



# Tenant Personal Data Verification And The IMS-PIC Invalid Tenant ID Report

March 2019

## Background

SSA verifies the Social Security Number (SSN), first and last name, and date of birth (DOB) for all tenants with an SSN entered on line 3n of the Form-50058. If you have entered an alternate ID (also known as AID or alt ID) on line 3n the data for that tenant will not be sent to SSA to be verified. AIDs are typically used in situations where:

- Someone is not a citizen and does not have an SSN (see Notice PIH 2012-10 for further information about SSNs and the different types of Social Security cards).
- Someone has an SSN but there is a delay in obtaining verification of it.
- A newborn where the PHA needs to submit a Form-50058 prior to receiving this information from the household. *The PHA should attempt to obtain the SSN from the household as soon as possible and use the Replace ID – AID to SSN – function to replace the AID with the SSN to reflect the data in IMS-PIC. By using this function, a Form-50058 does not need to be submitted unless one is required – if one is required it should not be submitted until after the Replace ID function is completed and processed successfully the next day.*

## Verification Process

The information that appears below assumes that the PHA has a copy of the tenant's Social Security card in the tenant file. Per Notice PIH 2012-10 Section 6, SSN Documentation, there are other acceptable forms of identification as well. Since Social Security cards are printed by SSA using the data they have on file, it provides the best chance of having the tenant's personal data verified by SSA. However, you may use one of the other documents listed in the notice.

The first part of the process is that the tenant personal data is transferred to the EIV system. If a tenant's data has not been previously verified it will appear under the Pending tab of the Identity Verification Report.

The second part of the process occurs when the data is sent to SSA by HUD on a quarterly basis. The schedule is included in Notice PIH 2012-10 Section 17. SSA's computer matching process compares the SSN, first and last name, and DOB against the records (called numidents) in their system.

The next part of the process happens when SSA sends the results of the data matching back to HUD. When HUD receives the data, it is populated in EIV. It is then transferred to IMS-PIC through a batch job.

## Possible Verification Results

If all three pieces of data match an individual numident, the validation result that is returned to HUD will be Valid.

If all three pieces of data do not match or they do match but the numident is marked as deceased, an error code will be returned to the EIV system. There are four error codes that SSA can return that are described below along with details on how to resolve the issue.

### Invalid SSN

The SSA determined that this is either not this tenant's SSN or a SSN that doesn't belong to any individual.

- ✓ Check the Social Security in the tenant file. If you typed the number incorrectly you can correct it by replacing it using the Replace ID – SSN to SSN – function in the Tenant ID Management sub module in IMS-PIC
- ✓ If the number on the Social Security card in the file is the same as what you submitted to IMS-PIC you will need to contact the tenant for further verification. This could be in the form of documentation from other government agencies (military, welfare agencies, etc.) or if they provided something other than the Social Security card you may need to look at that. The tenant may also need to contact SSA. For further information on SSNs see Notice PIH 2012-10.

### Invalid Last Name

The SSA was able to verify that this SSN belongs to an individual with the date of birth provided; however, the last name does not match the last name on record with the SSA. ***It has also been found that in some instances it may be the first name that does not match instead of the last name.***

- ✓ Check to make sure that the name on the Form-50058 is exactly as it appears on the Social Security card. If the tenant has changed their name or gotten married/divorced and has not notified SSA that could be the cause of the error. Also, if you put a variation of the first name or a nickname for the first name on the Form-50058 but on the Social Security card it says their given first name this could be the cause of the error. If you find that the Form-50058 does not match the card, correct the first and/or last name and submit the Form-50058 as a correction to the last submitted Form-50058 (line 2c=Y, don't change the effective date or action type). The exception is if the last action is a New Admission, submit the corrected Form-50058 as an Interim Reexamination effective on the current date. In either case it is a good idea to put a note in the tenant file explaining that the name was corrected on that Form-50058 submission.
- ✓ If the Form-50058 and Social Security card match you will need to contact the tenant to make sure their name has not recently changed. If it has changed, ensure they have changed it at SSA and obtain updated documentation from the tenant. They will need to notify SSA using the form SS-5 that can be obtained from the SSA website at <http://www.socialsecurity.gov/online/ss-5.html>

### Invalid DOB

The SSA was able to verify that this number belongs to an individual with this first and last name, however, the date of birth (DOB) does not match the DOB on record with the SSA.

- ✓ Verify that you input the correct DOB on the Form-50058 using the tenant's birth certificate or other acceptable documentation that may include their DOB. If you mistyped the DOB on the Form-

50058, correct it on the Form-50058 and submit the Form-50058 as a correction to the last submitted Form-50058 (line 2c=Y, don't change the effective date or action type). The exception is if the last action is a New Admission, submit the corrected Form-50058 as an Interim Reexamination effective on the current date. In either case it is a good idea to put a note in the tenant file explaining that the DOB was corrected on that Form-50058 submission.

- ✓ If the DOB on the Form-50058 matches your records you will need to contact the tenant to verify it with them. The tenant may need to contact SSA to see what is on their record and if needed have it corrected.

### Invalid Deceased

The SSA has verified that the SSN belongs to this tenant, however, the individual is listed as deceased in SSA's database.

- ✓ Verify what members should be in the household that contains the tenant that has the "Invalid Deceased" error. If the household in IMS-PIC still includes a member that has passed away, you will need to remove that member from the household (and, if necessary, designate a new Head of Household) or if circumstances are that the entire household has moved out submit an End of Participation. Note that you do not need to list a deceased member in the household simply because someone else in the household is receiving assets/income from that person (e.g. a widow receiving Social Security from a deceased spouse's record). Once you have prepared the updated Form-50058, including updating the action type and effective date as necessary, you will need to submit it to IMS-PIC.
- ✓ If the tenant that received the "Invalid Deceased" error is still living, they will need to contact SSA to investigate and correct the matter.

### Invalid Tenant ID Report in IMS-PIC

It is imperative that PHA's check the Identity Verification Report in EIV, as required by Notice PIH 2018-18, in addition to the Invalid Tenant ID Report to resolve these issues as soon as possible. The longer you wait to fix an issue, the harder it can be in many cases.

Note: If a "flag" has not yet appeared on the Invalid Tenant ID Report, especially SSN issues, you will not be able to correct it yet in IMS-PIC. Name and DOB issues can be fixed but it has been found at times that the data may or may not get reverified. You will not be able to use the Replace ID function to correct an SSN if the "flag" has not been transferred to IMS-PIC.

1. Log into Secure Systems as you normally would and single click on the PIH Information Center (PIC) link in the Main Menu.
2. Once logged in, single click on the Tenant ID Management sub module under the Form-50058 module. A user will only be able to access this area if they have the proper access rights. If you are unable to view this area contact the IMS-PIC Security Administrator for your PHA.
3. In Tenant ID Management, single click on the Reports tab at the top of the page.
4. On the page that appears single click on the Invalid Tenant ID Report sub tab (in the bar below the tabs). *Note, if desired, you can also access the other Tenant ID Management reports from this area.*

5. You may select search filters to limit your search or to see all available search results, single click on the Generate Report button.
6. A new window will open with the report you requested.
  - a. If you are given the message “Invalid Tenant ID information cannot be found for the requested search criteria” you may want to refine your search if you selected certain search criteria. However, if you used the default options, including All for Invalid/Duplicate Status, it means that there are not any invalid IDs for your PHA. The results on this report should match the tab showing tenants that failed the SSA verification on the Identity Verification Report in EIV. The error messages on the EIV report sometimes do give a little more information that helps in diagnosing the issue.
  - b. You may print this report by clicking on the Print icon in the top right corner.
  - c. You can also download this report to Excel. This is useful if you wish to sort the report further or if you want to delete certain results.

The errors in the Invalid Tenant ID Report are also reflected in some of the fatal errors that you may receive when submitting Form-50058s to IMS-PIC. Fatal error codes 5323, 5324, 5325, 5326, and 5327 were put into use starting with the March 2006 IMS-PIC release. More information about these fatal errors can be found in Chapter 5 of the Technical Reference Guide (TRG). Information on how to fix these fatal errors is very similar to the information stated above but can also be found in Chapter 5. The TRG can be found at: <http://www.hud.gov/offices/pih/systems/pic/50058/pubs/trg/index.cfm>

If you have additional questions, please contact the PIC Coach in your local field office.