

**Date:** March 31, 2014 **MEPD Policy Bulletin Number: 14-06**

**To:** Eligibility Services – Regional Directors for MEPD  
Regional Attorneys  
Hearings Officers

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**Subject:** Social Security Administration - Security Awareness

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The information in this bulletin is for **MEPD**. If you have any questions regarding the policy, follow regional procedures. The information in this bulletin is available at the following websites:

- Eligibility Services - <http://ofs.hhsc.state.tx.us/mepd/mepd-bulletins.aspx>, and
- MEPD Handbook - [http://www.dads.state.tx.us/handbooks/mepd\\_policy/index.htm](http://www.dads.state.tx.us/handbooks/mepd_policy/index.htm).

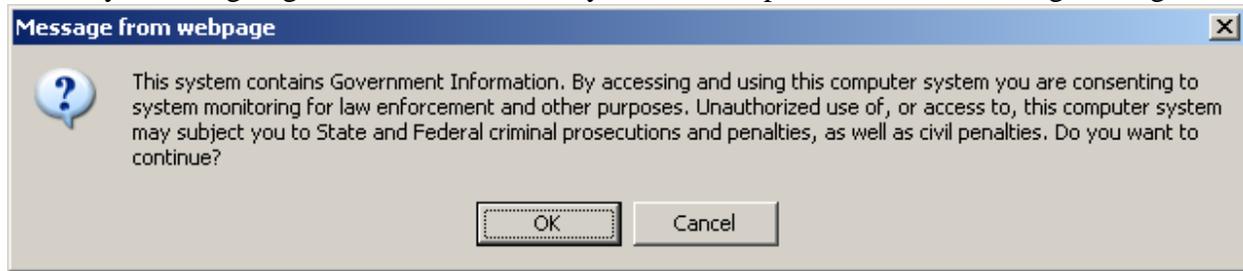
### **Background**

The Social Security Administration (SSA) requires Health and Human Services Commission (HHSC) notify staff of the following about information SSA provides to HHSC:

1. Sensitivity;
2. Rules for use and security in automated systems processing;
3. Restrictions on viewing and copying
4. Security incident reporting procedures.

The information SSA provides is sensitive as it contains Social Security Numbers of individuals who apply for assistance with HHSC and other agencies. It also includes other Personally Identifiable Information (PII).

Currently when signing onto the State Portal system staff is presented the following message:



To comply with SSA directives, this message will be updated to include that PII and SSA-provided information are contained within the system and will say:

*This system contains Government Information including Personally Identifiable Information (PII) and/or SSA-provided information. By accessing and using this computer system you are consenting to system monitoring for law enforcement and other purposes. Unauthorized use of, or access to, this computer system may subject you to State and Federal criminal prosecutions and penalties, as well as civil penalties. Do you want to continue?*

**Previously due to new Safeguard Procedures for Wired Third Party Query (WTPY) and State Online Query (SOLQ), all HHSC staff was instructed not to print WTPY/SOLQ verification.** If staff accidentally prints SSA-provided information, procedures for securing SSA printed/copied information are similar to the procedures for the Internal Revenue Service (IRS) - Federal Tax Information (FTI). Since SSA information is highly sensitive, viewing the verified information is restricted to the business need required to determine eligibility.

Staff who become aware of an incident of unauthorized access to and/or disclosure of restricted (IRS Federal Tax Information and verified SSA information) or confidential information must immediately contact the HHSC IRS Coordinator, at (512) 206-5681. If you are unable to personally reach the HHSC IRS Coordinator by phone, send a secure email to: [HHSC\\_IRS\\_FTI\\_Safeguards@hhsc.state.tx.us](mailto:HHSC_IRS_FTI_Safeguards@hhsc.state.tx.us).

If a person is responsible for a security breach or an employee's employment is terminated, the user's access to all information resources will be removed. Supervisors must follow agency procedures for removing access for employees, contractors, vendors, or trainees.

### **Automation**

Changes to the "Message from the Webpage" that the Government Information includes Personally Identifiable Information and/or SSA-provided information is planned for release in 2014.

### **Handbook**

Handbook will be updated in the June 2014 revision regarding notification of unauthorized access.

### **Training**

The annual HHS Computer Usage and Information Security Training courses will be updated to provide information concerning all four of the SSA requirements. The training will be released in 2014.