

Electronic Vital Events Registration System (EVERS)

SOCIAL SECURITY VERIFICATION INSTRUCTIONS

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To verify the deceased Social Security Number:

To get started:

- Select an existing record that has not been signed or create a new record.
- On the Deceased Tab, as displayed on the right, review the information to ensure it is correct.
- Before you can verify a record, Social Security requires the following fields:
 - First Name
 - Last Name
 - Sex
 - Date of Birth
 - SSN

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DEATH RECORD

New Test Record

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DECEASED

Decedent's Name

Unknown Decedent Name

First Name Unnamed Middle Name Last Name Unknown Suffix Other Suffix

New Test Record None

Sex: Male Female Unknown

Date of Birth: 03/03/1940 Unknown

Social Security Number: 123-45-6789 Unknown

Date of Death: 11/02/2010 Found

Age: Years: 70 Months: Days: Hours: Minutes: Approximate

Funeral Case Number: (optional)

Social Security Number Verification Instructions (continued):

Next:

- Click “Verify Social Security Number” at the bottom of the Deceased Tab page. .
- The Social Security Verification Page will open displaying the required SSA fields.

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DEATH RECORD

New Test Record

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DECEASED

Decedent's Name

Unknown Decedent Name

First Name Unnamed Middle Name Last Name Unknown Suffix Other Suffix

New Test Record None

Sex: Male Female Unknown

Date of Birth: 03/03/1940 Unknown

Social Security Number: 123-45-6789 Unknown

Date of Death: 11/02/2010 Found

Age: Years: Months: Days: Hours: Minutes: Approximate

Funeral Case Number: (optional)

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Social Security Number Verification Instructions (continued):

Next:

- Notice the core information from the Deceased Tab is displayed on the Social Security Number Verification Page.
- You may modify information in these fields on the Verification page as well as on the Deceased Tab.

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Social Security Number Verification

SSN Verification

First Name <input type="text" value="New"/>	Middle Name <input type="text" value="Test"/>	Last Name <input type="text" value="Record"/>
Sex <input type="text" value="Male"/>	Date of Birth <input type="text" value="03/03/1940"/>	SSN <input type="text" value="123456789"/>

NOTE: Maximum length allowed by SSA: First(15), Middle(15), Last(20). Longer names are saved in EDRS but are automatically truncated when submitted to SSA.

Verifier

User	Facility	Date
Jack Sprat	Brookside Funeral Home	12/2/2010

SSN Verification Attempts

No Verifications Attempted at this Time

Social Security Number Verification Instructions (continued):

Next:

- Once you ensure the information in the six fields are accurate, remember only the Middle Name is optional the remaining five fields are required, you are ready to Verify the record.
- To verify the record with the Social Security Administration, click “Save & Verify”.
- Any changes made to the six field displayed on this screen will save and the information will be transmitted directly to the Social Security Administration.

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Social Security Number Verification

SSN Verification

First Name New	Middle Name Test	Last Name Record
Sex Male	Date of Birth 03/03/1940	SSN 123456789

Save & Verify

NOTE: Maximum length allowed by SSA: First(15), Middle(15), Last(20). Longer names are saved in EDRS but are automatically truncated when submitted to SSA.

Verifier

User	Facility	Date
Jack Sprat	Brookside Funeral Home	12/2/2010

SSN Verification Attempts
No Verifications Attempted at this Time

Social Security Number Verification Instructions (continued):

Next:

- Notice the verification attempt will be displayed in the SSN Verification Attempts grid with “New” usually displaying in the Status column.
- To retrieve the response from Social Security, click “Refresh Screen”.
- Depending on the network traffic you may receive an immediate response with the word “Pending” or you may get a response indicating the verification status of the Social Security Number of the deceased.

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Social Security Number Verification

SSN Verification

First Name: Middle Name: Last Name:

Sex: Date of Birth: SSN:

NOTE: Maximum length allowed by SSA: First(15), Middle(15), Last(20). Longer names are saved in EDRS but are automatically truncated when submitted to SSA.

Verifier

User: Jack Sprat Facility: Brookside Funeral Home Date: 12/2/2010

SSN Verification Attempts

Attempt	Data Submitted	User	Facility	Date	Status
1	New Test Record/M/03/03/1940/	Jack Sprat	Brookside Funeral Home	12/02/2010	New

Social Security Number Verification (continued):

Next:

- In the case displayed on the right, notice the first attempt to verify the Social Security Number failed.
- If the attempt fails, correct any keying errors you may have made in EDR and re-verify.
- If the information was keyed correctly, ask the informant to verify the information is correct. If the informant provides corrected information for the deceased, enter that information in EDR and attempt to verify the SSN again.

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Social Security Number Verification

SSN Verification

First Name: New
Middle Name: Demo
Last Name: Record
Sex: Male
Date of Birth: 03/03/1940
SSN: 123456789

Save & Verify

NOTE: Maximum length allowed by SSA: First(15), Middle(15), Last(20). Longer names are saved in EDRS but are automatically truncated when submitted to SSA.

Verifier

User: Jack Sprat
Facility: Brookside Funeral Home
Date: 12/2/2010

SSN Verification Attempts

Attempt	Date Submitted	User	Facility	Date	Status
2	New Demo Record/M/03/03/1940/123456789	Jack Sprat	Brookside Funeral Home	12/02/2010	SSN Verified
1	New Test Record/M/03/03/1940/123456789	Jack Sprat	Brookside Funeral Home	12/02/2010	Invalid or incorrect SSN

Close Screen Refresh Screen

Social Security Number Verification Instructions (continued):

Next:

- In the example to the right, since the first attempt to verify the Social Security Number failed, the Funeral Home corrected the entry and re-verified the record. On the second try the Social Security Number verified.
- Once the record has “SSN Verified” in the status, SSN will be locked or disabled and you cannot make changes to this field. The remaining five fields can be modified if needed. If modification occurs you must re-verify the record through SSA before the record can be signed.
- You have up to five attempts to verify a record. If after five try the record does not verify, **you CAN still file the record electronically through the EDR system.**

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Social Security Number Verification

SSN Verification

First Name: New
Middle Name: Demo
Last Name: Record
Sex: Male
Date of Birth: 03/03/1940
SSN: 123456789

Save & Verify

NOTE: Maximum length allowed by SSA: First(15), Middle(13), Last(20). Longer names are saved in EDRS but are automatically truncated when submitted to SSA.

Verifier

User: Jack Sprat
Facility: Brookside Funeral Home
Date: 12/2/2010

SSN Verification Attempts

Attempt	Date Submitted	User	Facility	Date	Status
2	New Demo Record/M/03/03/1940/123456789	Jack Sprat	Brookside Funeral Home	12/02/2010	SSN Verified
1	New Test Record/M/03/03/1940/123456789	Jack Sprat	Brookside Funeral Home	12/02/2010	Invalid or incorrect SSN

Close Screen Refresh Screen

SSN Verification Rules

- There are five Required Fields: First Name, Last Name, Sex, Date of Birth, SSN
- You have up to five attempts to verify a record through SSA.
- If a record does not verify, you CAN SIGN AND SUBMIT the record through the Electronic Death Reporting System.
- If the Social Security Number verifies, the SSN field will be locked. The remaining five fields can be modified until the record is signed.
- If one or more of the six fields are modified (this includes the optional middle name), the record must be re-verified prior to signing the record.
- Duplicate entries cannot be re-verified.

SSN Verification Hours of Operation

- Monday – Friday : 4:00 a.m. – 12:00 Midnight
- Saturday: 4:00 a.m. – 10:00 p.m.
- Sunday: 7:00 a.m. – 10:30 p.m.
- Federal Holidays: 7:00 a.m. – 10:30 p.m.

Status Descriptions

Status	Description
Name does not match SSN	The verification request passed the authorization checks, the Name did not match, and the DOB and gender were not checked. This response message will also be returned if the SSN provided belongs to another individual. User should re-check name and SSN before resubmitting. This response will also be returned if the first name supplied was only one character long.
DOB and gender do not match SSN	The verification request passed the authorization checks, the Name matched, but the DOB and gender did not.
DOB does not match SSN	The verification request passed the authorization checks, the Name and gender matched, but the DOB did not.
Gender does not match SSN	The verification request passed the authorization checks, the Name and Date of Birth matched, but the gender did not.
Invalid or incorrect SSN	The verification request passed the authorization checks, but the SSN could not be found.
Passed (Name)	
SSN Verified	SSN verification was successful.
Pending (System Maintenance)	SSA is currently in scheduled downtime – Record will automatically be processed when the SSA system is back up.
Pending (System Delay)	Record be processed shortly.
Not verified--Maximum number of attempts has been reached	The maximum number of attempts (Five) has been reached.

If a record is Pending (System Maintenance) or Pending (System Delay), you may continue to work on the rest of the record while you wait for the SSA response.

Frequently Asked Questions (FAQs)

Question	Why did the end-user continue to receive a “name failure” when all verifications attempts imply the name is correct?
Answer	<p>All identifying information must match the SSN provided. If the SSN is a valid number SSA assumes it’s correct and begins to match against the other identifying information; such as Name and Date of Birth. The SSN provided could belong to a different individual in which case the name would not match. The user should re-check the SSN as well as the name before resubmitting.</p> <p>Here are some helpful hints in finding the right SSN:</p> <ul style="list-style-type: none">• Always take the SSN from the Social Security Card of the decedent, when possible.• If the SSN provided is from SSA correspondence or the Medicare Card of the decedent, use only when A, T, TA, M or M1 follows the number.• Other documents that may show the SSN of the decedent are marriage certificate, driver’s license, birth certificate of the decedent’s children, income tax statements, bank statements etc.
Question	What should the end-user do if they continue to receive a failed SSN response?
Answer	<p>The SSN that was provided is incorrect. A failed SSN response code is returned only when the SSN provided has never been issued by SSA.</p> <p>Here are some helpful hints in finding the right SSN:</p> <ul style="list-style-type: none">• Always take the SSN from the Social Security Card of the decedent, when possible.• If the SSN provided is from SSA correspondence or the Medicare Card of the decedent, use only when A, T, TA, M or M1 follows the number.• Other documents that may show the SSN of the decedent are marriage certificate, driver’s license, birth certificate of the decedent’s children, income tax statements, bank statements etc.
Question	If the correct gender code is provided, why does the end-user continue to receive a gender failure response?
Answer	If the SSA record has a gender code of “U” for (unknown), a fail SSN response code will be returned regardless of the gender code input by the user. In this situation the death certificate will have to be processed as non-EDRS case.
Question	The end-user received a response that the system is down or unavailable. When will it be available?
Answer	See Hours of Operation Page
Question	The end-user used several name variations for the same SSN and now the submission won’t process. How can the end-user get the system to process their submission?
Answer	SSA allows the end-user five chances to successfully verify an SSN. If they are unsuccessful after the fifth attempt the death certificate will have to be processed as a non-EDRS case.

ADPH Points of Contact

For additional questions or assistance contact the following:

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