



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

November 17, 1998

GENERAL LETTER NO. 14-G-13

ISSUED BY: Bureau of Collections, Division of Medical Services,
Division of Economic Assistance

SUBJECT: Employees' Manual, Title XIV, Chapter G, *Exchange of Data With Other Agencies*, Contents (page 2), revised; pages 27, 29, and 45 through 49, revised; and page 50, new.

Summary

This manual clarifies how reports containing IRS data are to be stored. The SSA Earnings and Pension Report and the IRS Match report will no longer be filed in the case record. These two reports shall be kept in a locked storage area, such as a cabinet or file drawer.

The retention time has been shortened to one year for the two IRS reports listed above. Central Office stores these two reports on microfiche and retains the fiche for two years.

The county offices shall maintain a log documenting the receipt of IRS data. A log shall also be kept when any IRS data is destroyed. A DHS employee must observe the destruction of all IRS data.

When a case record is being transferred to another county office, remove any IRS data which has already been acted upon by the IM worker. Note the results of that investigation in the case record. If the IRS data has not been acted on, the sending county shall ensure that the IRS data is double-sealed in an envelope and marked "confidential" on the outside, before sending it to the new county.

The manual also clarifies that the intentional disclosure of IRS data is a felony and may be punishable by both a fine and imprisonment.

These changes are required for compliance with IRS regulations.

Effective Date

Upon receipt.

Material Superseded

Remove from Employees' Manual, Title XIV, Chapter D, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 2)	November 3, 1992
27, 29, 45	March 17, 1992
46, 47	May 11, 1993
48, 49	March 17, 1992

Additional Information

Refer questions about this general letter to your regional benefit payment administrator.



THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

July 20, 1999

GENERAL LETTER NO. 14-G-14

ISSUED BY: Division of Data Management, Division of Economic Assistance, and
Division of Medical Services

SUBJECT: Employees' Manual, Title 14, Chapter G, *Exchange With Other Agencies*,
pages 29, 46, 47, and 48, revised.

Summary

The instructions for retaining the IRS Reports (*IRS Match* and *SSA Earnings and Pension Report*) have been revised. As the IRS does not specify any length of time the reports must be kept, county offices may destroy the reports after the appeal time has elapsed.

A correction has been made regarding the identification of fields on the *IRS Log*. The actual form contains a field entitled "Print Date of Forms." The manual incorrectly listed a field entitled "Number of Forms." The manual now coincides with the actual form.

Effective Date

Upon receipt.

Material Superseded

Remove from Employees' Manual, Title 14, Chapter G, pages 29, 46, 47, and 48, all dated November 17, 1998, and destroy them.

Additional Information

Refer questions about this general letter to your regional benefit payment administrator.



THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

August 24, 1999

GENERAL LETTER NO. 14-G-15

ISSUED BY: Division of Data Management

SUBJECT: Employees' Manual, Title 14, Chapter G, *Exchange of Data With Other Agencies*, reports S470X425-A, *SSA Earnings and Pension Report*, and S470X615-A, *IRS Match*, revised.

Summary

Both the *SSA Earnings and Pension Report* and the *IRS Match* have been modified to include new language at the bottom of the report. The wording now states "The IRS information on this report is confidential and must be safeguarded. It may not be released to a third party. Refer to Employee's Manual I-C."

This new language will assist staff in easily identifying the IRS reports and help ensure the proper safeguarding of confidential data.

Effective Date

Upon receipt.

Material Superseded

Remove from Employees' Manual, Title 14, Chapter G, report S470X425-A (following page 26) and report S470X615-A (following page 44a) and destroy them.

Additional Information

Refer questions about this general letter to your regional benefit payment administrator.



THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

October 19, 1999

GENERAL LETTER NO. 14-G-16

ISSUED BY: Division of Medical Services, Bureau of Collections,
Division of Economic Assistance, Division of Data Management

SUBJECT: Employees' Manual, Title 14, Chapter G, *Exchange of Data With Other Agencies*, pages 46 and 47, revised.

Summary

IRS notified DHS that some of the data fields on the Internal Revenue Service Report, S470X615A have been modified.

Income types print on the IRS report, followed by a brief explanation. Two new categories are:

- ◆ Distributions from long term care insurance contracts.
- ◆ Distributions from medical savings accounts.

Effective Date

November 1, 1999

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter G, and destroy them.

<u>Page</u>	<u>Date</u>
46, 47	July 20, 1999

Additional Information

Refer questions about this general letter to your regional benefit payment administrator.



THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

January 9, 2001

GENERAL LETTER NO. 14-G-17

ISSUED BY: Office of Policy Analysis, Division of Policy and Rule Integration

SUBJECT: Employees' Manual, Title 14, Chapter G, ***EXCHANGE OF DATA WITH OTHER AGENCIES***, Title page, revised; Contents (pages 1 and 2), revised; pages 1 through 50, revised; and pages 51 through 64, new.

Summary

Material on the exchange of data with other agencies is converted to the new manual format, restructured to combine all reports under one heading, and revised to reflect current policies and system programming changes. Major changes to the chapter are:

- ◆ The additions of Wire Third Party Query System and information and the IEVS MAIN MENU options TPQ1 and TPQ2. The query system generates both automatic and special request queries from Iowa to the Social Security Administration's State Verification and Exchange System (SVES). The query system is used to obtain benefit program information on the following programs: Social Security, Supplemental Security Income, and Medicare.
- ◆ The removal of form SS-5, *Application for a Social Security Number Card*, from the chapter. This form SS-5 and the new Spanish version of the form, form SS-5(Sp), are now located in 14-G-Appendix.

Effective Date

Upon receipt.

Material Superseded

Remove the entire Chapter G from Employees' Manual, Title 14, and destroy it. This includes:

<u>Page</u>	<u>Date</u>
Title page	March 17, 1992
Contents (page 1)	March 17, 1992
Contents (page 2)	November 17, 1998
1 and 2	March 17, 1992

3	May 11, 1993
4-26	March 17, 1992
SS-5	11/86
S470X160-A	Undated
S470X225-A	Undated
S470X425-A	7/6/99
27	November 17, 1998
28	May 11, 1993
29	July 20, 1999
30-42	March 17, 1992
43, 44, 44a	November 3, 1992
S470X325-A	Undated
S470X615-A	6/28/99
45	November 17, 1998
46 and 47	October 19, 1999
48	July 20, 1999
49 and 50	November 17, 1998

Additional Information

Refer questions about this general letter to your regional benefit payment administrator.



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

May 1, 2001

GENERAL LETTER NO. 14-G-18

ISSUED BY: Office of Policy Analysis, Division of Policy and Rule Integration

SUBJECT: Employees' Manual, Title 14, Chapter G, *EXCHANGE OF DATA WITH OTHER AGENCIES*, Contents (page 2), revised; page 41, revised; and pages 40a through 40i, new.

Summary

The chapter is revised to add information and screen displays for the PADX system. PADX is income maintenance staff's version of the Public Information Exchange (PIEX) system for the state of Iowa.

Effective February 11, 2001, the interstate public information exchange system (PIEX/PADX) shared among Missouri, Nebraska, Oklahoma, and Iowa was terminated. Iowa has revised the PIEX/PADX system to reflect "Iowa only" databases for the following:

- ◆ Employment security information
- ◆ Motor vehicle registration information
- ◆ Driver's license information

Effective Date

Upon receipt.

Material Superseded

Remove from Employees' Manual, Title 14, Chapter G, Contents (page 2) and page 41, both dated January 9, 2001, and destroy them.

Additional Information

Refer questions about this general letter to your regional benefit payment administrator.



January 15, 2002

GENERAL LETTER NO. 14-G-19

ISSUED BY: Division of Data Management
Division of Financial, Health, and Work Supports
Bureau of Collections
Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter G, EXCHANGE OF DATA WITH OTHER AGENCIES, pages 12, 27, 44, 47 through 50, and 52 through 54, revised.

Summary

This chapter is revised to update and clarify policies for handling federal tax information. The highlights of these changes include:

- Double sealed envelopes used to mail federal tax information will no longer be stamped "Confidential" on the outer envelope. Only the inside envelope will be stamped as "Confidential-to be opened by authorized personnel only."
As a reminder, the word "perpendicular" is highlighted to remind DHS staff that the federal tax information must be properly inserted into the shredder to ensure the proper destruction of confidential data.
Update to correct the range of "area" numbering for social security numbers. The change is to match the current "area" number range authorized by the Social Security Administration.
Correct a cross-reference.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter G, and destroy them:

Table with 2 columns: Page, Date. Rows include page numbers 12, 27, 44, 47, 48, 49, 50, 52-54 and corresponding dates from 1999 to 2001.

Additional Information

Refer questions about this general letter to your service area manager.



November 26, 2004

GENERAL LETTER NO. 14-G-20

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter G, *EXCHANGE OF DATA WITH OTHER AGENCIES*, pages 11, 27, 35, 37, 44, 45, 51, 53, 58, 61, and 63, revised.

Summary

This chapter is revised to:

- ◆ Clarify retention language for IRS reports to match Chapter 1-C, *CONFIDENTIALITY AND RECORDS*.
- ◆ Change program references from "Food Stamps" to "Food Assistance."
- ◆ Correct a cross-reference.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter G, and destroy them:

<u>Page</u>	<u>Date</u>
11	January 9, 2001
27	January 15, 2002
35, 37	January 9, 2001
44	January 15, 2002
45, 51	January 9, 2001
53	January 15, 2002
58, 61, 63	January 9, 2001

Additional Information

Refer questions about this general letter to your area income maintenance supervisor 2.



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

January 7, 2005

GENERAL LETTER NO. 14-G-21

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter G, *EXCHANGE OF DATA WITH OTHER AGENCIES*, pages 34 and 35, revised.

Summary

This chapter is revised to add two new fields, GARNISHMENTS and PREV. GARNISH, and their descriptions to the BEN4 = SSA Payment Information screen and section.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter G, and destroy them:

<u>Page</u>	<u>Date</u>
34	January 9, 2001
35	November 26, 2004

Additional Information

Refer questions about this general letter to your area income maintenance supervisor 2.



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

April 15, 2005

GENERAL LETTER NO. 14-G-22

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter G, *EXCHANGE OF DATA WITH OTHER AGENCIES*, pages 40a, 40b, 40g, and 49, revised.

Summary

This chapter is revised to change the references to the Iowa Department of Transportation's VRHQ system in the section, "PADX SYSTEM," to the new Vehicle Registration and Titling (VRT) system.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter G, and destroy them:

<u>Page</u>	<u>Date</u>
40a, 40b, 40g	May 1, 2001
49	January 15, 2002

Additional Information

Refer questions about this general letter to your area income maintenance supervisor 2.



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

March 3, 2006

GENERAL LETTER NO. 14-G-23

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter G, *EXCHANGE OF DATA WITH OTHER AGENCIES*, Contents (page 2), revised; and page 41, revised.

Summary

This chapter is revised to remove the section, "PADX SYSTEM," from the chapter. Effective February 1, 2006, access to the PADX system is no longer available for income maintenance workers.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter G, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 2)	May 1, 2001
40a, 40b	April 15, 2005
40c-40f	May 1, 2001
40g	April 15, 2005
40h, 40i, 41	May 1, 2001

Additional Information

Refer questions about this general letter to your area income maintenance administrator.



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

May 26, 2006

GENERAL LETTER NO. 14-G-24

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter G, *EXCHANGE OF DATA WITH OTHER AGENCIES*, pages 29, 30, and 33 through 40, revised.

Summary

This chapter is revised to:

- ◆ Update the BENDEX screens to reflect the current data fields.
- ◆ Add a note to the field descriptions GARNISHMENT and PREV. GARNISH on the BEN4 screen. Effective March 23, 2006, the Social Security Administration has stopped sending current and previous garnishment amounts other than zero pending a change in its computer system.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter G, and destroy them:

<u>Page</u>	<u>Date</u>
29, 30, 33	January 9, 2001
34, 35	January 7, 2005
36	January 9, 2001
37	November 26, 2004
38-40	January 9, 2001

Additional Information

Refer questions about this general letter to your area income maintenance administrator.



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

November 3, 2006

GENERAL LETTER NO. 14-G-25

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter G, *EXCHANGE OF DATA WITH OTHER AGENCIES*, Contents (page 2), revised; and pages 41, 49, and 50, revised.

Summary

This chapter is revised to remove the section, "Motor Vehicle Registration Match Report," from the chapter. The match report is no longer system-generated since the removal of AUTO from the Automated Benefit Calculation System.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter G, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 2)	March 3, 2006
41	November 3, 2006
49	April 15, 2005
50	January 15, 2002

Additional Information

Refer questions about this general letter to your area income maintenance administrator.



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

May 18, 2007

GENERAL LETTER NO. 14-G-26

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter G, *EXCHANGE OF DATA WITH OTHER AGENCIES*; and page 26, revised.

Summary

This chapter is revised to reflect a change in the frequency of data exchanges for Beneficiary and Earnings Data Exchange (BENDEX) between the Social Security Administration and the Department. Effective March 13, 2007, the update for original or changed information occurs daily instead of twice a month, due to a change in the Social Security Administration's computer system.

Effective Date

Immediately.

Material Superseded

Remove from Employees' Manual, Title 14, Chapter G, page 26, dated January 9, 2001, and destroy it.

Additional Information

Refer questions about this general letter to your area income maintenance administrator.



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

May 8, 2009

GENERAL LETTER NO. 14-G-27

ISSUED BY: Bureau of Policy Analysis and Appeals

SUBJECT: Employees' Manual, Title 14, Chapter G, *EXCHANGE OF DATA WITH OTHER AGENCIES*, pages 11, 12, 18, 27, 48, 53, 54, and 64 revised.

Summary

This chapter is revised to change some language to match current policy and to correct some cross-references to match current manual.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter G, and destroy them:

<u>Page</u>	<u>Date</u>
11	November 26, 2004
12	January 15, 2002
18	January 9, 2001
27	November 26, 2004
48	January 15, 2002
53	November 26, 2004
54	January 15, 2002
64	January 9, 2001

Additional Information

Refer questions about this general letter to your area income maintenance administrator.



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

September 17, 2010

GENERAL LETTER NO. 14-G-28

ISSUED BY: Bureau of Financial, Health and Work Supports
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 14, Chapter G, *EXCHANGE OF DATA WITH OTHER AGENCIES*, Contents (page 2), revised; pages 19, 26, and 35 through 42, revised.

Summary

Chapter 14-G is revised to:

- ◆ Clarify policy on reviewing the payment status code when social security payments are terminated, to determine how to proceed for benefit eligibility.
- ◆ Correct links.

Effective Date

Immediately.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 14, Chapter G:

<u>Page</u>	<u>Date</u>
Contents (page 2)	November 3, 2001
19	January 9, 2001
26	May 18, 2007
35-40	May 26, 2006
41	November 3, 2006
42	January 9, 2001

Additional Information

Refer questions about this general letter to your area income maintenance administrator.



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

November 5, 2010

GENERAL LETTER NO. 14-G-29

ISSUED BY: Bureau of Financial, Health and Work Supports
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 14, Chapter G, ***EXCHANGE OF DATA WITH OTHER AGENCIES***, Contents (pages 1 and 2), revised; page 49, revised; and page 48a, new.

Summary

Chapter 14-G is revised to include information and instructions of the new *Prisoner Match Report*, S478X438-A.

Effective Date

Generation of this report began October 12, 2010.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 14, Chapter G:

<u>Page</u>	<u>Date</u>
Contents (page 1)	January 9, 2001
Contents (page 2)	September 17, 2010
49	November 3, 2006

Additional Information

Refer questions about this general letter to your area income maintenance administrator.



March 18, 2011

GENERAL LETTER NO. 14-G-30

ISSUED BY: Bureau of Financial, Health, and Work Supports
Division of Adult, Children, and Family Services

SUBJECT: Employees' Manual, Title 14, Chapter G, **EXCHANGE OF DATA WITH OTHER AGENCIES**, Contents (page 2), revised; pages 42 through 48, 48a, and 49, revised; and page 48b, new.

Summary

Chapter 14-G is revised to:

- ◆ Include information and instructions on the new *Deceased Individuals Match Report*, S470X398A.
- ◆ Update information on the CASE NUMBER field on the *Prisoner Match Report*, S478X438-A.

Effective Date

Upon receipt.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 14, Chapter G:

<u>Page</u>	<u>Date</u>
Contents (page 2)	November 5, 2010
42	September 17, 2010
43	January 9, 2001
44, 45	November 26, 2004
46	January 9, 2001
47	January 15, 2002
48	May 8, 2009
48a, 49	November 5, 2010

Additional Information

Refer questions about this general letter to your area income maintenance administrator.

March 5, 2021

GENERAL LETTER NO. 14-G-31

ISSUED BY: Bureau of Financial, Health, and Work Supports,
Division of Adult, Children, and Family Services

SUBJECT: Employees' Manual, Title 14, Chapter G, **Exchange of Data With Other Agencies**, Title Page, Contents page 1, Contents page 2, pages 1-10, 11 and 12, 13-17, 18, 19, 20-25, 26, 27, 28, 29 and 30, 31 and 32, 33 and 34, 35-41, 42-48, revised; 48a and 48b, removed; 49, 50, 51, 52, 53 and 54, 55-57, 58, 59 and 60, 61, 62, 63, 64, revised; 65, new.

Summary

Chapter 14-G is revised to:

- ◆ Update instructions for Prisoner Match Report, S478X438-A
- ◆ Update style and formatting throughout.

Effective Date

Upon receipt

Material Superseded

This material replaces the following pages from Employees' Manual Title 14, Chapter G:

<u>Page</u>	<u>Date</u>
Title Page	January 9, 2001
Contents Page 1	November 5, 2010
Contents Page 2	March 18, 2011
1-10	January 9, 2001
11 and 12	May 8, 2009
13-17	January 9, 2001
18	May 8, 2009
19	September 17, 2010
20-25	January 9, 2001
26	September 17, 2010
27	May 8, 2009
28	January 9, 2001
29 and 30	May 26, 2006
31 and 32	January 9, 2001
33 and 34	May 26, 2006
35-41	September 17, 2010

42-48	March 18, 2011
48a and 48b	March 18, 2011
49	March 18, 2011
50	November 3, 2006
51	November 26, 2004
52	January 15, 2002
53 and 54	May 8, 2009
55-57	January 9, 2001
58	November 26, 2004
59 and 60	January 9, 2001
61	November 26, 2004
62	January 9, 2001
63	November 26, 2004
64	May 8, 2009

Additional Information

Refer questions about this general letter to your area income maintenance administrator.