

Release 08-02 State Conference Calls – Summary and Questions and Answers

State conference calls were held:

Manifest – June 17 and 19, 2008

Specification – July 15 and 17, 2008

NCOA Manifest and Specification – August 13, 2008

Release 08-02 is considered a Minor Release. It was first announced in EFlash 08-05 and posted to the OCSE Website on June 3, 2008. Most items in Release 08-02 are scheduled for implementation on October 3, 2008.

CSENet

Five CSENet enhancements are included in Release 08-02:

New Values for Dependent-Paternity-Status Field (OCSE Ref # 202)
New Transaction - Federal Tax Offset Transmission (OCSE Ref # 296)
New Transaction for Change of Payee (OCSE Ref #298)
New Transaction to Request Paternity and Establishment (OCSE Ref # 300)
States Migration to CONNECT:Direct for CSENet (OCSE Ref # 308)

- New Values for Dependent-Paternity-Status Field. New values are being added to identify the method by which paternity was established.
- New Transaction – Federal Tax Offset Transmission. A new transaction is being added to notify the other State that an interstate case has been submitted for Federal tax offset.
- New Transaction for Change of Payee. A new transaction is being added for change of payee.
- New Transaction to Request Paternity and Establishment. A new transaction is being added to allow a State to request both paternity establishment and order establishment at the same time.
- States Migration to CONNECT:Direct for CSENet. OCSE is beginning the process to convert the remaining States' method of communicating CSENet data from the existing OCSE Network to the National Computer Center (NCC). Note: This initiative is postponed pending the SSA rollout of the replacement for CONNECT:Direct.

Question: What date should be used for “case submitted for tax offset”?

Answer: The actual “submission date” should be used.

Question: What transaction should be used to decertify an NCP? Should the ‘Cancel’ transaction be used?

Answer: The ‘Cancel’ transactions are on the list of transactions to be deleted from the core set of transactions. A suggestion for States is to use the MSC P GSPUD transaction. This transaction is used when another

reason code is not appropriate and free-form text is needed to convey information.

Question: For the COL P CISUB transaction, is there an inference that the date should be submitted?

Answer: No. The citation states that a State "...must, in interstate situations, notify any other State involved in enforcing the support order when it submits an interstate case for offset." The Release Specification document was revised so it is not a requirement for States to include a date.

Question: Why is the Payment Mail Address Line 1 Field required but not the rest of the address fields, Line 2, City and Zip?

Answer: To be consistent with address requirements that are currently in CSENet, only the Payment Mail Address Line 1 Field is required. To make all address fields mandatory is under consideration as a future enhancement.

Question: How much lead time will be given to States when they are scheduled to migrate their CSENet file transfers to CONNECT:Direct?

Answer: A phased approach will be used to migrate States to the National Computer Center (NCC). States will be notified three months prior to implementation. However, there has been a recent change since the calls, as a result of which OCSE has put this project on hold until further notice.

Query Interstate Cases for Kids (QUICK)

Three QUICK enhancements are included in Release 08-02:

Modify Error Page (OCSE Ref # 2314)
Develop New Case Activities Audit Service (OCSE Ref # 2478)
QUICK State Status Page (OCSE Ref # 2489)

- Modify Error Page. Currently, errors do not provide clear instructions concerning what has occurred. As a result, States do not know what to correct before proceeding. Specific error messages will now be provided.
- Upgrade Current Audit Service to CA Audit.
- QUICK State Status Summary Page. QUICK is being enhanced so States can view a summary page that contains information about States in Production, and the type of data/operations that they provide.

No questions were raised.

Intergovernmental Referral Guide (IRG)

Two IRG enhancements are included in Release 08-02:

Enhance Address Type Download for County Addresses (OCSE Ref# 2480)
Add Department Search Feature on State Regions Addresses Screen (OCSE Ref# 2495)

- Enhance Address Type Download for County Addresses. This change does not require any coding by States. States will no longer be required to select a State in order to download all of the county addresses.
- Add Department Search Feature on State Regions Addresses Screen. Region and Department drop downs will be added for selection. There is no coding impact on States.

No questions were raised.

Federal Case Registry (FCR)

Five FCR enhancements are included in Release 08-02:

Replace UI Claims Administrator's Address on QW Records (OCSE Ref # 2261)
Return QW Change and Indicator If No Prior W4 (OCSE Ref # 2262)
National Change of Address Interface (OCSE Ref # 2286)
New SSN/Name Verification Process (OCSE Ref # 2421)
Recycle Unverified SSN/Name Combinations (OCSE Ref # 2479)

- Replace UI Claims Administrator's Address on QW Records. The FCR is being modified to return the employer's address instead of the UI Claims Administrator's address on QW Response Records based on the FEIN.
- Return QW Change and Indicator If No Prior W-4. The NDNH QW wage match record is being modified to show the amount and percent of difference in wages on the current QW record compared to the previous QW (same employer/same FEIN) submission. Also, a Flag is being added to indicate whether the QW record that was received did not match a previously submitted W-4 record or QW record.
- National Change of Address Interface. National Change of Address (NCOA) interface is a service maintained by the USPS. NCOA match data will require States to submit a new record type with participant name and address information. A new transaction will be returned to the participating States that will include the updated address or current address. This process will be available after the States submit an option form. NCOA cannot be used as a Locate source. However, it can be used to:
 - 1) Verify addresses that States already have on file. States will need to submit the name and address that they would like to have matched.
 - 2) Verify addresses received from IRS. This constitutes a third-party verification. NCOA matching will assist States in saving money and valuable time.

Effective November 23, 2008, States will need to have all of the addresses on their database verified every 90 days in order to maintain their postage discounts. This was announced by Pitney-Bowes on June 23, 2007.

- New SSN/Name Verification Process. The FCR will utilize an additional name verification routine using the first three characters of the first name, the first character of the middle name, month and year of birth with the submitted SSN. This routine will provide verification in situations such as a female participant who has married or divorced, and who has not yet completed a

name change with SSA. This change will not be available until December 2008

- Recycle Unverified SSN/Name Combinations. All unverified SSNs will be recycled through the SSN verification routine every 90 days.

Question: Can States obtain a list of the 20 known claim administrators?

Answer: OCSE will work on obtaining the list and making it available, but be aware that it may change.

Question: How many unverified SSNs do we have on the FCR?

Answer: 1.2 million

Question: Will there be a separate charge for States to use the NCOA service?

Answer: No. This is included in the normal FPLS costs that are attributed to States.

Question: On the NCOA input specifications (positions 261-262), do States use the State abbreviation or the FIPS code?

Answer: This should be the valid two-character State or territory abbreviation.

Question: If multiple names for a participant already exist on the FCR, will the NCOA match occur on all names?

Answer: No. The NCOA match will occur only on the name that is submitted. Also, the participant's name and SSN must be in a verified status on the FCR before the record will be submitted to NCOA.

Question: Can a State submit multiple names for a participant?

Answer: Yes. Each requested name and address must be submitted as a separate transaction with a verified SSN. The NCOA match will attempt to match on variations of the name that is submitted. For example, the NCOA will use alternate spellings for names, as well as nicknames.

Question: On the NCOA output specifications (positions 375-376), if a State submits an address that does not exist, will the match return an error code of '05'?

Answer: No. Error code '05' is provided if the submitted address does not pass basic FPLS address editing, e.g., invalid State code or ZIP, no city, no Address Line 1. The input transaction is rejected and not sent to NCOA.

Question: Under what circumstances would positions 375-376 return error code '10'?

Answer: Error code '10' is returned in positions 375-376 if the submitted address passed basic FPLS address editing, but no match was found at NCOA. Positions 612-613 contain the NCOA Return Code error code of '00'.

Question: Under what circumstances would positions 375-376 return error code '28'?

Answer: Error code '28' is returned in positions 375-376 if the submitted address was sent to NCOA, but while NCOA was able to make a possible match, the match was not conclusive. Under these circumstances, NCOA will not return a forwarding address. NCOA Return Codes of '01' through '66' in positions 612-613 provide the reasons for inconclusive matches (e.g., P.O. Box closed, or a single match result could not be determined)

Question: Positions 612-613 return codes from NCOA indicate several ways in which a name did not match. Does this mean that the submitted name must match what is on the NCOA exactly, including middle names, or it will be rejected?

Answer: No. An attempt to match on the name will include variations of the spelling of the name, common nicknames, and with or without middle name or initial.

Question: Is there a field on the input file that a State uses to enter information on gender?

Answer: No. NCOA will determine gender on its own.

Question: If the vendor can not standardize an address, what code will be returned to States?

Answer: OCSE must discuss this further with the vendor.

Question: How far back will the NCOA responses go?

Answer: NCOA has 48 months of permanent address changes available.

Question: Can you provide a copy of the Pitney-Bowes information regarding verifying addresses in order to maintain postal discounts?

Answer: The following links provide information on the requirements for maintaining your postal discount.

USPS

- <http://www.usps.com/mailpro/2008/julyaug/page8.htm>
- <http://www.usps.com/mailpro/2008/mayjune/page5.htm>

Pitney Bowes

- <http://www.pb.com/cgi-bin/pb.dll/jsp/Postalinfo.do?sitelet=RCEducation&catOID=-19121&lang=en&country=US>

Question: Will the FCR return a match on an individual with an FVI?

Answer: No. States will receive a verification response code of '39' which indicates that the person has an FVI, and therefore no information will be disclosed.

Question: Which address will be standardized?

Answer: Both addresses will be standardized. When an address that is submitted by a State passes all of the edits, it will be standardized in the match process with NCOA. If a match is found, the address that is returned to the State will also be standardized. If no match is found, the submitted address will be returned to the State in a standardized format.

Question: Can a State submit all of its addresses?

Answer: Yes. If a State wants to receive standardized addresses for all submitted addresses, whether there was a match at NCOA or not, the State should not opt to filter no-matches.

Question: Is there a limit on the number of transactions that can be included on a file?

Answer: There is no maximum number of records required. However, there is a minimum of 100 records required. The file will be sent weekly. Should there be less than 100 records, the file will be stored until the minimum is met, and then processed.

Question: Is the minimum requirement of 100 records the total from all States or the total from one State?

Answer: The minimum requirement of 100 records is from an individual State.

Question: Will the returned transaction include the new address or just an indicator that the address has been changed?

Answer: Yes. The new address will be returned.

Question: Why can't the NCOA be called a Locate source?

Answer: It is legislatively prohibited to call this a Locate source. Instead, OCSE will refer to it as an "address correction service".