
Social Security Administration Data Desk Reference

This document highlights information provided to the Federal Case Registry (FCR) by the Social Security Administration (SSA) via the State Verification and Exchange System (SVES). SVES contains information on Title II beneficiaries (retirement, survivors, disability, and health insurance), Title XVI recipients (supplemental security income), and prisoner data from federal, state, and local correctional facilities. You receive SVES information from the FCR when you submit a locate request through your statewide system or the Child Support Portal or, if elected by your state, proactively when a person in your caseload is added or changed on the FCR. For a full description of all data elements received from SSA and SVES, see the [FCR Interface Guidance Document Data Dictionary](#).

These frequently asked questions and quick tips provide guidance to help you determine next steps in case management. However, you should follow your agency's policy in taking the appropriate action.

Why didn't I receive a response for my SVES request?

Name mismatch – In order for a SVES match to occur, the name must match SSA's database. It is possible you submitted a name that differs from the name in SSA's database, such as when a person marries and provides their new last name to you but does not change their name at SSA, or when a person uses a nickname (for example, you have Bill as the first name, but SSA has William).

Person flagged with a Family Violence Indicator (FVI) – An FVI prohibits the FCR from sharing data about a protected person. In addition to contacting the claimant, you may need to:

- Submit a request through the State Online Query, if applicable
- Obtain information through another agency such as Temporary Assistance for Needy Families (TANF)
- Contact SSA directly

Social Security number (SSN) mismatch – SSNs are your key to obtaining information from the FCR regarding a person. You will not receive any SVES information if the participant has an unverified SSN that does not match the information contained in SSA's system. It is important that you maintain SSNs verified by the FCR in your system and use them to transmit and receive information from the FCR.

Person not registered in FCR – There is no open IV-D case registered in the FCR for this participant.



Submit a locate request to the National Directory of New Hires (NDNH) through your statewide system or the Portal to confirm whether the NDNH has a different name for the person. If so, update your system with the NDNH name and resubmit the SVES request to see if you get a response.

Which SSA office should I contact when I need information not available through SVES?

The Title II and Title XVI records provide the address of the SSA district office that handles the claim.

How can I get SVES information through the Portal if my statewide system does not capture the data?

Use the Locate application to send a request to SSA which will check for Title II, Title XVI, and Prisoner information. State users with either the 'SG' Child Support User or the 'S7' State Participant Search User roles have access to the Locate application. Tribal users with access to the Portal do not need a user role.

Title II and Title XVI

Why is the returned Date of Birth (DOB) different from the one I submitted on the locate request, and should I update my system with the new one?

The DOB provided is what SSA has on record and is used for both SSN verification and to allow for release of SSA locate information. If the returned DOB is different from the one you submitted, update your system with this information to ensure successful communication with SSA.

How can SVES data help me find the location of my participant?

Title II and Title XVI records include the recipient's original or updated address provided to SSA. If SSA receives returned mail, it suspends benefits until the recipient provides their current address. Title II beneficiaries can update their address on the SSA website and receive confirmation when it is accepted. However, Title XVI recipients must contact SSA and provide their current address and living arrangements.

Title XVI Payee State and County of Jurisdiction provides an indicator of the state and county that handles the claim.



If the response indicates the Noncustodial parent (NCP) receives Railroad Retirement benefits, send the IWO to:

**Railroad Retirement Board
844 North Rush Street
Chicago, IL 60611**

How can I determine the status of a participant's claim?

The following data elements will provide the disposition of the payment, eligibility status, and appeal information. (Refer to the [FCR Interface Guidance Document Data Dictionary](#).)

- Ledger Account File (LAF) code reflects the payment status for the beneficiary
- Initial Title II Entitlement Date
- Current Title II Entitlement Date
- Deferred Payment Date
- Termination/Suspension Date
- Date of Title XVI Eligibility
- Title XVI Appeal Date and Denial Date
- Title XVI Last Redetermination Date

How can I confirm whether the child receives auxiliary benefits on the NCP's record?

Check the Claim Account Number (CAN) and the Beneficiary Identification Code (BIC). The CAN is the SSN of the primary beneficiary entitled to SSA benefits and the BIC defines the relationship to the primary beneficiary. For example, if you receive an SVES response on a child, check the first nine characters of the CAN. If the CAN belongs to the NCP and the BIC denotes *child*, this signifies a child receives auxiliary benefits on behalf of the NCP. The [FCR Interface Guidance Document Data Dictionary](#) provides a list of BICs.

Children may receive auxiliary benefits from a living parent, stepparent, or grandparent. In addition, they may receive benefits from a deceased parent or stepparent. Make sure the CAN belongs to the NCP obligated to pay support for the child prior to providing the NCP credit or modifying an order.



When you receive a Title II response for an NCP, generate a locate request on the child. If the child does not receive benefits, consider notifying the CP to apply for Title II benefits on the child's behalf.

Can a recipient receive Title II and Railroad Retirement Board (RRB) benefits?

Yes, it is possible for a person to receive both benefit types at the same time. SSA and RRB will work together to identify which has jurisdiction over a beneficiary and determine which benefits are applicable. If the beneficiary receives both benefits, send the IWO to the RRB.

What field indicates payment amount and status?

The Net Monthly Benefit will provide the benefit amount, and the LAF code informs you of the current payment status.

What is the category of assistance and how can I use it for case processing?

This information is provided by state agencies (TANF, welfare, etc.), not SSA. SSA is not concerned whether a Title II beneficiary receives TANF or food stamps; however, it needs to know whether a Title XVI recipient receives assistance because it could affect their Title XVI benefit.

What field provides information about denied claims?

The LAF code shows denied claims, but it does not provide a reason for the denial. Regardless of the denial indicator, issue an Income Withholding Order (IWO) to SSA. SSA will enter the IWO into its Court Order Garnishment System and hold it indefinitely. If the NCP eventually receives benefits, the NCP is entitled to a lump sum payment back to the date of application. That date also determines the start of your IWO. You should set a periodic reminder to either submit a follow-up locate request to SSA through your statewide system or use the Locate application on the Portal.

What is the difference between the net monthly benefit amount and the monthly benefit credited amount?

The net monthly benefit is the benefit amount payable after deduction of beneficiary obligations. Deduction examples include child support obligations, health insurance, school loans, etc. The monthly benefit credited amount is the dollar amount the person was eligible to receive, the effective date, and the status.

Does SSA provide Black Lung benefits?

The Department of Labor pays Black Lung benefits, and the information is no longer returned on the Title II record.

Does the Title II lump sum payment I received include Title XVI payments?

The Title II lump sum payment does not include Title XVI payments. If the person is entitled to Title XVI payments, they will receive those payments separately.

How can the SVES record help identify deceased participants?

The FCR returns unverified date of death information through the monthly SSA Death Master File. SSA does not guarantee the accuracy of the Death Master File. SSA Death Master File information may come from a variety of sources such as family members, funeral homes, and coroners. You should independently verify the information before taking any kind of action such as closing cases or deleting persons. SSA may subsequently correct or delete dates of death reported erroneously.

If your state system does not display the monthly death updates, you can use the SSN or Case Search application through the Portal to confirm whether the person has a date of death reported on the FCR. Tribes with access to the Portal should use the FCR Query application to view reported dates of death.

Title II and Title XVI records obtained proactively or through a locate request provide a date of death that is confirmed by SSA for administering benefits.

Can the SVES data confirm whether an NCP applied for benefits?

The SVES record does not provide information about pending applications; however, your state can opt to receive the Title II Pending Claims file, which notifies you when an NCP applies for, or makes a change to, its Title II application. If you want to receive this proactive match, your IV-D director or a designee must complete Section B of the SSA Proactive Matching and Sweeps Options form (Figure 2-4) in the [FCR Data Election Guide](#). Submit the completed form to FPLSupport@acf.hhs.gov.

Prisoner Record

How can the SVES record assist in identifying incarcerated participants?

The prisoner record provides the prisoner ID, facility name, type, and address.

What can I do when I learn of the NCP's incarceration for more than 180 days?

Depending on the option elected by your state, you may need to:

- Notify both parents of their right to request a review and adjustment within 15 business days of learning of an NCP's incarceration for more than 180 days
- Initiate the review of a child support order after providing notice to both parents

Does the prisoner record provide a release date to help confirm the length of incarceration?

SVES does not provide information on length of incarceration. The release date provided on the prisoner record is historical. The facility does not update the record when they release or transfer the prisoner from one institution to another. The record provides a contact name and telephone number so that you can confirm the release date.

You may be able to use the prisoner ID number in conjunction with other external sources to identify the projected release date.

Will the NCP's incarceration affect the child's auxiliary benefits?

No, the auxiliary benefits are not affected.

Will the NCP's benefits automatically resume upon release?

It is the NCP's responsibility to contact SSA and request reinstatement of benefits.