SID, IBIQ and UIQ

Sept 28 Tech Talk

ICON
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Reference Material

- **UIPL NO. 01-05 (SID)**
- **UIPL NO. 17-94 (IBIQ)**
- **TEN 04-22 (IBIQ Schema)**
- **UIPL NO. 29-02 (UIQ announcing data sharing agreement)**

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SID Documentation

- **SID System Guide (Model Code)**
- **SID Install Guide (Model Code)**
- **SID Non Model Code Guide**
- **SID Claim & Overpayment Enhancement Document**
- **SID Variable Description (record layout)**
- **SID TCP/IP Header (for TCP/IP Communication)**
- **Web Services Info Document**
- **SOAP Document (for SOAP Comunication)**

SID Schema sent on request

SID (State Identification) Application Purpose

To provide States that have submitted a quarterly Distributed Data Base Index (DDBI) file with an efficient online tool to access the UI DDBI to identify the State(s) to which **wages** have been reported for specific individuals.

States can participate only if the State has sent DDBI file for the participating quarter

Also, shows States that have **claims/overpayments** for those States sending in the monthly SID SCO file

49 SWAs (out of possible 53) have this application in production

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SID Application Flow

State sends SSN in SID request to the UI-ICON Hub real-time

Hub program matches SSN against UI DDBI file and populates response with a list of States that have wages for that SSN

Hub program matches SSN against SID Claim and Overpayment (SCO) file and populates response with a list of States that have a Claim and/or an Overpayment for that SSN.
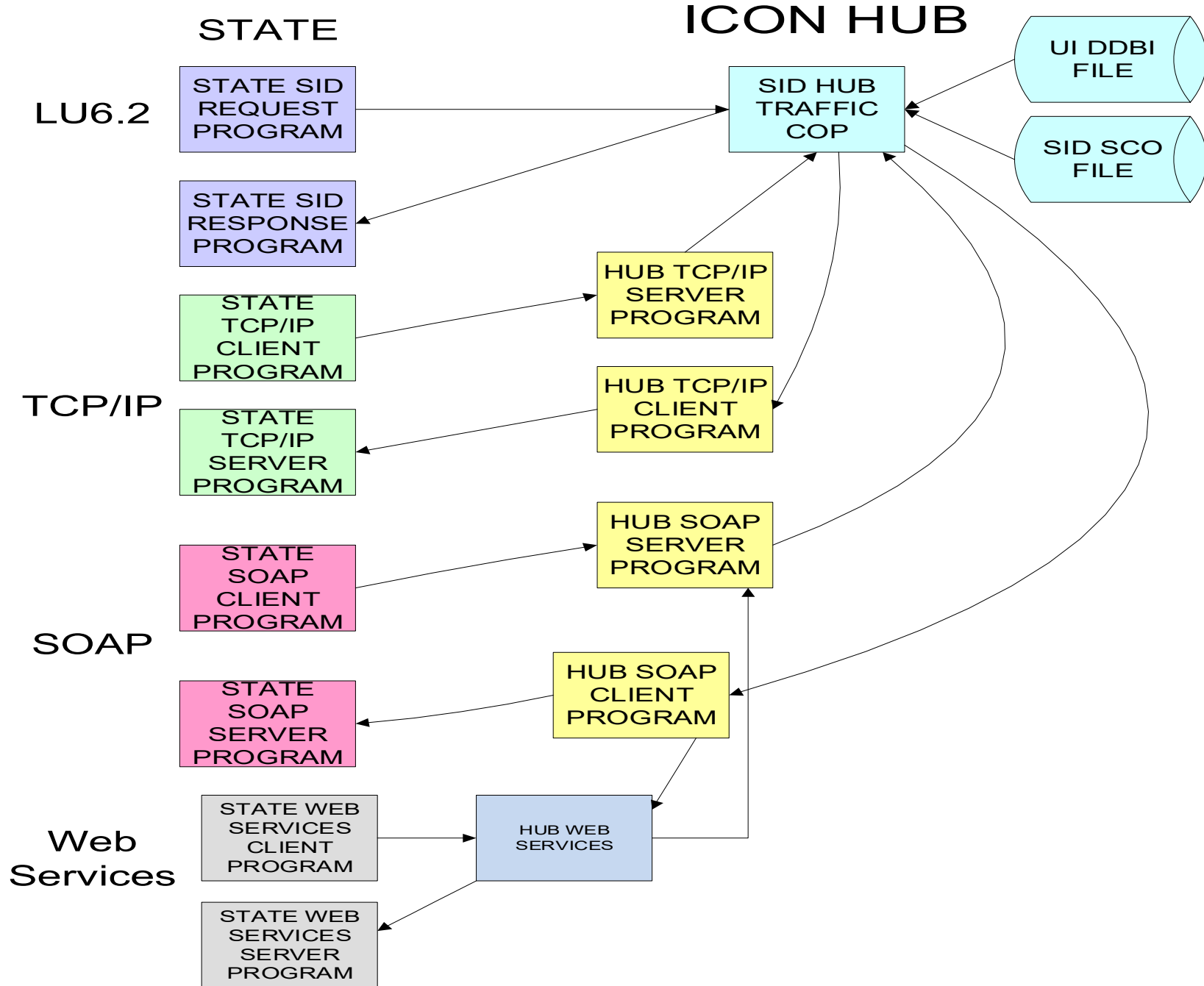
Hub sends SID response to State

Model code writes SID response to State file

Model code PF5 will allow IBIQ requests to be sent for those States that have wages

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SID Application

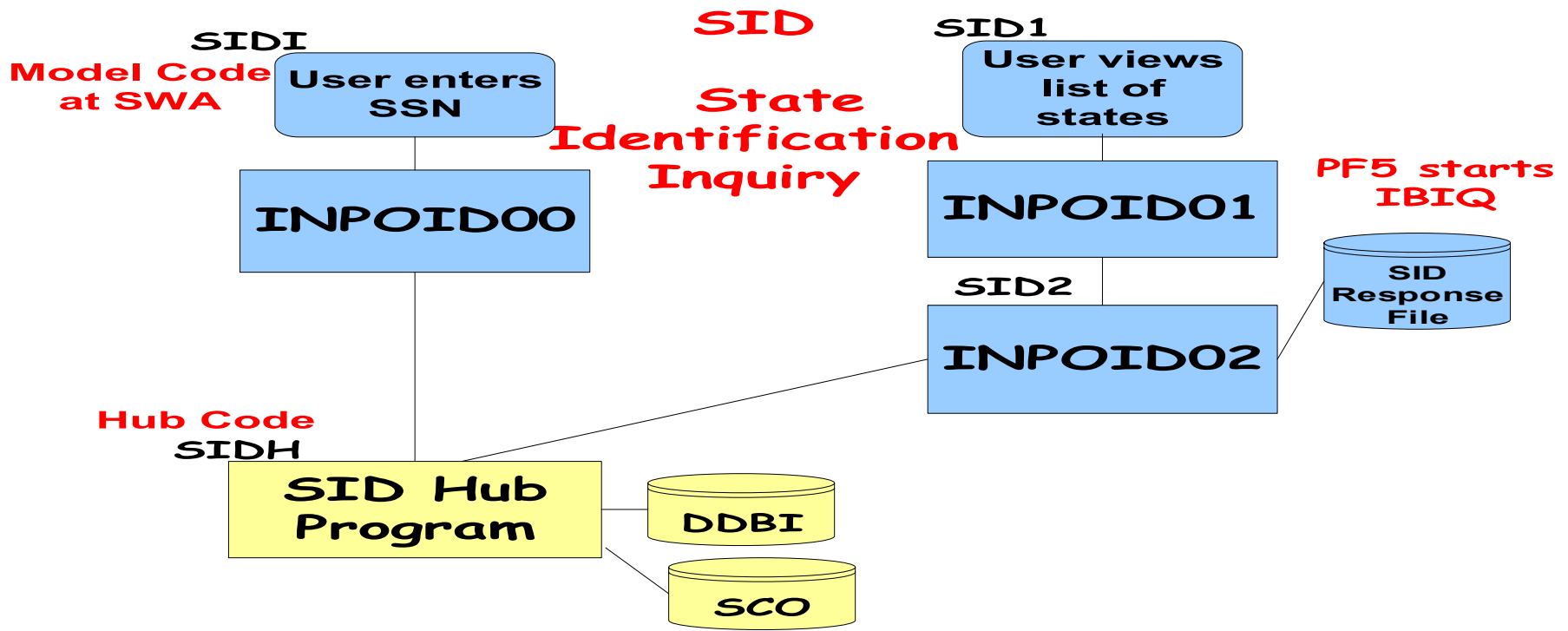# SID Model Code

Consists of 3 programs, 2 maps and 1 file

Change copybook INCBID02 to your State's Postal Code

Change 'IBIQ' in program INPOID01, *if needed*, to the transaction that starts your IBIQ application

Delete/define State SID response file as desired (make sure you do it!)

SID Model Code Flow

SID (State Identification) Application

INMID00   STATE IDENTIFICATION INQUIRY

PLEASE ENTER SSN IN THE AREA PROVIDED BELOW:

SSN: ___ __ ____

ENTER SSN AND PRESS ENTER

F3=EXIT

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SID (State Identification) Application

INMID01   STATE IDENTIFICATION RESULTS

FOR SSN: 123456789

Wage Data's latest quarter on file

LATEST QTR ON FILE IS   20221

THE SSN YOU ENTERED HAS WAGES IN THE FOLLOWING STATES:

ST: AK AL AZ CA CO CT DC FL GA HI IL IN LA MA MD ME MI MO NC ND NH NJ NM NY OK
    PR RI SC SD TN TX UT VA VI

THE SSN YOU ENTERED HAS A CLAIM IN THE FOLLOWING STATES:

ST: __

THE SSN YOU ENTERED HAS AN OVERPAYMENT IN THE FOLLOWING STATES:

ST: __

Didn't send SCO file

STATES NOT PARTICIPATING ARE: CA OK

F3=EXIT F4=SSN ENTRY   F5=SEND IBIQ REQUESTS

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SID (State Identification) Application

INMID01   STATE IDENTIFICATION RESULTS
                              FOR SSN: 999 99 9999

                                        LATEST QTR ON FILE IS   20221

THE SSN YOU ENTERED HAS WAGES IN THE FOLLOWING STATES:

ST: PA WV

THE SSN YOU ENTERED HAS A CLAIM IN THE FOLLOWING STATES:

ST: PA

THE SSN YOU ENTERED HAS AN OVERPAYMENT IN THE FOLLOWING STATES:

ST: WV

                    STATES NOT PARTICIPATING ARE: CA OK

F3=EXIT F4=SSN ENTRY   F5=SEND IBIQ REQUESTS

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SID Status Code

Your State will receive a Status Code indicating the SSN wasn't found, or will receive the SID response. Interrogate this field to know what you received.

```xml
<xsd:simpleType name="statusType">
  <xsd:restriction base="xsd:string">
    <xsd:enumeration value="R"/>
    <xsd:enumeration value="0"/>
    <xsd:enumeration value="1"/>
    <xsd:enumeration value="8"/>
    <xsd:enumeration value="9"/>
  </xsd:restriction>
</xsd:simpleType>


<!--Status of request -->
<!--'R' Request.    -->
<!--'0' Complete. -->
<!--'1' Not Found. -->
<!--'8' Invalid Data Sent  -->
<!--'9' Processing Error -->
<xsd:element name="status" type="statusType"/>
```

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SID Claim/Overpayment File

Implemented in July, 2012, States submit a monthly file (SID SCO) to identify claims and overpayments that are in <u>their State</u>. This file populates the Claim and Overpayment State fields in the SID response.

51 SWAs (out of possible 53) send in this data monthly.

Note:

This file is also used as input to crossmatch for the IB 8606 application

This file is also used as input to crossmatch for the FECA-UI crossmatch

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SID Claim/Overpayment (SCO)File Definitions

A Claim is defined as any payable claim with a potential available balance. A potential available balance is one with a valid claim, a Benefit Year End date greater than current date and has a balance greater than zero.

An overpayment is defined as any collectible overpayment amount greater than zero.

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SID Claim/Overpayment (SCO) File Claim Indicator

As of May 2020, States were asked (by USDOL and NASWA) to describe the type of claim they are sending. Below are the values that the Claim Indicator may have (besides a Y/N).

1– Regular Unemployment Insurance Compensation

2 – Extended Benefits (EB)

3 – Trade Readjustment Assistance (TRA)

4 – Disaster Unemployment Assistance (DUA)

5 – Pandemic Unemployment Assistance (PUA)

6 – Pandemic Emergency Unemployment Compensation (PEUC)

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SID Claim/Overpayment (SCO)File

For the claims: ONLY YOUR CLAIMS – Don't SEND SHELL CLAIMS as a 'Claim' on the SCO FILE you send in. If you do, it:

Shows up improperly on SID as a claim

Matches against another State's overpayment (IB8606)

Flags as possible fraud on claim against claim integrity crossmatch

For the Overpayments: Your State may have more of a definition (time constraint, dollar amt)

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SCO 2022 SCHEDULE
posted on UI-ICON Info website

- Sept - Claim and OP Data due at Hub by Sept 6th; online as of Sept 12th
- Oct - Claim and OP Data due at Hub by Oct 3rd; online as of Oct 10th
- Nov - Claim and OP Data due at Hub by Nov 7th; online as of Nov 14th
- Dec - Claim and OP Data due at Hub by Dec 5th; online as of Dec 12th

10,041,975 SID SCO records were posted in Sept

SID Testing

Ask your interstate unit to provide some SSNs

✓ **Inquire on those SSNs on UI-ICON Hub test system which is a copy of the UI-ICON Hub production system**

✓ **Inquire on an SSN not on file**

✓ **Ensure you can see all fields (States with Wages, States with Claims, States with Overpayment). Note that one SSN may not have all three.**

✓ **Ensure you can send an IBIQ request for those States that have Wages**

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IBIQ INTERSTATE BENEFIT INQUIRY REFERENCE MATERIAL

- **Original IIEA agreement in 1994 ended in 2014**

- **Updated 2014 Interstate Information Exchange Agreement (also known as the IBIQ Agreement) which covers data exchange and limits usage (UI purposes only)**

- **Currently there are 53 SWAs under the 2014 Interstate Information Exchange Agreement (all 50 States plus DC, PR and VI).**

IBIQ DOCUMENTATION

- **IBIQ System Guide (Model Code)**
- **IBIQ Install Guide (Model Code)**
- **IBIQ Non-Model Code Guide (good for all States)**
- **IBIQ Variable Description (record layout)**
- **IBIQ TCP/IP Header (for TCP/IP Communication)**
- **Web Services Info Document**
- **SOAP Document (for SOAP Communication)**
- **UI MOD IBIQ Testing Information (good for all States)**

IBIQ Schemas will be sent by request

TEN 04-22 – updated IBIQ Schemas – please schedule to implement if you haven't yet done so

IBIQ PURPOSE

- **To allow a State to send inquiries concerning wage and benefit information to other States and receive a response in real-time.**

- **States send outgoing IBIQ requests and receive IBIQR Responses from other States**

- **States receive incoming IBIQ requests and format/send IBIQR Responses from your State**

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IBIQ Business Flow

- **State sends an IBIQ request with SSN and Destination State to the UI-ICON Hub**

- **Hub forwards the IBIQ request to the Destination State**

- **Destination State processes the IBIQ request and sends an IBIQ response to the Hub. A response is sent for each IBIQ request received.**

- **Hub forwards the IBIQ response back to the Requesting State**

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IBIQ MODEL CODE

- **Consists of 10 maps, 4 programs and 1 file**

- **Extract program (INPOIQ02) was written by your State to read your files to gather claim and wage information to format response.**

IBIQ

Inquiry Flow

IBQH
Send Request to Hub

IBIQ

INPOIQ00 SSN/State Entry

IBQD

INPOIQ01 Response Display

As sent - now has your production claim/wage files

INPOIQ02 Extract

INFLIQ99 Test Extract File

INFLIQ00 Daily Holding File

IBQS

INPOIQ03 Retrieve Data from Hub

IBQR Send Response to Hub

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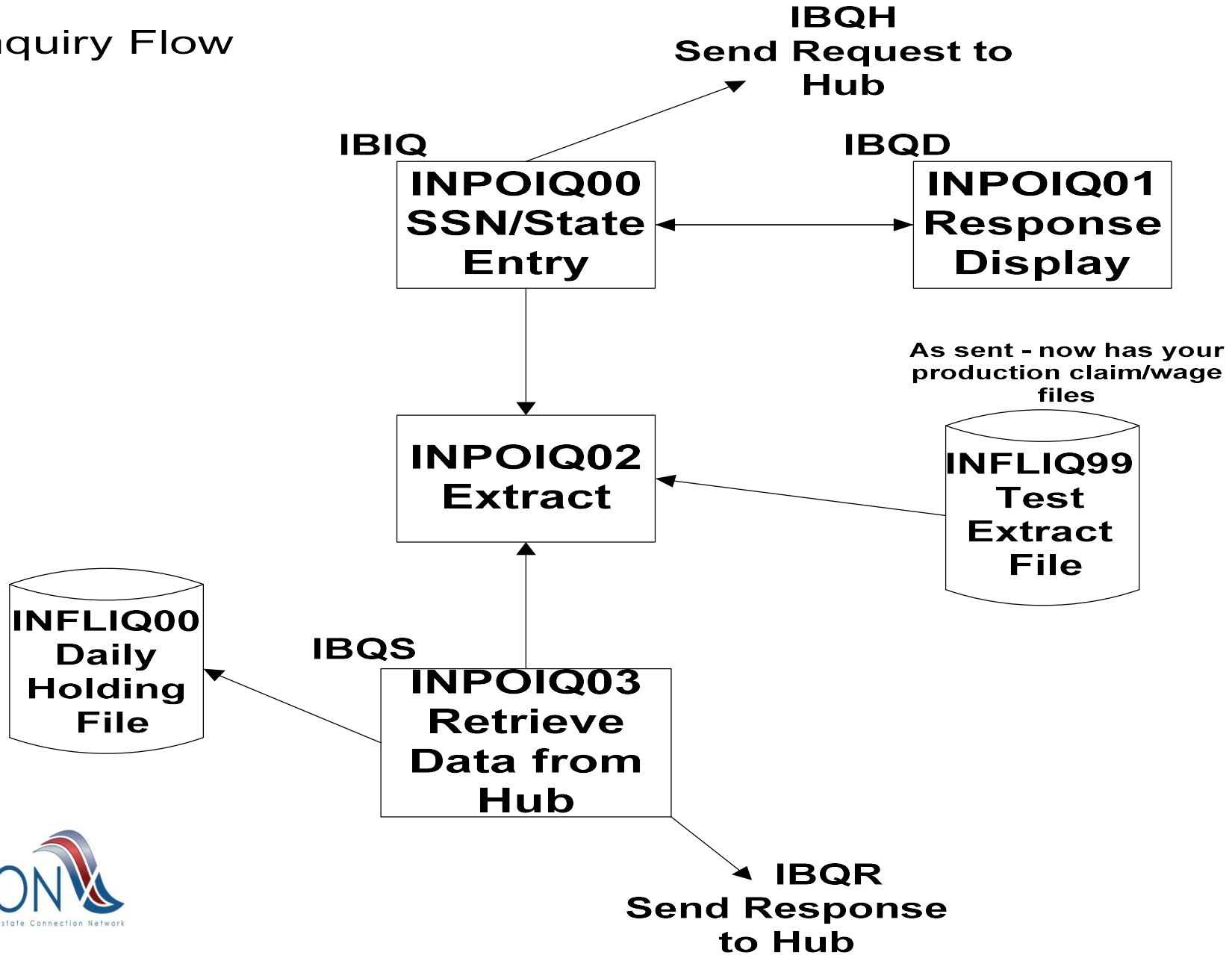
IBIQ Application – Request Screen

PLEASE ENTER SSN AND STATE ABBREVIATION IN THE AREA PROVIDED BELOW:

SSN: ___ __ ____ ST: __ __ __ __ __

Q0001 - PLEASE ENTER A NUMERIC SSN
        F1=HELP F3=EXIT

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IBIQ Application – Status Screen

```
INMIQ05                    INQUIRY SSN STATUS                09:02:03 09/19/22
SSN: 999 99 9999                                                    PAGE: 01


OPT STATE _____STATUS_____
 _    CO     RECEIVED ON 09/19/22 AT 09:01:07
 _    HI     RECEIVED ON 09/19/22 AT 09:01:17
 _    MI     WAITING ON THEIR RESPONSE
 _    OK     RECEIVED ON 09/19/22 AT 09:01:15
 _    VI     RECEIVED ON 09/19/22 AT 09:01:11




 Q0500 TO VIEW RESPONSE, PLACE AN 'S' IN THE OPT FIELD AND PRESS ENTER
          F3=EXIT  F7=BKWD  F8=FWD
```

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IBIQ Application – Claim

```
INMIQ01                    INQUIRY CLAIM INFORMATION              09:03:01    09/19/22
SSN: 999 99 9999 ST: XX                  CURRENT PROGRAM: REG              MORE  +
                                         EFF    06/19/22              BYE  06/17/23
STEPHENS        MARTHA    C              WBA      $ 140               MBA    $ 1599
1401 CEDAR STREET                        BAL     254.00              OP        0.00
                                         DQ FM 00/00/00              TO     00/00/00
PLEASANTVILLE      IA 51343-8003         EB      00/00/00            TRA    00/00/00
                                         LO      9999                EXT    00/00/00


__WEEK____DATE_____PMT AMT__ | __WEEK____DATE_____PMT AMT__
09/14/22   09/17/22       $ 140.00  |  07/13/22   07/16/22        $ 85.00
09/07/22   09/10/22       $ 140.00  |  07/06/22   07/09/22         ACRO
08/31/22   09/03/22       $ 140.00  |
08/24/22   08/27/22       $ 140.00  |
08/17/22   08/20/22       $ 140.00  |
08/10/22   08/13/22       $ 140.00  |
08/03/22   08/06/22       $ 140.00  |
07/27/22   07/30/22       $ 140.00  |
07/20/22   07/23/22       $ 140.00  |



    Q0100  TO SEE WAGE INFORMATION, PRESS F8 (FWD)
F1=HELP  F3=EXIT        F8=FWD
```

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IBIQ Application – Wage Screen

INMIQ02	INQUIRY WAGE INFORMATION				09:03:11 09/19/22	
SSN: 999 99 9999 ST: XX					MORE - +	
OPT_____EMPLOYER_____	21-1_	_____21-2_____	21-3_	__21-4____	22-1____	22-2_
_ PLAZA ONE	U54	3695	4280			
_ DOHERTY STAFFING SOLUTIONS				3249	1217	
_ BOULDERS INN OKOBOJI LLC				1285		
_ %PHILIP RAMSTACK						1966
_ ALL IN A DAY LLC						1711

Q0200 TO VIEW EMPLOYER DETAIL, PLACE AN 'S' IN THE OPT FIELD AND PRESS ENTER
F1=HELP F3=EXIT F7=BKWD F8=FWD

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IBIQ Application – Employer Screen

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IBIQ Application–State Help Screen

```
INMIQ04              INQUIRY ADDITIONAL STATE INFORMATION      09:03:16  09/19/22
 SSN:  999 99 9999 ST: XX                                             MORE  -


   LATEST CLAIM EXPIRED 06-11-21.
   POTENTIAL DURATION IS 13 WEEKS.
   TRA AND DUA INFORMATION NOT AVAILABLE AT THIS TIME.
   STATE CANNOT PROVIDE WEEKS ON EMPLOYER DATA SCREEN.
   WAITING WEEK IS NOT PAYABLE.
   STATE ADJUDICATES SEPARATION ISSUES BASED ON THE LAST 30-WORKING-DAY
   EMPLOYER AND ANY SUBSEQUENT WITH LESS THAN 30 WORKING DAYS.




   F1=HELP  F3=EXIT  F7=BKWD
```

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IBIQ Application–State Help Screen

```
INMIQ04                  INQUIRY ADDITIONAL STATE INFORMATION        09:02:16  09/19/22
  SSN:  999 99 9999 ST: XX                                               MORE  -


* THE INFORMATION SHARED ON IBIQ IS CONFIDENTIAL. USE THIS INFORMATION
  FOR UI PURPOSES ONLY AND DO NOT DISTRIBUTE OR SHARE WITH OTHER AGENCIES.
* WAGE FILES CONTAIN A MAXIMUM OF 6 QUARTERS. WAGES FOR THE MOST
  RECENTLY COMPLETED CALENDAR QUARTER MAY OR MAY NOT BE ON FILE.
* ONLY THE BEGINNING DATE OF TRA BENEFITS IS AVAILABLE ON IBIQ.  YOUR IPC
  SHOULD CONTACT OUR STATE'S IPC FOR COMPLETE INFORMATION.
* BETWEEN THE FILING OF ONE BENEFIT YEAR AND THE NEXT, THE PERSON MUST
  HAVE RETURNED TO WORK WITH A LIABLE EMPLOYER AND EARNED AT LEAST 10XS
  THEIR WBA OF THE NEW CLAIM IN ORDER TO ESTABLISH ENTITLEMENT.
* PENALTY FOR FRAUD OR MISREPRESENTATION CAN CARRY A DISQUALIFICATION
  BEGINNING WITH THE DATE OF THE DETERMINATION THROUGH THE NEXT 4
  COMPLETED CALENDAR QUARTERS, WHICH CAN EXCEED THE BYE OF THE CURRENT
CLAIM.
* DUA INFORMATION IS NOT AVAILABLE.



 F1=HELP  F3=EXIT  F7=BKWD
```

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IBIQ Application–State Help Screen

INMIQ04   INQUIRY ADDITIONAL STATE INFORMATION   09:02:16 09/19/22
 SSN: 999 99 9999 ST: XX   MORE -

 WAGE RECORD FILES CONTAIN A MAXIMUM OF 6 QUARTERS OF WAGES.
 PLEASE NOTE THAT WAGE INFORMATION IS NOT AVAILABLE FOR THE MOST
 RECENT COMPLETED CALENDAR QUARTER.

 NOTE: NO CURRENT UI CLAIM EXISTS FOR THIS SSN.
     AN INDICATION OF POTENTIAL ELIGIBILITY IS SHOWN BELOW.
     PLEASE NOTE THAT THIS MAY INCLUDE IB4 TRANSFERRED WAGES:

                EFF   09/04/22   BYE   09/02/23
     BASE PERIOD   FROM   04/01/21   TO   03/31/22
     WBA $ 0   QUAL AMT $ 28,298   TOTAL WAGES $ 18,865
     MBA $ 0   MAX WEEKS   0   HI QTR $ 18,865

 F1=HELP F3=EXIT F7=BKWD

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IBIQ Application–State Help Screen

INMIQ04   INQUIRY ADDITIONAL STATE INFORMATION   09:02:16 09/19/22
 SSN: 999 99 9999 ST: XX   MORE -

  PLEASE NOTE THAT WHEN WAGES SHOW USED IN OUR STATE THEY MAY BE
AVAILABLE DUE TO A MONETARY INELIGIBLE CLAIM.
 TRA IS NOT AUTOMATED
 EUC IS NOT AVAILABLE
 DUA IS NOT AUTOMATED
NOTE: NO CURRENT UI CLAIM EXISTS IN OUR STATE FOR THIS CLAIMANT. AN
INDICATION OF
 POTENTIAL ELIGIBILITY BASED ON INFORMATION CURRENTLY ON FILE IS SHOWN
BELOW.
EFF: 09/04/22 BYE: 09/02/23 BP-FROM: 04/01/21 BP-TO: 03/31/22
HI QTR LESS THAN 390 *12.80 OR BASE PERIOD WAGE NOT 1.5 * HI QTR

 F1=HELP F3=EXIT F7=BKWD

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IBIQ Application – Pseudo Mon

```
INMIQ01                INQUIRY CLAIM INFORMATION                    10:17:41   09/19/22
SSN: 999 99 9999 ST: XX                    CURRENT PROGRAM:              MORE   +
                                      EFF    00/00/00          BYE    00/00/00
                                      WBA      $  143          MBA      $ 3718
Q0118- NO CLAIM INFORMATION ON FILE   BAL        0.00          OP         0.00
                                      DQ FM 00/00/00           TO     00/00/00
                                      EB     00/00/00          TRA    ********
                                      LO        0000           EXT    00/00/00


__WEEK____DATE_____PMT AMT__ | __WEEK____DATE_____PMT AMT__







         Q0100  TO SEE WAGE INFORMATION, PRESS F8 (FWD)
```

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IBIQ Application – Used Wages

```
INMIQ02                 INQUIRY WAGE INFORMATION                13:54:15  09/19/22
 SSN: 999 99 9999 ST: XX                                          MORE  - +
OPT _____EMPLOYER_____21-1___21-2___21-3___21-4___22-1___22-2____
 __  HARBOR INN SEAFOOD INC        U13     3198    2432    2841    2448   3235




Q0200 TO VIEW EMPLOYER DETAIL, PLACE AN 'S' IN THE OPT FIELD AND PRESS ENTER
  F1=HELP  F3=EXIT  F7=BKWD  F8=FWD
```

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IBIQ – Used Wages/Last Name

INMIQ03   INQUIRY EMPLOYER INFORMATION   13:54:15 09/19/22

SSN: 999 99 9999 ST: XX

	QTR	WK	WAGES	USED
HARBOR INN SEAFOOD INC	21-1		2566.44	U13
2311 ST PAUL'S CHURCH RD	21-2		3198.05	
PO BOX 1957	21-3		2432.71	
	21-4		2841.57	
MOORESVILLE NC 28658-1173	22-1		2448.44	
	22-2		3235.23	

LAST NAME: STEPHENS

Q0300 TO RETURN TO WAGE INFORMATION, PRESS F3 (EXIT)
    F3=EXIT

ADD LAST NAME FROM WAGE FILE

- In Jan, 2012, the name associated with the wages was added to be displayed on IBIQ. This reduced the # manual inquiries being made between States regarding the name associated with the wages.

- The 6th employer address line was re-purposed to be populated with the <u>last name associated with the wages</u> **FROM THE EMPLOYER**

ADD LAST NAME FROM WAGE FILE

- If you are using model code, INPOIQ02 was the skeleton program sent to be used as a base to populate the response.

- R3ADDR6 is found in the IBIQ Wage record (R0REC3).

- The record layouts can be found on the UI-ICON INFO website under Application Info/IBIQ.

- In the IBIQ Schema, it's called nameAssociatedWithWages

- As you modernize, ensure you are saving the name the employer sends with the wages, so you can populate this field.

IBIQ STATUS Code

- ➢ **R0STATUS   PIC X(01). (COMMON CARRIER)**
- ➢ **SCHEMA: STATUS**

88 INQ-COMPLETE	**VALUE '0'.**
88 EXCESS-PAY	**VALUE '1'.**
88 EXCESS-WAGE	**VALUE '2'.**
88 EXCESS-BOTH	**VALUE '3'.**
88 NO-FILE	**VALUE '4'.**
88 ST-NOT-PART	**VALUE '6'.**
88 ST-NOT-AVAIL	**VALUE '7'.**
88 INV-DATA	**VALUE '8'.**
88 INQ-ERROR	**VALUE '9'.**

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IBIQ Header Record Info

- **R0REC1 - # of Claim Records (values 00-01)**

  Record Type 1

- **R0REC2 - # of Payment Records (values 00-18)**

  Record Type 2

- **R0REC3 - # of Wage Records (values 00-16)**

  Record Type 3

- **R0REC4 - # of State Help Records (value 00-16)**

  Record Type 4

IBIQ Header Record Info

```xml
<xsd:complexType name="IBIQ_ResponseType">
 <xsd:sequence>
  <xsd:element name="IBIQ_Header" type="IBIQ_HeaderType"/>
  <xsd:element name="claimRecord" minOccurs="0" maxOccurs="1" type="claimRecordType"/>
  <xsd:element name="paymentRecord" minOccurs="0" maxOccurs="18" type="paymentRecordType"/>
  <xsd:element name="wageRecord" minOccurs="0" maxOccurs="16" type="wageRecordType"/>
  <xsd:element ref="stateHelpRecord" minOccurs="0" maxOccurs="16"/>
 </xsd:sequence>
</xsd:complexType>
```

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IBIQ MODERNIZATION INFO

- **An IBIQ request is ONLY sent to States which may have wage or claim info – not an application meant as a broadcast!**

- **Each IBIQ request is written to the daily holding file**

- **Each IBIQ response updates request when received**

- **Subsequent IBIQ requests for that same SSN/State are pulled from the daily holding file, <u>not re-sent</u> to the destination State.**

- **Each State should be able to do IBIQ against itself (without sending to the Hub).**
  - ➤ **It should link to your code that create the response and display it for you. That way you can see the responses you are creating/sending.**
  - ➤ **In production, your users will use this function when other States call them regarding the IBIQ response received from your State.**

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IBIQ Application SUPPORT

- **If your State makes changes to it's wage file, etc, make sure IBIQ is still formatting your responses correctly**

- **If you have yet to associate the last name on the wage file with the wages, please do so asap.**

- **Show Pre-Mon (pseudo monetary) information if you are not already doing so (WBA, MBA based on today's Effective Date if claimant is monetarily eligible). You can show this on the State Help Screen.**

- **Ensure the daily holding file for IBIQ is being refreshed daily**

- **Ensure you can do IBIQ against your State to see the same information that you send other States in the response**

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SID/IBIQ FAQ

Why does SID show wages that IBIQ doesn't or vice versa?

➢ **SID queries the UI DDBI file which is updated 4 times a year after the quarter changes and the monthly SID SCO file which is updated 12 times a year.**

• **The 1st qtr/2022 UI DDBI data was loaded as of July 10, 2022**

• **The Sept monthly SCO file was loaded Sept 11, 2022**

➢ **IBIQ goes against States' current wage/claim files which are updated nightly.**

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IBIQ FAQ

What are the hours of availability for IBIQ?

- **The Hub CICS (real-time region) is available:**
    - **5 am to 1 am Eastern Time Monday through Friday**
    - **5 am to 11:30 pm Eastern Time Saturday and**
    - **8 am to 12:30am Eastern Time on Sunday.**

- **States IBIQ availability varies and should be available during that State's normal working hours.**

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States/SSA Data Exchange Via the UI-ICON Network

IBIQ and UIQ

Sept 2022

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States/SSA DATA Exchange

DOCUMENTATION

- **UIQ Program Logic Document (PLD)**
- **UIQ Security Guidelines from SSA**
- **UIQ Test SSNs**
- **UIQ Schema**
- **Web Services Info Document**

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States/SSA DATA Exchange

IBIQ
WHY SSA WANTS ACCESS

To obtain wage and/or benefit information pertaining to individuals who are applying for or receiving benefits under the SSI program

States/SSA DATA Exchange

IBIQ
HOW UI-ICON HUB CONTROLS ACCESS

- SSA sends a unique transaction to the Hub
- Hub Traffic Cop program checks to see if the State is participating with SSA.
- If so, the IBIQ request is forwarded to the State and the response back to SSA.
- If not, the request is returned to SSA.

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States/SSA DATA Exchange

IBIQ
YOUR ACTION ITEMS

- States sign agreement with SSA
- Ensure your IBIQ program can handle 'SS' as State code (model code as distributed can)

States/SSA DATA Exchange

UIQ

This real-time application allows States to have real-time access to Social Security Administration's information so that the State will be able to verify SSN information (name, dob, gender) and pension information for UI purposes only.

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States/SSA DATA Exchange

UIQ

- States will incorporate the sending and receiving of UIQ data into their initial claimstaking processes
- States may also develop a 'stand-alone' inquiry for validating existing claims
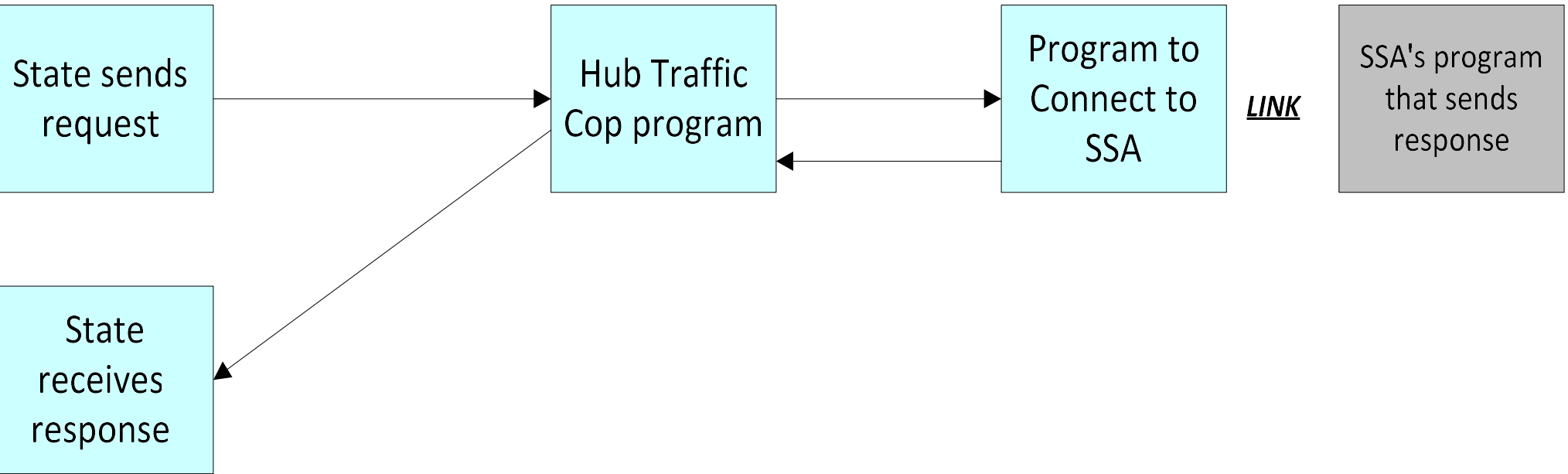- **Once verified, the claimant should be marked as such.**

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UIQ

UI-ICON
Hub

State

SSA

| State sends request | | Hub Traffic Cop program | | Program to Connect to SSA | *LINK* | SSA's program that sends response |

| State receives response |

States/SSA DATA Exchange

UIQ TESTING

✓ **Contact the UI-ICON Hub to tell us how you want to communicate**

✓ **You'll test against SSA's validation (test) system from both the UI-ICON Hub's test and production systems until your State has signed a UIQ agreement with SSA and passed an audit.**

✓ **Use the test SSNs provided by the UI-ICON Hub (from SSA)**

✓ **Code for all three types of UIQ responses: returned request, error response, good response**

✓ **Questions regarding UIQ responses should be directed to SSA's regional office online data exchange coordinators**

➤ **States must pass an SSA audit prior to moving to production status**

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States/SSA DATA Exchange

UIQ AUDIT

- **Done by SSA**
- **SSA wants 180 days to do the audit**
- **Your State cannot move to production until it passes the audit (and SSA/USDOL tells us at the UI-ICON Hub)**
- **Your audit is good for 3 years or until you change the way you store your UIQ response**

States/SSA DATA Exchange

UIQ - YOUR ACTION ITEMS

- **State signs agreement with SSA**
- **State codes and tests UIQ application**
- **State passes SSA's certification process**

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States/SSA DATA Exchange

What is returned when a State sends a UIQ request?

- A good response, a response error or the request is returned.

- If the request was successfully processed, a good response record with offset (792 bytes) or without offset (209 bytes) is returned. It consists of Header record (24 bytes), Response Precursor (29 bytes) and Response record (156 bytes or 739 bytes).

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States/SSA DATA Exchange

What is returned when a State sends a UIQ request? (continued)

- **If SSA encounters an error, a response error record (209 bytes) is returned. It consists of Header record (24 bytes), Response Precursor (29 bytes) and Response Error record (156 bytes).**

- **If the request cannot be processed due to format or SSA's unavailability, the request record (130 bytes) is returned. The Status field is updated.**

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UIQ Availability

- **The UI-ICON Hub's CICS (real-time application region) is available from 5am-1am EST Monday through Friday, 5am-11PM EST on Saturday, 8am to 12:30am EST on Sunday.**

- **SSA, to which you connect for UIQ, is available 5am-1am EST Monday through Friday, 5am to 11pm EST on Saturday and 8am-12:30am EST on Sunday.**

- **The Web Services Hub is available 24 hours a day, 7 days a week, 365 days a year. The real-time applications are available per the Hub's CICS schedule above.**

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UIQ MODERNIZATION ISSUES

- **Sending the SSN more than once: Screen refresh was sending the SSN again after it had already been sent**

- **Verifying the SSN each week, instead of once per claim filed**

- **Once the SSN is verified, the fact that it is verified, should be stored on your State's system.**

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Real-Time apps FAQ

What if your State can't do IBIQ and/or SID (and/or UIQ and/or WIC2)?

- **Check to ensure there's connectivity with the UI-ICON Hub**

- **Check if new security software or firewall updates or IP address changes or security certificates has been implemented in your State**

- **Contact the UI-ICON Hub at 1-800-327-9250, Option 2 or email them at ui.support@conduent.com**

States/SSA DATA Exchange
IBIQ/UIQ Contact Info

If you have questions regarding these applications, contact me at martha.stephens@conduent.com

Connectivity problems, please contact customer support at

 1-800-327-9250, Option 2

 ui.support@conduent.com

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