FDSH/EQUIFAX INTERFACE ACTION GUIDE

INTERFACE INFORMATION

FDSH is the Federal Data Services Hub. It allows for MA programs to receive verification of income either through FDSH or Equifax/Work Number. CDHS programs do not utilize FDSH to receive information for employment; CDHS only utilizes Equifax/the Work Number.

RESEARCHING THE RESULT IF A RECORD IS FOUND

Equifax can be accessed for MA, SNAP, and Cash programs.

- The most common way to receive information for Equifax is when the interface is called automatically when certain actions take place.
  - **i. For MA:** Equifax is automatically called during Application, RRR, Auto Re-Enrollment, when the frequency of income changes, a new employer is entered, and when wages that are manually entered differ from the current interfaced record.
    - a) If an interface is not received by FDSH or Equifax, CBMS will call CDLE to verify income
  - **ii. For CDHS:** The Work Number will only be called when the button is pushed.

RESEARCH THE CASE AND TAKE ACTION

If the income doesn't interface:

- **For MA**: Navigate to Follow-Up Activities and select 'MA Interface Income'
  - i. Enter the member's SSN and select 'Search'
  - ii. All income sources will be populated
    - The source of that income record will reflect where the income verification was received from (CDLE, FDSH, Equifax)
    - You will be unable to update these records on the MA Interface Income Screen
    - You can update the Effective End Date (EED) under the MA Interface Earned income table in Interactive Interview (II)
    - The EED should only be used is if the client is no longer working for that employer, or if the record is incorrect for the client and the record should be nullified.
      - * Note: The EED is always the last day of the month that the income was terminated. If the record was interfaced incorrectly, the EED can be updated to match the Effective Begin Date (EBD) and CBMS will not read that record for income.
  - iii. The income interfaced for Medical Assistance will be utilized in the reasonable compatibility check for the case.

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- **For CDHS:** There are two buttons that can be utilized to manually call out Equifax for CDHS programs. One is titled **CBMS Work Number Employment Verification** and is located on the Earned Income Screen. The other is titled **Employment Verification** and is located on the CDHS Work Number Screen in Follow-Up Activities. This screen will display unconfirmed Equifax/Work Number information.

  i. To get to the CDHS Work Number Screen and manually call the interface:
    - Navigate to Follow Up Activities and select CDHS Work Number in Interfaces.
    - Enter the member's SSN and select Search
    - All income sources will populate

  ii. To utilize the button located on the Earned Income Employment Details section:
    - Navigate to the II queue
    - Ensure income has been added on Case Questions
    - Navigate to the Earned Income tab under the Income chevron.
    - Select an individual to check Work Number for and click on the CDHS Work Number Employment Verification button under the Earned Income Employment Details Summary Section.
    - A popup will open. Complete the "To Date" and "From Date" fields
      * *Note:* No future dates will be accepted, as dates will be limited to the Employment Begin Date to the date the record is being pulled.
    - If results are found and there is a matching FEIN, paychecks will automatically post.
    - If there is unconfirmed Work Number information, a notification will appear at the top of the screen. This will navigate to the CDHS Work Number page under Follow-Up Activities.
      * Confirm the employment. If you see any new employment, you must contact the client to confirm it is correct before confirming it in CBMS. If you can't reach the client, you will mark the Case-Wrap Data Entry Complete button to 'Yes' and run EDBC to send a VCL.

  iii. If you request a manual call but CBMS cannot post paychecks, you'll receive one of two error messages:
    - If all records have been posted to Interactive Interview (II), the following message will be displayed: *"All the records were previously posted to II. There are no new paychecks available."*
    - If there are no new paychecks for the searched time frame, the following message will be displayed: *"There are no paychecks found in Work Number for this client during the searched time period."*

- **Work Number information should only be confirmed when the client has previously reported the employment or after you have contacted the client to confirm their employment. When you confirm an interfaced record, the following will occur:**

    i. Select if the paychecks are for a new or existing employer.

    ii. If you select an existing employer, CBMS will check to see if the frequency from Work Number matches what data is entered.

    iii. If the frequency does not match, you will receive an error message. You will need to go to the existing record and update frequency before trying again to confirm.

    iv. If the frequency does match, the paychecks from Work Number will be posted to the Paycheck Summary for that employer.

    v. If a new employer is chosen, CBMS will create the Employer Details and Frequency records, and post the paychecks in the the Paycheck summary.

        - Work Number paychecks will only be used for CDHS programs, so you must still gather the client's income statement for MA.

If the income interfaces:

- **For MA**: Information can be reviewed on the MA Interfaced Income table at the bottom of the Earend Income Screen, as well as on the Paycheck Summary section.

    * *Note:* Only the effective end date can be updated for MA-interfaced income in this section.

- **For CDHS**: Information can be reviewed on the Earned Income Screen within the Paycheck Summary section. This will list all income received through Equifax and will allow you to determine if income is accurate.

    i. The source value will state 'CDHS Work Number' if the income has interfaced from Equifax.

    ii. When the source value reflects 'CDHS Work Number', you will have the option to change the Paycheck Type as needed.

    iii. If the income is incorrect in any way, you can delete the record from the Paycheck Summary Screen by selecting a deletion reason from the drop down menu.

        * *Note:* You will not be able to delete an interfaced record under the Self-Attested Earned Income screen.

- **If the Work Number income is confirmed by mistake, and the income is posted to the Interactive Interview queue, it is your responsibility to delete the interfaced Work Number record and rerun eligibility.**

The Work Number Interface is manually triggered during intake or RRR mode, or when starting a change on an ongoing case (not age restricted).

The Work Number Interface finds an active employer for a client.

There is no matching employer entered already, or CBMS cannot determine that an existing record is the same as the interfaced employer.

CBMS determines that the employment was previously reported by the client (FEIN matches worker entered record / worker previously matched a manual record to this interface employer).

The new employment "lands" in the CDHS Work Number Interface page. While here, it has no impact on eligibility and CDHS programs are marked 'Not Complete'.

Paychecks from the searched range post to the employer record in the interactive interview.

Determine if the client has previously reported employment.

Confirm and indicate which existing worker-entered employment record is the same as the WN interfaced record.

The client did not previously report employment

The client previously reported the employment.

SNAP, Adult Financial, and Colorado Works will treat the interfaced paychecks just like a worker entered paycheck.

Medical Assistance will continue to use the most recent income report/ verified by the client or the information from their separate Equifax connection, according to their existing process.

Contact client to confirm employment

The client is not reached.

The client is reached and says they do not work for the employer.

The client is reached and confirms they work for the employer.

Mark HLPG complete and run EDBC to trigger VCL.

Mark WN interface employer as rejected and indicate reason.

Indicate that employment is confirmed (new).

CBMS data enters the Employment Details and Frequency window for the new employer.

Run EDBC and review wrap up like normal.

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