



MEPD and Texas Works Bulletin 19-10

Date: October 31, 2019

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

From: Gina Carter, Deputy Associate Commissioner
Access and Eligibility Services Program Policy
State Office 2115

Subject: 1. [Discontinuation of The Work Number \(TWN\)](#)

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:

- [Texas Works Handbook \(TWH\)](http://hhs.texas.gov/laws-regulations/handbooks/texas-works-handbook/texas-works-bulletins) at <http://hhs.texas.gov/laws-regulations/handbooks/texas-works-handbook/texas-works-bulletins>;
- [Medicaid for the Elderly and People with Disabilities Handbook \(MEPDH\)](http://hhs.texas.gov/laws-regulations/handbooks/medicaid-elderly-and-people-disabilities-handbook/mepd-policy-bulletins) at <http://hhs.texas.gov/laws-regulations/handbooks/medicaid-elderly-and-people-disabilities-handbook/mepd-policy-bulletins>.

1. Discontinuation of The Work Number (TWN)

Background

The Work Number (TWN) is an electronic data source in Data Broker used to verify earned income when determining eligibility for Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Medicaid, the Children's Health Insurance Program (CHIP) and Medicaid for the Elderly and People with Disabilities (MEPD) programs. In September 2018, the Texas Health and Human Services (HHSC) implemented a pilot to assess the effectiveness and use of TWN due to the anticipated increase in cost to use TWN.

Access to TWN was removed in two HHSC regions during the pilot. The results of the pilot showed the absence of TWN did not significantly increase the rate in which cases were pended for income verification and only 0.13 percent of cases were potentially impacted when TWN was not used as a data source. In addition, the Food and Nutrition Service (FNS), the federal agency responsible for the SNAP program, recently provided guidance that TWN cannot be used as a verification source for SNAP, only as a case clue, without additional contact to confirm the information.

Based on these factors, TWN will be removed in Data Broker as an available electronic data source for staff to use when determining eligibility for all programs.

Current Policy

All Programs

Staff must:

- Verify a person's income and employment to determine eligibility for all applicable programs. (TWH, A-1370, Verification Requirements; MEPDH, E-1200, General Income; and MEPDH, E-1310, Relationship of Income to Resources);
- Use applicable verification sources. (TWH, A-1371, Verification Sources and MEPDH, Appendix XVI, Documentation and Verification Guide); and
- Request a Data Broker Combined Report and resolve any questionable information per C-820 Data Broker.

When staff run Data Broker combined reports, all applicable electronic data sources containing data on the person appear, including income and employment verification.

If an employer reports to TWN, the following information is provided:

- employer's information;
- employee's date of hire;
- "No longer employed" or "Current as of" with a date;
- employee's gross and net wages; and
- pay dates.

If a person's income and employment information is not available via Data Broker, staff must use First Contact Resolution as outlined in the Eligibility Operations Procedures Manual (EOPM) and attempt to obtain income and employment verification using an alternative source or method.

When verification cannot be obtained using First Contact Resolution, staff must pend and send Form H1020, Request for Information or Action, to request the missing income and employment verification.

New Policy

[All Programs](#)

There are no changes to the current income and employment verification policies used to determine eligibility as stated in the **Current Policy** section; however, TWN will no longer be available as an electronic data source in Data Broker or the Data Broker Standalone system.

Staff must continue to utilize First Contact Resolution, attempt to obtain verification using other acceptable verification sources and pend for the required verification when verification cannot be obtained during contact with the household.

Automation

Effective November 1, 2019, TWN will no longer be available in Data Broker or Data Broker Standalone for staff to use as a verification source. Additionally, TIERS will no longer provide income information from TWN when displaying Electronic Data Sources (ELDS).

Forms

Form changes are not required.

Effective Date

The policy is effective on November 1, 2019.

Handbook

MEPD Handbook updates are scheduled for March 2020.

Texas Works Handbook updates are scheduled for April 2020.

Training

Training is not required.