



November 14, 2016

Dear Financial Institution:

Re: Massachusetts Executive Office of Health and Human Services Asset Verification Services

In accordance with Section 1940 of the Social Security Act, the Massachusetts Executive Office of Health and Human Services (EOHHS) has contracted Public Consulting Group, Inc., (PCG) to perform asset verification services (AVS) to allow the State to electronically verify bank account balances.

PCG partner, Accuity Asset Verification Services, Inc., an organization with 175 years of experience securing financial information and the ABA Registrar for the American Bankers Association since 1908, is obtaining and securely transmitting account balances from financial institutions like yours on EOHHS' behalf. This letter is to introduce this program to the financial institution community and to answer frequently asked questions.

▪ ***Did the account holder authorize this release of account information?***

As part of their application to obtain Medicaid services, account holders authorized EOHHS to obtain account balance information from any bank or financial institution where they have maintained an account. Authorization is also covered by Section 1940 of the Social Security Act.

▪ ***Is there an automated way to provide this information to Accuity?***

Yes. We would encourage you to join thousands of banks across the country and in the Commonwealth of Massachusetts who rely on Accuity AVS's secure online asset verification solution. This solution will allow you to securely and efficiently respond to asset verification requests. Call 855-807-9822 or email avs.support@accuity.com to obtain credentials.

▪ ***Is this information being stored securely?***

Yes. EOHHS contractors are subject to strict confidentiality and information security terms and conditions and PCG and Accuity AVS's asset verification services strictly comply with NIST standards, The Financial Modernization Act of 1999 (Gramm-Leach Bliley), Privacy Act of 1974, Computer Security Act of 1987, OMB Circular A-130, Health Insurance Portability and Accountability Act of 1996, Fair Credit Reporting Act, HITECH Act, and more.

▪ ***How can I verify that this is not a scam?***

A copy of this letter has been placed on the EOHHS website at: www.mass.gov/eohhs/gov/laws-regs/masshealth/special-notice-for-electronic-asset-verification.html

▪ ***I have questions about the information being requested and/or the submission process?***

Please contact the support desk with any questions or concerns at:

Accuity Asset Verification Services Inc.
Customer Services Help Desk
Phone: 1-855-807-9822
Fax: 847-763-1960
Email: avs.support@accuity.com

Sincerely,

A handwritten signature in blue ink, appearing to read 'P. Cheesman', is written on a light green rectangular background.

Peter H. Cheesman
Public Consulting Group, Inc.

