

How to Request Review of Immigration Documentation Presented by a Benefit Applicant



If you believe that the immigration documentation presented by a benefit applicant may be fraudulent or altered, please first review the [SAVE Guide on Immigration Documents Commonly Used By Benefit Applicants](#) and other SAVE guidance. If you still believe the immigration documentation may be fraudulent or altered, please then use the following steps to submit a copy for SAVE Status Verification Operations personnel to review:

Create a Case

Applicant Information

*First Name: Ronald
*Last Name: Swanson
Middle Name: ex. Rose

Date of Birth: 09/09/1990

Please fill out as many enumerators as are available to you. At least one enumerator is required. The more information provided, the higher the chance of returning a verification result on initial verification. For more information, please see the [Guide on Immigration Documents Commonly Used by Benefit Applicants](#).

Alien Number: 991122334

SEVIS Identifier: ex. 1234567890

I-94 Number (I-94#): ex. 12345678911

Passport Number: ex. 12EJ3456789

Naturalization/Citizenship Number: ex. S1234567

Card Number: ex. LKJ1234567899

Visa Number: ex. 12345678

Step 1: Enter Applicable Information & Select Benefits

On the SAVE homepage, select the “Initial Verification” button on the right-hand side of the page. If your agency also uses the Web Services (system-to-system) access method, you will see the question “Was this case started using another access method?” If not, click the “No” button and the create case form will appear.

Enter all applicable information in the create a case screen. This includes the First Name, Last Name, Date of Birth, and at least one enumerator from the benefit applicant and selecting the benefit or benefits for which you are creating the case.

Step 2: Request Document Review & Continue

Select the Request Document Review button at the bottom of the Case Creation page. A box for document upload will appear below. Uploading a copy of the applicant’s immigration documentation is required to proceed with initial verification for all cases requesting document review. If all required fields are filled correctly, the “Continue” button will be green and you can select it to proceed to the next step.

Please select all of the benefits that the applicant is requesting from your agency. You must select at least one.

ABC Benefit

.....

Please select any of the following additional pieces of information if you need them to determine the applicant's eligibility (or press continue if you don't need anything else).

Request Document Review

*Upload a document
Uploading a document is required to escalate this case for additional verification.

Drag file to upload

or

Upload File

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Step 3: Review Case Details

This step allows you to review the information entered from the previous page to ensure it is accurate before submitting the case for initial verification.

If you would like to change an entry, click the “Go Back” button on the bottom of the page to navigate back to the Initiate Case page.

If the information displayed is accurate, select “Initiate Verification” to submit the case.

Review Case Details

Please review case information for accuracy. If there are any errors, it may prolong the verification process.

| | |
|--|---|
| Full Name Ronald Swanson | Requested Benefits ✓ ABC Benefit |
| Date of Birth 09/09/1980 | Agency Requests ✓ Request Document Review |
| Alien Number 991122334 | Attached Document |
| Point of Contact Name Ashley Smith | |
| Point of Contact Phone Number 0000000000 | |

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Case Under Review

This case is under review by the Status Verification Office (SVO). This does not mean the applicant isn't entitled to benefits, but further research is being conducted. Responses from SVO typically take 3-5 days to be returned.

Case Verification Number
0021193192252QY

Agency Submitted Details

| | |
|--|---|
| Full Name Ronald Swanson | Requested Benefits ✓ ABC Benefit |
| Date of Birth 09/09/1990 | Agency Requests ✓ Request Document Review |
| Alien Number 123456789 | Attached Document |
| Initiated On 07/08/2021 | |
| Initiated By ASMI4996 | |
| Point of Contact Name Ashley Smith | |

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Step 4: Case Submitted for Additional Verification

Request Document Review cases proceed directly to additional verification, displaying a “Case Under Review” response saying that the case is under review by SAVE status verification personnel.

Step 5: Receive Final Response

A final response appears on the SAVE Response screen after SAVE status verification personnel resolve the case. Please see the SAVE Guide to Understanding Verification Responses in the SAVE system resources page (login required) for additional information regarding the response that SAVE provides.