Date: March 13, 2017

To: Eligibility Services – Regional Directors
   Program Managers
   Eligibility Services Supervisors
   Regional Attorneys
   Hearings Officers

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Subject: Data Broker Resolutions

   1. Accessing Data Broker
   2. Case Processing
   3. Suspended Cases - Business Process Redesign

Bulletins are sent to supervisors and other regional managers. Supervisors must share this information with all eligibility staff. Please ensure that copies are provided to staff that do not have access to e-mail. If you have any questions regarding the policy information in this bulletin, follow regional procedures. Active bulletins are posted on the following websites:


Background

On February 21, 2017, Texas Health and Human Services Commission (HHSC) began using a new data broker services vendor to provide financial and other information to assist HHSC staff in determining eligibility for Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Medicaid, and the Children’s Health Insurance Program (CHIP).
Once deployed, staff experienced technical issues related to accessing electronic data through Data Broker. This bulletin includes updates regarding the resolution of information shared in MEPD and Texas Works Bulletin 17-3 and the "MEPD and Texas Works Bulletin 17-3 - Clarification Update" email which were both shared with staff on February 23, 2017.

Included in this bulletin are updates regarding:

- Revised instruction on accessing Data Broker Reports via Texas Integrated Eligibility System (TIERS) and the Standalone Data Broker system; and
- Resolution of technical issues previously experienced with Data Broker.

Staff must continue to follow current procedures for reporting issues with Data Broker by contacting the TIERS Help Desk at Tiersapplicationsupport@hhsc.state.tx.us.

1. Accessing Data Broker

Effective March 6, 2017, all previous issues experienced with the electronic data sources (ELDS) have been resolved.

Staff must use the available ELDS through TIERS before accessing the Standalone Data Broker Report when Data Broker is not available through TIERS. The Standalone Data Broker Report should only be accessed as needed.

Data Broker Historical Reports

Staff were previously unable to access the Data Broker historical reports through TIERS using the new data broker vendor. The Data Broker historical reports accessed through TIERS using the new data broker vendor are now available.

In addition, staff were previously experiencing issues with some of the Data Broker historical report elements from the former data broker vendor being unavailable in TIERS. Effective March 6, 2017, Data Broker historical reports from the former data broker vendor are now available for prior months up to March 3, 2017. Data Broker historical reports from the former data broker vendor from March 4, 2017 will be continuously added to TIERS.

ELDS Displayed In TIERS

Staff were previously experiencing issues with ELDS not properly displaying information in TIERS. All ELDS issues have been resolved and are now being displayed within TIERS.

Standalone Data Broker Report

Staff were previously instructed to use the former data broker vendor standalone link (nofraud) while technical issues with Data Broker information within TIERS were being resolved. All technical issues with accessing Data Broker information within TIERS have been resolved.

Effective March 6, 2017, staff are to only use the following link to access the Standalone Data Broker Report:
Staff who use the previous link (https://nofraud.hhsc.state.tx.us/) will be automatically redirected to the above link.

**SAVE Displayed In Data Broker Report**

Staff were previously informed that the Systematic Alien Verifications for Entitlements (SAVE) information was not available in the Data Broker Report and were to access SAVE through the HHS Enterprise Portal.

Effective March 6, 2017, SAVE is available in the Data Broker report in TIERS and the Standalone Data Broker Report. Staff no longer need to access this information through the HHS Enterprise Portal.

### 2. Case Processing

Staff must verify Data Broker was accessed and acted upon when processing a final eligibility determination as indicated in:

- **TWH, C-820, Data Broker; and**
- **MEPDH, Appendix IV, Data Broker.**

**MEPD**

Staff were previously unable to access Asset Verification System (AVS). AVS is now available and staff must follow existing policies and procedures.

**Texas Works**

**Electronic Disqualified Recipient System**

Staff were previously unable to access Electronic Disqualified Recipient System (eDRS) and were instructed to follow policies found in TWH, B-900, Referrals, for Intentional Program Violations (IPV). Staff were also instructed to enter in case comments about eDRS not being available and the client indicated having an IPV on the application on Form H1856, SNAP Out-of-State.

eDRS is now available and staff must follow existing policies and procedures.

**Office of Attorney General**

Staff were previously experiencing issues with the Office of Attorney General (OAG) Child Support Payments and other disbursements information not properly displaying.

OAG Child Support Payments and other disbursements information is now available and staff must follow existing policies and procedures.

**Neighborhood Information**
Staff were previously experiencing issues with neighborhood information returning with numerous results which were irrelevant to the case.

The neighborhood information results are improved and now show appropriate information relevant to case processing.

**Texas Workforce Commission**

Staff were previously experiencing issues with Texas Workforce Commission (TWC) regarding the employer's telephone number not displaying and the individual's dollar amount of income not including a decimal point which caused an inaccurate amount being displayed.

These issues have been resolved and information is accurately displayed.

### 3. Suspended Cases - Business Process Redesign

Staff must access data broker following **1. Accessing Data Broker** of this bulletin and process the case following existing policies and procedures before disposing.

If Data Broker issues occur, staff are to set the case to suspend if no other Missing Information is needed and only a Data Broker report must be accessed before completing case action. When Data Broker issues are resolved, staff must access Data Broker report to finish the case.

**Effective Date**

Effective immediately upon the distribution of the bulletin.