

MA-3520 AUTOMATED SOLQ PROCEDURES

03/01/02

I. INTRODUCTION

A. Background

North Carolina has adopted a new method of transmitting data to the Social Security Administration to verify benefit information. The new Wire-to-Wire system will provide a more efficient and rapid method of exchanging data between Social Security and the State for applicants and recipients. North Carolina is one of the first states to pilot this new method of exchanging information.

B. Benefits of the Wire-to-Wire System

Use of the Wire-to-Wire system benefits counties by:

1. Providing prompt verified benefits,
2. Reducing the need to refer applicants to the Social Security District Offices to obtain benefit verification,
3. Obsoleting the use of the manual third party query cards,
4. Allowing on-line inquiry into SDX, BENDEX, ESC, SOLQ and TPQY with an entry of a single SSN,
5. Preventing duplication of work for TPQY requests. If a TPQY request has been previously generated for a particular SSN, a message will appear indicating the request is currently pending for that SSN, and
6. Resolving SSN discrepancies.

C. SOLQ VERIFICATION

SOLQ provides verification of but not limited to:

1. RSDI - payment amount, Railroad Retirement/Black Lung indicator,
2. SSI - current and prior month payment amount, current pay status, resource information, unearned income information,

(I.C.)

3. Date of birth,
4. Onset date of Disability/Blindness,
5. Health insurance information - Medicare part A and B buy-in effective date and premium amount, payor indicator (State or self), cross reference account numbers,
6. SSN - indicator shows whether the SSN has been verified, or if the input SSN is incorrect, SSA may be able to provide the correct SSN.

Note: Refer to the [EIS 1107](#) for more detailed information obtained by SOLQ inquiry.

II. BENEFIT VERIFICATION

A. BENDEX/SDX

The BENDEX/SDX systems are considered the primary method of securing information and **MUST** be used as the first step for verifying benefits. Refer to the [EIS 1104](#) for more detailed information on BENDEX. Refer to [EIS 1105](#) for more detailed information on SDX.

B. SOLQ Use

SOLQ inquiry should be used for applicants and when no information can be found in the SDX/BENDEX systems or when additional information is necessary. Refer to [EIS 1107](#)

III. MANUAL VERIFICATION OF BENEFITS

A. SSA-1610

The SSA-1610 form is a manual method for verifying benefits issued by the Social Security Administration. Use it only when

1. There is a conflict between information obtained from SDX/BENDEX/TPQY/SOLQ, or
2. To secure retroactive historical data not provided by the on-line systems, or
3. To resolve SSN discrepancies.

B. Multiple SSN's

1. Any time it is discovered that an a/r has more than one SSN, submit a SSA-1610 to Social Security for resolution. Indicate that multiple numbers are involved and include all SSN's the a/r may have on the SSA-1610.
2. Social Security will consolidate their records so that the a/r has only one SSN.

IV. THE SOLQ/TPQY SYSTEM

If no SSA information is available for a given SSN in BENDEX/SDX, complete SOLQ/TPQY request. Refer to [EIS 1107](#) for further information on submitting request.

A. Response Time

The SOLQ is online with an immediate response. The TPQY system has been designed to provide query responses in a twenty-four to forty-eight hour time period.

B. TPQY INQUIRY

Inquiry may be completed in the TPQY system to determine the status of the TPQY request. Once a request for SSA information has been generated, check the TPQY system each day until the response is received. The response may be viewed on-line and a hard copy can be obtained by screen print.

C. Retention Time

Information requested by the TPQY system will be retained for thirty (30) days.

V. DOCUMENTATION

Document the record to substantiate that SOLQ/TPQY was checked and record the results in the record including the date received.

The system date that displays in TPQY inquiry is the date the State Office receives the information from Social Security. Therefore, for application processing time standards, the date the information is received is the day following the date that is displayed as the system date