799 will continue to be handled by State Department of Health staff). Additionally, the following elements have been added to the death match process:

- A new VR Indicator field has been added to the WINR 0798 and WINR 0799 to identify cases where the SSA information has been confirmed by upstate Vital Records (VR). Cases where VR has confirmed the SSA death information will have a Y in the VR Indicator field.
- A new Anticipated Future Action (AFA) code 126 (SSA DEATH MATCH INFO INACCURATE-CLIENT NOT DECEASED) has been created to stop the closing process if the household responds to the NOMR and verifies that the matched individual is not deceased.

V. Required Action

If a household responds to the N95 NOMR within 10 calendar days to report the individual is not deceased, workers must enter AFA code 126 (SSA DEATH MATCH INFO INACCURATE-CLIENT NOT DECEASED) on WMS Screen 4 using an 05 transaction, Y35 reason code for SNAP, TA and HEAP cases (Y99 for MA), N in the Notice Indicator on WMS Screen 1, to stop further processing of the death information. In these instances, the case will not close and will not appear on the WINR 0798 UPSTATE AUTO_CLOSE CASES FROM SSA MATCH or the WINR 0799 UPSTATE AUTO_CLOSE CASES FROM SSA MATCH Exception list. Additionally, workers must enter AFA code 126 if the household contacts the district at any time during the process to report that the individual is not deceased, including after the WINR 0798 and the WINR 0799 are produced and the case has closed or the individual has been removed from the household.

The entry of AFA code 126 at any time will exclude matched individuals from the SSA match process for the next 3 months, during which time the individual should be advised to provide the

SSA with verification that they are not deceased. Workers should add any documentation the household presents to refute the death match information to the case file and update case comments to reflect the information presented by the household and the reason the AFA code 126 was added to the case. The household, however, is not required to verify that the household member is not deceased.

If the household fails to respond to the N95 NOMR within 10 calendar days and AFA code 126 has **not** been added to the case because the household did not respond to the NOMR to report the individual is not deceased, the process will continue as follows:

- a system generated E95 closing transaction producing a Notice of Adverse Action will occur for certain single person households. These cases will be included on the WINR 0798; and,
- an Exception list of excepted cases will be created (WINR 0799). Excepted cases on the WINR 0799 include households with more than one individual and single person households that were ineligible to be automatically closed because, for example, when there is another pending case transaction. Districts must continue to take action and manually process these excepted cases by closing single person households and removing deceased individuals from multiple person cases appearing on the WINR 0799.

Workers must either reactivate or add the individual back to the case as appropriate if the household responds to the N95 NOMR after 10 calendar days to report the individual is not deceased and the case has proceeded through the match process and has either:

- been closed because it was a single person case eligible for an automatic closing and included on the WINR 0798, or
- included on the list of WINR 0799 excepted cases requiring manual action and ineligible for an automatic closing either because it is a multiple person household or a single person household that could not be automatically closed (e.g. another pending transaction).

In both instances, case comments should reflect the information presented by the household as described above.

VI. Systems Implications

These changes were moved to production effective with the January 2021 monthly match process.

AFA Code 126 (SSA DEATH MATCH INFO INACCURATE- CLIENT NOT DECEASED) has been added to the list of AFA codes on the WMS Code Cards.

VII. Additional Information

Active cases with expired certification periods whose certification end date is less than or equal to 30 days prior to the date of the match month will be included in this process; however, no cases will be automatically closed and **all** matched cases will be included on the NOMR and the WINR 0799 UPSTATE AUTO_CLOSE CASES FROM SSA MATCH Exception list for manual action. Districts must review each case and take an appropriate case level action based on the case circumstances. Active cases with expired certification periods whose certification end date is more than 30 days prior to the date of the match will not be included in this process and will not be included on the NOMR.

Please note: These changes are not yet in place for New York City cases and a separate directive will be issued once the changes have been made.

VIII. Effective Date

Effective immediately.

Issued By:

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Title: Executive Deputy Commissioner

Division/Office: Office of Temporary and Disability Assistance