



GIACT Fields and Verifying Owner Identity and ID.me Refresher

February 23, 2024

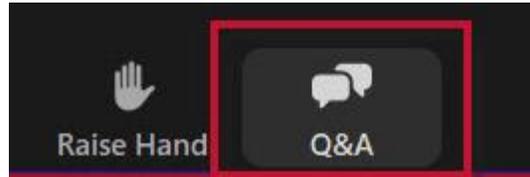


WELCOME

Asking Questions

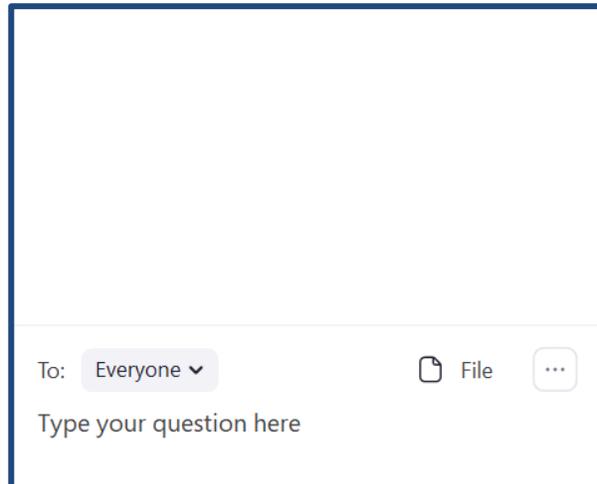
We will be monitoring the Q&A for questions

1



Click “Q&A” to submit a question (or “Raise Hand” to share a verbal question at designated breaks)

2



Enter your question into the “Q&A” box

We will follow up with answers to any questions that we don’t get to during the session

THIS CALL IS BEING RECORDED





VERIFYING PAYEE INFORMATION & NEW GIACT FIELDS



Payee/Owner Contact Card

- E2E requires that the Contact Card for a payee be verified prior to generating payments
 - Payee contact card can be found through the LL case or Payment Method
- Navigate to the bottom of the Contact Card : System Information - Verification Status
- This section indicates the GIACT response information

The screenshot displays the 'System Information' section of a contact card. It contains the following fields and options:

- Account Name:** GIACT TEST KTF
- Created By:** Apply Housing Help MA Site Guest User, 2/14/2024, 9:14 AM
- GIACT FEIN/TIN Number:** (Empty text box)
- GIACT ResponseCode:** 11
- GIACT Customer Response Code:** Customer identification passed gIdentify/CustomerID.
- Verification Status:** Not Verified (Selected in dropdown menu)
- GIACT User Attempts:** (Empty text box)
- Automated Response:** (Empty text box)
- Last Modified By:** (Empty text box)
- Contact Owner:** (Empty text box)

At the bottom of the form, there are 'Cancel' and 'Save' buttons. A 'Google Search' link is also present.



GIACT TIN/SSN Verification

- Three new fields have been exposed on Contact Cards (in red below)
 - These will be used to communicate the results of the GIACT check, which will allow RAAs to make informed decisions about manually verifying TIN/SSN
 - The fields will only be filled in on Contact Cards created on 2/16/24 or later
- GIACT FEIN/TIN Number – this is the number that GIACT found on their end to match against what we sent them
 - If no number is found on their end, GIACT will always fail (not verified) – RAA must use third party system to verify name/TIN/SSN
 - For now, SSNs will always show blank FEIN/TIN– RAA must use third party system to verify name/SSN regardless of Verification Status
- GIACT Response Code – Numerical response – see next slide for details
- GIACT Customer Response Code – explanation of numerical code

System Information	
Account Name	GIACT TEST KTF
Created By	Apply Housing Help MA Site Guest User, 2/14/2024, 9:14 AM
GIACT FEIN/TIN Number	
GIACT ResponseCode	11
GIACT Customer Response Code	Customer identification passed gldentify/CustomerID.
Verification Status	Not Verified
GIACT User Attempts	1
Automated Response	
Last Modified By	GIACT TEST KTF, 2/14/2024, 9:17 AM
Contact Owner	System Admin

[Google Maps](#) [Google Search](#)

2/23/2024 DRAFT FOR POLICY AND PROGRAM DEVELOPMENT



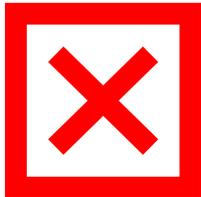
Response Code	Description of GIACT Customer Response Code
0	There is no CustomerResponseCode value for this result.
11	Customer identification passed gIdentify/CustomerID.
12	The customer or business name data did not match gIdentify/CustomerID data.
13	The customer's TaxId (SSN/ITIN) data did not match gIdentify/CustomerID data.
14	The customer's address data did not match gIdentify/CustomerID data.
15	The customer's phone data did not match gIdentify/CustomerID data.
16	The customer's date of birth or ID data did not match gIdentify/CustomerID data.
17	Multiple secondary data points did not match gIdentify/CustomerID data.
18	No data was found matching the customer information provided.

- GIACT TIN/SSN Verification is used to confirm an exact match between
 - Legal Business Name & TIN Or Individual Full Name & SSN
- **Response Code 11 may appear even when GIACT does not have confirmation of the TIN or SSN – do not use these codes to manually verify.**
 - If there is no GIACT FEIN/TIN Number on the contact card, RAA must verify against third party documentation (IRS TIN check, Social Security Card, SS-4 IRS form, etc)
 - For now, SSNs will always be blank and should always be manually verified

Examples of GIACT Check



System Information			
Account Name	Mount C [REDACTED]	Verification Status	Verified by Automated Service - Green
Created By	[REDACTED], 2/21/2024, 3:02 PM	GIACT User Attempts	1
GIACT FEIN/TIN Number	[REDACTED] 776	Automated Response	
GIACT ResponseCode	11	Last Modified By	[REDACTED], 2/21/2024, 3:02 PM
GIACT Customer Response Code	Customer identification passed gidentify/CustomerID.	Contact Owner	[REDACTED]
Case			
Google Maps		Google Search	



System Information			
Account Name	Sabrina [REDACTED]	Verification Status	Verified by Automated Service - Green
Created By	Apply Housing Help MA Site Guest User, 2/16/2024, 12:37 PM	GIACT User Attempts	1
GIACT FEIN/TIN Number		Automated Response	
GIACT ResponseCode	11	Last Modified By	Sabrina [REDACTED], 2/16/2024, 1:48 PM
GIACT Customer Response Code		Contact Owner	System Admin
Case			
Google Maps		Google Search	



System Information			
Account Name	[REDACTED] LeBlanc	Verification Status	Verified by Automated Service - Yellow
Created By	Apply Housing Help MA Site Guest User, 2/21/2024, 9:04 AM	GIACT User Attempts	1
GIACT FEIN/TIN Number		Automated Response	
GIACT ResponseCode	14	Last Modified By	[REDACTED]eBlanc, 2/21/2024, 10:40 AM
GIACT Customer Response Code		Contact Owner	System Admin
Case			
Google Maps		Google Search	



Manual Verification by Worker (Individual)

- If the Payee/Owner operates as an individual, RAA must validate that SSN matches the first/last name on the contact card
 - Must be an exact match
- Validate using IRS tool or third party documentation (ex. Social Security Card)
- Upload documentation of third party documentation on the contact card
- Change Verification Status to *Verified by Worker*

Contact Card

IRS Tool

Contact **Jorge**

Title Account Name Phone (2) Email Contact Owner
 Jorge [redacted] [redacted] 0152 [redacted]@hotmail.com System Admin

We found no potential duplicates of this Contact.

Details Related

Name	Jorge [redacted]	Birthdate	12/4/[redacted]
Gender		Do Not Have SSN	<input type="checkbox"/>
SSN/TIN	[redacted] 05	Ethnicity	
Race		Age	[redacted]
Relationship		Contact Type	Payee/Owner
SOA Vendor Code		Legal Company Name	
Guest Code		Do you operate as an Indiv or Business?	Individual

4/26/23, 1:52 PM Interactive TIN Session:Interactive Results

Interactive TIN Session:Interactive Results

This screen provides you with the results of your TIN Match request. The 'Match Indicator' displays a code next to the TIN and name combination. Use the codes below to interpret your results:

- 0 = TIN and Name combination matches IRS records.
- 1 = TIN was missing or TIN not 9-digit numeric.
- 2 = TIN entered is not currently issued.
- 3 = TIN and Name combination does not match IRS records.
- 4 = Invalid TIN Matching request.
- 5 = Duplicate TIN Matching request.
- 6 = TIN and Name combination matches IRS SSN records.
- 7 = TIN and Name combination matches IRS EIN records.
- 8 = TIN and Name combination matches IRS SSN and EIN records.

Important: Before leaving this screen, you may want to do a Print Screen of the results. Once you exit this screen, the interactive results will no longer be available for viewing.

Using the TIN Matching system allows you to verify the accuracy of taxpayer TIN and name information prior to submitting information to IRS. Internal Revenue Code 6724 provides any penalties under Section 6721 may be waived if the filer shows the failure to file a correct TIN on an information return was due to reasonable cause and not willful neglect. Filers may prove due diligence and receive a waiver from proposed penalties if they prove the TIN and name combination they submitted matched IRS records. Providing a copy of the Print Screen of your Interactive Results will be considered proof of due diligence.

ID	TIN Type	TIN	Name	Result Code
1	Unknown	[redacted]	[redacted]	6

You may do either of the following:



Manual Verification by Worker (Business)

- If the Payee/Owner operates as a business, RAA must validate that TIN matches the legal business name
 - Must be an exact match
- Validate using IRS tool or third party documentation (ex. TIN lookup printout or SS-4 from IRS)
- Upload documentation of third party documentation on the contact card
- Change Verification Status to *Verified by Worker*

Contact Card

SS-4

Contact **Blake**

Title Account Name Phone (2) Email Contact Owner
Blake [redacted] [redacted] [redacted] System Admin

We found no potential duplicates of this Contact.

Details Related

Tenant Key			
Name	Blake	Birthdate	
Gender		Do Not Have SSN	<input type="checkbox"/>
SSN/TIN	[redacted]073	Ethnicity	
Race Single		Age	
Race		Contact Type	Payee/Owner
Relationship		Legal Company Name	BBDT INC.
SOA Vendor Code		Do you operate as an Individ or Business?	Business
Guest Code			
Created By Internal User	<input type="checkbox"/>		

IRS DEPARTMENT OF THE TREASURY
INTERNAL REVENUE SERVICE
CINCINNATI OH 45999-0023

Date of this notice: 04-16-2018
Employer Identification Number: 12-345679
Form: SS-4
Number of this notice: CP 575 A

For assistance you may call us at: 1-800-829-4933

IF YOU WRITE, ATTACH THE STUB AT THE END OF THIS NOTICE.

WE ASSIGNED YOU AN EMPLOYER IDENTIFICATION NUMBER

Thank you for applying for an Employer Identification Number (EIN). We assigned you EIN 12-345679. This EIN will identify you, your business accounts, tax returns, and documents, even if you have no employees. Please keep this notice in your permanent records.

When filing tax documents, payments, and related correspondence, it is very important that you use your EIN and complete name and address exactly as shown above. Any variation may cause a delay in processing, result in incorrect information in your account, or even cause you to be assigned more than one EIN. If the information is not correct as shown above, please make the correction using the attached tear off stub and return it to us.

Based on the information received from you or your representative, you must file the following form(s) by the date(s) shown.



QUESTIONS



ID.ME REFRESHER



- In 10/19 E2E release, EOHLC implemented a new identity verification tool for certain households
- Applicants selected to verify their identity receive an email asking them to complete the verification within 14 days using 1 of 3 methods:
 - On their smartphone (self-service)
 - Using video chat
 - In person at a participating UPS store or at a leased kiosk at an RAA
- Tenants (or homeowner applicants) with severe risk of fraud are the only people being asked to verify with ID.me. Landlords and advocates are not asked to verify at this time

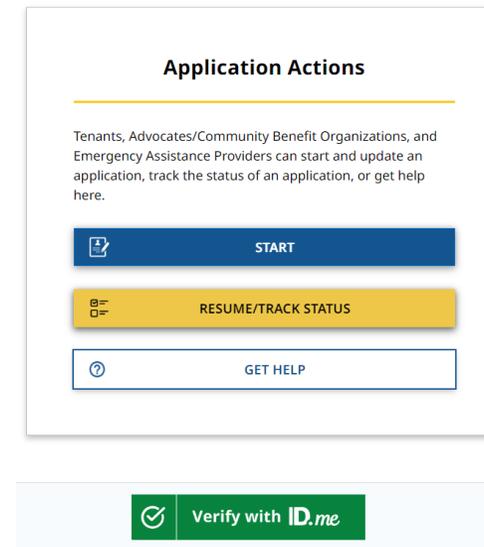


- Households must use the EOHLC-ID.me link sent to them from no-reply-dhs@notice.mass.gov or follow the button that appears on their home page in the E2E tenant portal
 - If already registered with ID.me: Click “Log in”
 - If not already registered with ID.me: Click “Create an account”
- Logging into ID.me without using the direct EOHLC-ID.me link will not allow them to proceed. They have to follow the link from the E2E no-reply email
 - This link is unique to each applicant. After verifying, once they consent to share their information with EOHLC, ID.me transmits their application ID and verified name back to E2E so that we can identify them in our system
- [ID.me EOHLC Help Article](#) gives step-by-step instructions for each of the 3 verification methods



Troubleshooting when households cannot verify

- Are they using the right link? Need to follow the link directly from the no-reply-dhs@notice.mass.gov email that came from E2E, or click the button that appears when they log into their E2E tenant portal
- If verifying in person, did they already make an appointment through ID.me and bring their QR code or 25-digit registration code?
- Did they consent to ID.me sharing their information back with EOHLC?





- In some cases, an RAA might choose to request ID.me verification if they have suspicions that the identity is stolen, but E2E did not flag the person for verification
- In these cases, RAA staff can edit the “ID.me Verification” field to “Requested by Worker” on the case
 - This will trigger the same update on the contact card
 - This will also trigger an email notification to the tenant with their unique link to verify



ID.me Verification Status

- Requested by worker – RAA staff can use if fraud/identity theft suspected while processing a case
- Requested by Pallium – will auto populate for Severe Risk
- ID.me Response Verified – applicant successfully verified, ok to process payment
- ID.me Received and Not Verified – applicant completed ID.me, but name is different than on the case/contact. If you believe they are the same person, open a Zendesk ticket
- Timed Out – applicant did not complete ID.me in 14 days, case will time out with new ID.me timeout status
- Verified by Worker – verified by EOHLC, ok to proceed with app

▼ Fraud Details - CONFIDENTIAL, not to be shared with Applicants or Landlords

Risk Level	Elevated Risk Review	ID ME Requested Date	10/4/2023
Primary Risk Category	Suspicious IP activity or landlord loc	ID.me Verification	ID.me Response Received and ...
LL Bank Account Flagged		Fraud Reason	--None--
Untrusted List Indicator	No	Fraudulent Documents Available	Requested by Worker
			Requested by Pallium
			ID.me Response Verified
			✓ ID.me Response Received and N...
			Timed Out
			Verified by Worker

Cancel Save

When ID.me response comes back as "ID.me Verified" or "ID.me Response Received and Not Verified", a task will be created if the case is in Chaser, Case Manager or Reviewer status and has a caseworker assigned to it. Task will say "Please review ID.me verification"

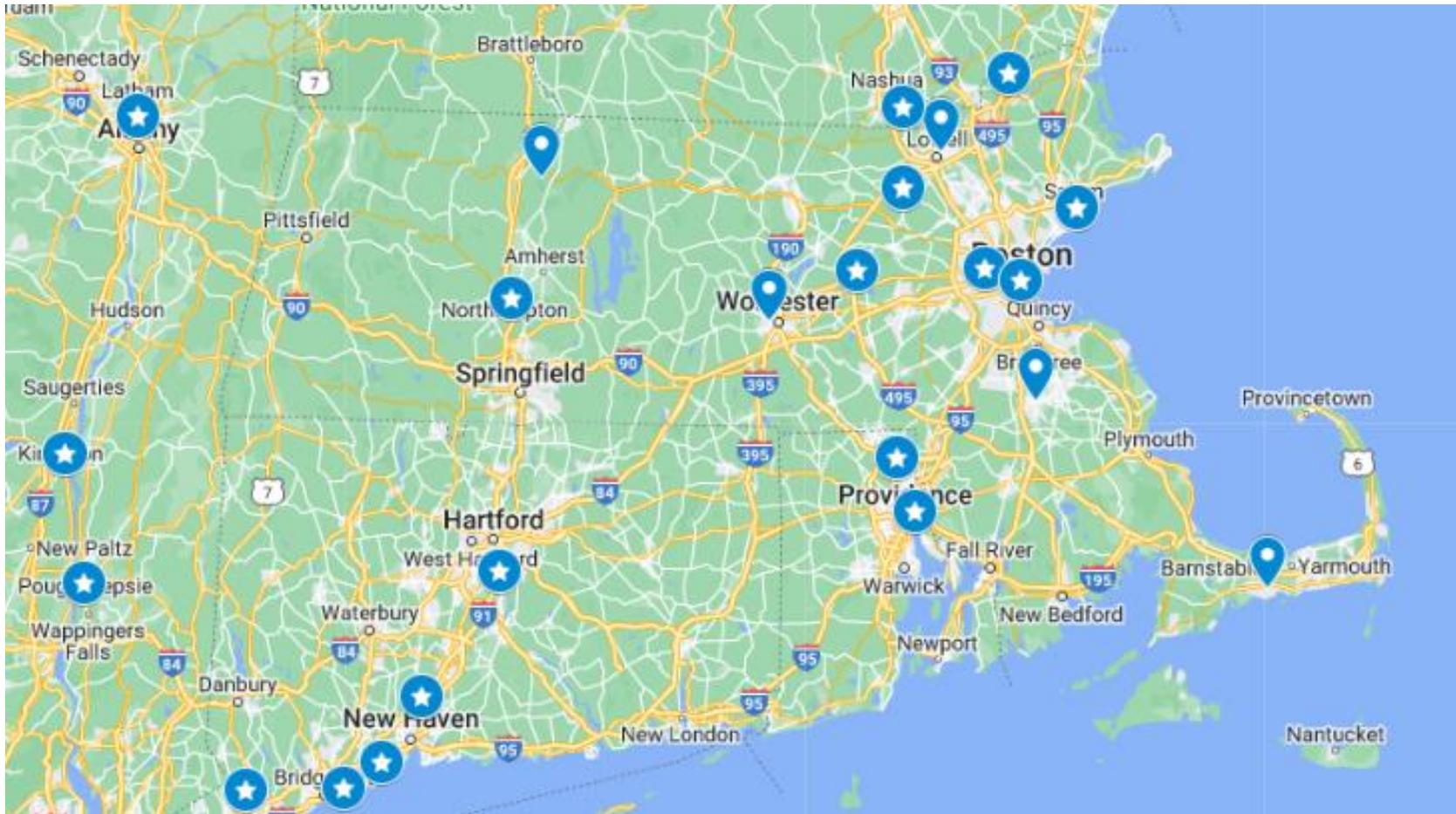


ID.me in Contact Record

- Contact Card will show the first and last name verified once the applicant has completed ID.me
- Use this to compare to the contact card name if received and not verified
 - Open Zendesk Ticket to EOHLC if applicant should be verified (example – if name does not match ie. Tim vs Timothy)

Details		Related	
Tenant Key			
Name	Amy Mullen Housing	Birthdate	8/4/2004
Gender		Do Not Have SSN	<input checked="" type="checkbox"/>
SSN/TIN		Ethnicity	
Race <small>Single</small>		Age	19
Relationship		Contact Type	Household
SOA Vendor Code		Legal Company Name	
Guest Code			
Created By Internal User	<input type="checkbox"/>		
▼ Additional Details			
Employment Status		Type of Identification	
Driver's License Number		Driver's License State	
Is Active	<input checked="" type="checkbox"/>	Is Primary	<input checked="" type="checkbox"/>
ID.me First Name	Amy	ID.me Last Name	Mullen
ID.me Verification	ID.me Response Received and Not Verified	ID.me Requested Date	10/26/2023
ID.me Unique Identifier		ID.me Response Date	10/27/2023
▼ Contact Info			
Phone	(123) 454-3345	Phone Type <small>1</small>	Mobile
Email	testshlelteruser123uat2@yopmail.com	Preferred Method of Contact	Email
Consent to receiving text messages.	<small>1</small> No	Preferred Language	Russian

ID.me in-person kiosk locations



 UPS Store with kiosk

 RAA with kiosk

- HAC
- FCRHRA
- RCAP
- NHS
- CTI

Other RAA clients can be served by existing network of UPS stores

Majority of clients selected for ID.me verification will self serve using smartphone or video chat



QUESTIONS



THANK YOU!

