

County of San Diego, Health and Human Services Agency (HHS) Policy and Procedures Guide

Confidential Income and Eligibility Verification System (IEVS) Abstracts for Quality & Eligibility Support Department (QESD) staff Policy and Procedures

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Revision Date:
02/18/2020

Purpose:

The purpose of this document is to establish the policy and procedures for the processing of the following IEVS abstracts; Beneficiary Earnings Exchange Record (BEER) and Internal Revenue Service (IRS). This material has been updated to provide instructions regarding the need for a secondary eyewitness when handling abstracts that contain Federal Tax Information (FTI).

Background:

The BEER and IRS abstracts are reports generated from the State's IEVS that provide information regarding interest, dividend, and earned income matched to applicants/recipients. The information provided in the BEER and IRS abstracts contain FTI and are subject to safeguard policies outlined in PUB 1075. BEER and IRS abstracts are only assigned to Human Services Specialists (HSSs) within QESD who have completed the safeguard clearances and trainings.

Policy:

Authorized QESD HSSs are required to review all BEERs and IRS abstracts to determine the follow-up action required. The initial review must be completed within 45 days from the date the county receives the abstract in order to determine if a discrepancy exists. The HSS must protect FTI and cannot share any Personally Identifiable Information (PII) as defined in PUB 1075, sections 1.4.1, 1.4.3 and 1.4.6.

The abstracts containing FTI are kept and handled only in the designated confidential room. To meet the two-barrier requirement, the confidential room is accessible with a key that is locked in a safety secured box with a code. Access to the code for the safety secured box is limited to the Supervisor, their back-up and the Managers of QESD. The confidential room requires a minimum of two authorized County staff members present at all times.

Procedures:

The abstracts are delivered via courier service. The Bill of Lading will be signed by the receiving staff member upon delivery. An acknowledgement of receipt is included in the package and must be faxed to CDSS Fraud Bureau to confirm receipt. The supervisor will schedule a day and time for the abstracts to be hand delivered to the assigned HSS.

Staff must compare the information received on the report against the information reported in CalWIN and assess the reporting requirements outlined in CPG 44-260 (AR/CO), 44-270 (SAR) and CFPG 63-260 (Change Reporting), 63-270 (SAR) to determine if a potential discrepancy exists.

Non-Discrepant Procedures

If the abstract is found to be Non-Discrepant, then staff must complete the following steps with an eyewitness present:

Step	Action
1	Write "Reject" on roster
2	Update the FTI Confidential Report Log
3	Update the Destruction Log, along with the eyewitnesses' signature
4	Shred the abstract immediately

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Potentially Discrepant Procedures

If the abstract is found to be potentially discrepant, then staff must:

Step	Action
1	Mail the BEER and IRS flyer to the customer's CalWIN address (do not use the address that appears on the abstract)
2	Update the FTI Confidential Report Log
3	Set a reminder for 11 day follow up

On the 11th day, if there was no response or partial verifications received from the customer, process abstract as non-discrepant. See non-discrepant instructions above.

Any time during the processes, outlined above, if complete verifications are received staff must establish the OP/OI as outlined in CPG 44-350 and CFPG 63-287.

Once the abstract is completed the Destruction Log must be completed, along with the eyewitnesses' signature and the abstract must be shredded immediately.

References:

Pub 1075

ACL 16-106, 17-41, 18-51, 19-83

MPP 20-006.7

Sunset Date:

This policy will be reviewed for continuance by 01/31/2023

Approval for Release:



Rick Wanne, Director
Eligibility Operations