	GEORGIA DIVISION OF FAMILY AND CHILDREN SERVICES MEDICAID POLICY MANUAL		
	Chapter:	**2000**	**Effective Date:**	**December 2019**
	Policy Title:	**SSN Validation**		
	Policy Number:	**2005**	**Previous Policy Update:**	**MT 47**

REQUIREMENTS

The system interfaces with the files at the Social Security Administration (SSA) to verify the accuracy of the SSN of an AU member.

BASIC CONSIDERATIONS

All SSNs entered in the system will interface with SSA files.

PROCEDURES

Use the following procedures to complete the validation requirements:

Chart 2005.1 – SSN Validation	
IF AN AU MEMBER'S SSN	**THEN**
Is valid	The system will annotate the SSN with "Electronically verified by SVES", "Electronically verified by SOLQ" or "Electronically verified by FDSH" (federally verified). No further action is required.
Appears on the system generated enumeration or validation discrepancy lists NOTE: An alert is generated.	determine if the AU member's full name, DOB, and SSN matches information on the individual's official documents. Correct any information that is in error. Refer the A/R to SSA for corrective action if the SSA information is the source of the error.
matches with another SSN known in the system	determine which number on the system is correctly assigned.

Chart 2005.1 – SSN Validation (cont.)	
(continued IF/THEN scenario from above)	Correct any SSNs erroneously entered in the system OR refer the AU member to SSA for corrective action if multiple individuals are assigned the same SSN.
	Determine which number on the system is correctly assigned. Correct any SSNs erroneously entered in the system OR refer the AU member to SSA for corrective action if multiple individuals are assigned the same SSN.
is validated by the system but differs from the verification (SSN card) obtained from the A/R	follow the steps under How to Change a Validated SSN in this section.

NOTE: Please note if the SSN is showing "Electronically verified by SOLQ" or "Electronically verified by FDSH", generated by running the State Online Query or Federal Data Hub Services interfaces respectively, these are also considered federally verified SSNs.

How to Change a Validated SSN

Step 1 Gather the following case identifying information and report it in the order listed:

- worker's name
- worker's telephone number
- county, office, supervisor, user ID
- AU number
- AU name
- AU member's name
- AU member's ID number

Step 2: Contact the EMPI Help Desk at empi.helpdesk@dhs.ga.gov.

Step 3: Correct the SSN when the EMPI Helpdesk provides notification that the validation code has been removed.