

## SECTION 5: Employee Appointments Name and SSN Verification

### INTRODUCTION

The Social Security Administration (SSA) and the Internal Revenue Service (IRS) require that employers enter employee names and social security numbers (SSN) according to the name/number on the SSN card. To comply with this requirement, the actual SSN card must be viewed.

Asking the employee for a copy of their SSN card should not be confused with requirements for I-9 employment verification. The employee can submit other documents to meet the I-9 requirements. Asking for a copy of the SSN card is for name/number verification only.

### PROCEDURES

Hiring managers, or other personnel assisting with a hire, are required to ask new hires and re-hires for their SSN card and make a copy of it. If the card is not available, the hiring manager should document the request and the reason it is unavailable. It is suggested that this item be added to the new hire orientation checklist. The copy of the card, or the documentation for not having a card, should be forwarded to the human resources TSG or agency office to be filed in the employee's file.

- Once employees are appointed in AKPAY, DOF will process an online SSA verification of all new hires and re-hires twice monthly. It will no longer be necessary for agencies to call SSA for individual verifications. If there is a mismatch, DOF will notify the agency or TSG.
- In the case of a mismatch, the agency or TSG should check the file for the copy of the SSN card and verify the entry in AKPAY is correct. If the card is not available, contact the employee and ask for a copy of the SSN card. Document the contact. A minimum of two contacts will be required to attempt to obtain the card. File the contact documentation in the employee file.

The six SSA mismatch codes are:

1. SSN is not in Social Security Administration's records.
2. Name and DOB match; Gender code does not.
3. Name and Gender code match; DOB code does not.
4. Name matches; DOB and Gender code does not.
5. Name does not match; DOB and Gender code not checked.
- \* Record does not match Social Security Administration's records.

It is very important to document the action you take to obtain correct information. Potential fines for mismatches might be avoided with the proper documentation, of your efforts, to contact employees to correct information mismatches.

### **Name Changes**

A copy of the actual SSN card is required for processing name changes in AKPAY. Employee names can not be changed until SSA has processed the change and presented the employee with a new card. Letters confirming SSA receipt of a name change request, are NOT acceptable, nor are other court documents such as a marriage certificate or divorce decree.