



MARYLAND DEPARTMENT OF
HUMAN SERVICES
 Department of Human Services
 311 West Saratoga Street
 Baltimore MD 21201

FIA ACTION TRANSMITTAL

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**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
 DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT,
 FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF
 HEALTH OFFICERS, LOCAL HEALTH DEPARTMENTS
 LOCAL HEALTH DEPARTMENT ELIGIBILITY STAFF**

**FROM: LA SHERRA AYALA, EXECUTIVE DIRECTOR, FIA
 DEBBIE RUPPERT, EXECUTIVE DIRECTOR, MDH/OES**

**RE: SYSTEMATIC ALIEN VERIFICATION FOR
 ENTITLEMENTS (SAVE) PROGRAM SYSTEM**

PROGRAM IMPACTED: ALL PROGRAMS

ORIGINATING OFFICE: OFFICE OF PROGRAMS

SUMMARY

The Systematic Alien Verification for Entitlements (SAVE) Program is an intergovernmental information-sharing partnership developed to help case managers determine immigration status for eligibility for federal benefits. SAVE is an online system that allows case managers to directly access and verify information on a customer's citizenship and immigration status. Effective July 12, 2009, the United States Department of Homeland Security (DHS) implemented enhancements to the SAVE program. These enhancements improve the speed and efficiency of the SAVE system and provide additional data sources that case managers can use. The conversion will transfer all data entered by the user and retain active and historical case data. This action transmittal informs local departments about the enhancements and provides a guide to accessing the system.

OVERVIEW OF SYSTEM

Features of the System

- **Case Creation** - The initial verification process allows case managers to enter demographic information (name, DOB, immigration identifier) of the applicant and input the data based on the applicant's attested information or provided documents. If information is entered in an incorrect number format, the field will be highlighted with an error message.
 - Case managers will select all the benefits and additional information the applicant is requesting, and

- Additional information should be automatically requested if needed to determine eligibility for a selected benefit.
- **Review Case Details** - Review the information entered from the previous page for accuracy. If a change to an entry is needed, the case manager should select the Go Back and update the information.
- **Photo Match** - SAVE *may* present the photo match screen if your agency is configured to use it and USCIS has a photo on file that matches the one in the applicant's immigration documentation.
- **Initial Verification Response/Status Returned** - If SAVE has verified the applicant's status based on the information submitted, SAVE will respond with the applicant's immigration or naturalized/derived citizenship status.
- **Initial Verification Response/Institute Additional Verification** - If SAVE is unable to immediately verify the applicant's status based upon the information you have provided, SAVE will provide an Institute Additional Verification response.

REQUIRED ACTION:

The SAVE system website link can be found at [SAVE](#). Use the attached instructions guide for logging on and navigating through the system features.

[SAVE Presentation](#)

[SAVE Guide Commonly Used Immigration documents](#)

INQUIRIES:

Please direct policy questions to FIA Policy by completing the [FIA Policy Information Request Form](#) found on Knowledge Base or via email at fia.policy@maryland.gov for Montgomery County only.

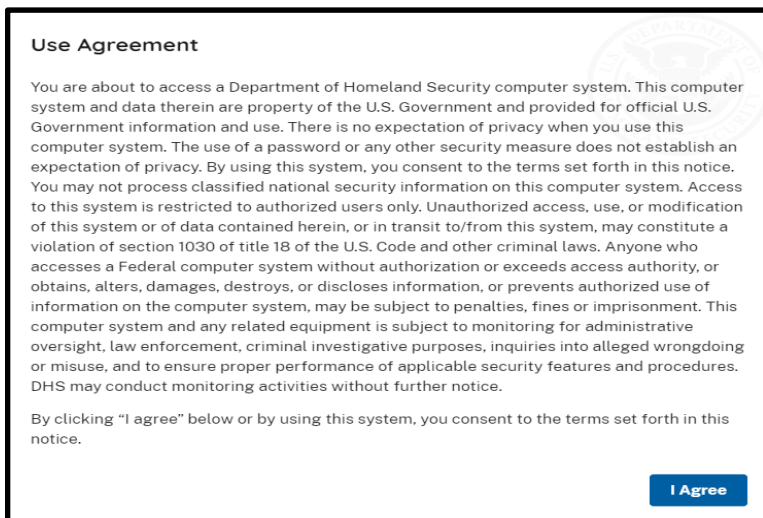
Please email Medical Assistance policy questions to the Maryland Department of Health (MDH), Division of Eligibility Policy at mdh.oesinquiries@maryland.gov.

For systems questions, please email fia.bsdm@maryland.gov.

cc: DHS Executive Staff
Constituent Services
DHS Help Desk
FIA Management Staff
MDH OES Management Staff
Office of Administrative Hearings

Overview Steps for Processing a case through SAVE.

1. Access the SAVE website [here](#) to sign in.
2. Click the “I agree” checkbox and click “Next.”



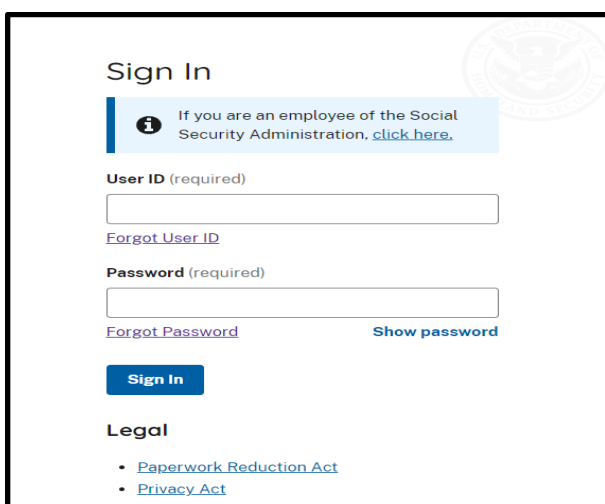
Use Agreement

You are about to access a Department of Homeland Security computer system. This computer system and data therein are property of the U.S. Government and provided for official U.S. Government information and use. There is no expectation of privacy when you use this computer system. The use of a password or any other security measure does not establish an expectation of privacy. By using this system, you consent to the terms set forth in this notice. You may not process classified national security information on this computer system. Access to this system is restricted to authorized users only. Unauthorized access, use, or modification of this system or of data contained herein, or in transit to/from this system, may constitute a violation of section 1030 of title 18 of the U.S. Code and other criminal laws. Anyone who accesses a Federal computer system without authorization or exceeds access authority, or obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer system, may be subject to penalties, fines or imprisonment. This computer system and any related equipment is subject to monitoring for administrative oversight, law enforcement, criminal investigative purposes, inquiries into alleged wrongdoing or misuse, and to ensure proper performance of applicable security features and procedures. DHS may conduct monitoring activities without further notice.

By clicking “I agree” below or by using this system, you consent to the terms set forth in this notice.

[I Agree](#)

3. Sign in- enter username and password and hit sign in.



Sign In

i If you are an employee of the Social Security Administration, [click here](#).

User ID (required)

[Forgot User ID](#)

Password (required)

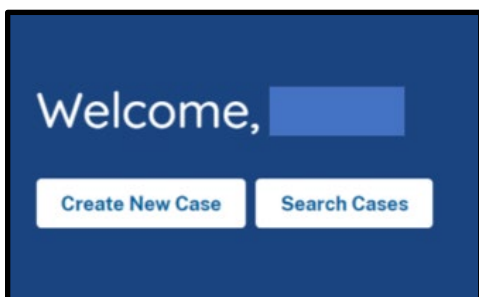
[Forgot Password](#) [Show password](#)

[Sign In](#)

Legal

- [Paperwork Reduction Act](#)
- [Privacy Act](#)

4. The Welcome screen will appear. To start a case search, click “Create a New Case.” You can also search for cases with previous requests by selecting “Search Cases.”



Welcome, [REDACTED]

[Create New Case](#) [Search Cases](#)

5. Enter the following information:
 - a. First and Last Name

b. Date of Birth

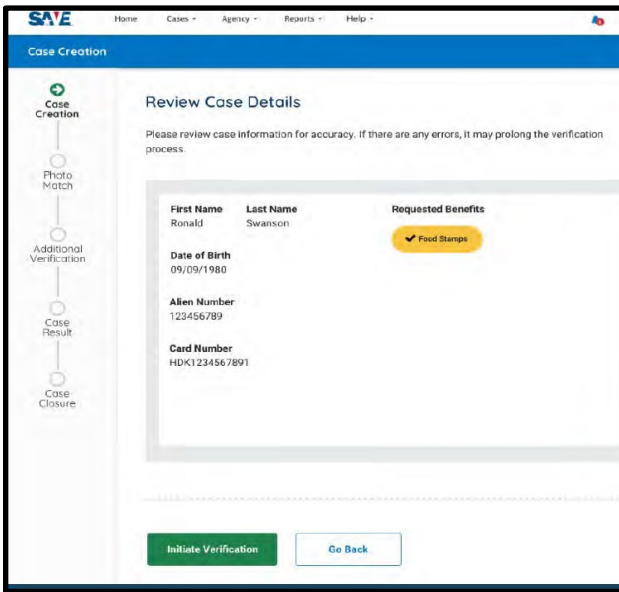
At least one immigration identifier (example –Alien Number). Providing more than one immigration identifier increases the likelihood SAVE will immediately respond with the benefit applicant’s immigration status. If an incorrect number format is entered, the field will be highlighted with an error message.

The screenshot shows a web form titled "Create a Case" with a progress indicator on the left. The "Applicant Information" section includes fields for First Name, Last Name, Middle Name, Date of Birth, Alien Number, and SEVIS Identifier. Below the Date of Birth field, there is a note: "Please fill out as many enumerators as are available to you. At least one enumerator is required. The more information provided, the higher the chance of returning a verification result on initial verification. For more information, please see the Guide on Immigration Documents Commonly Used by Benefit Applicants." The Alien Number and SEVIS Identifier fields have example values: "ex. J23456789" and "ex. J234567890" respectively.

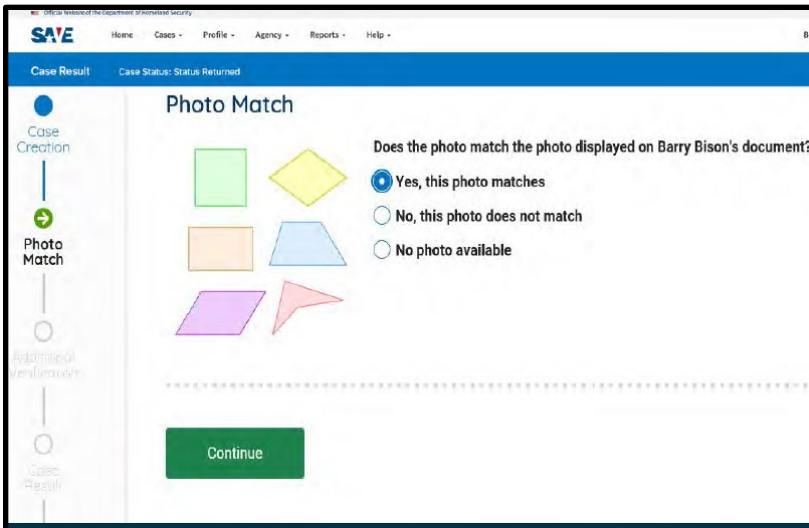
6. Select all the benefits and additional information the applicant is requesting. Additional information may be automatically requested if needed to determine eligibility for a selected benefit. Select any additional information. Click Continue. The benefit and any additional information request options will depend upon your agency’s SAVE configuration and authorization.

The screenshot shows a screen with the instruction: "Please select all of the benefits that the applicant is requesting from your agency. You must select at least one." Below this are several buttons: "Tutor License", "Education Aid", "Food Stamps", "Housing Assistance", "Medicaid", "Medicare", and "Unemployment Insurance". The "Tutor License" button is selected. Below this is a section with the instruction: "In addition to the applicant's immigration status, your agency has asked that we provide you with the following information (if available) in order to determine the applicant's eligibility." This section has "EDIT" and "Go Back" buttons. Below that is another instruction: "Please select any of the following additional pieces of information if you need them to determine the applicant's eligibility (or press continue if you don't need anything else)." This section has several buttons: "Columbian Cross", "Columbian Immigration Details", "Investigator Status Details", "Immigration Status as of 8/22/19", "MVA", "Food", "Citizenship Status", and "Phone Test Completed". A "Continue" button is at the bottom.

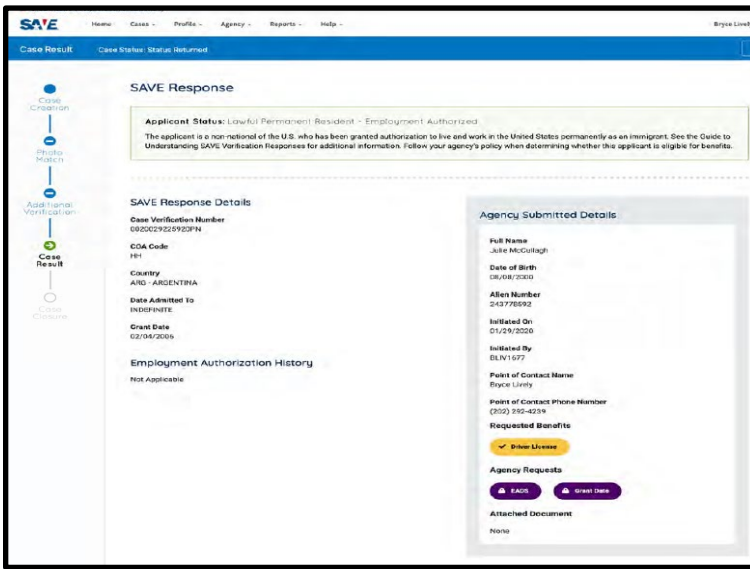
7. Review the information entered from the previous page for accuracy. If the information displayed is accurate, select Initiate Verification. To change an entry, click Go Back on the bottom of the page.



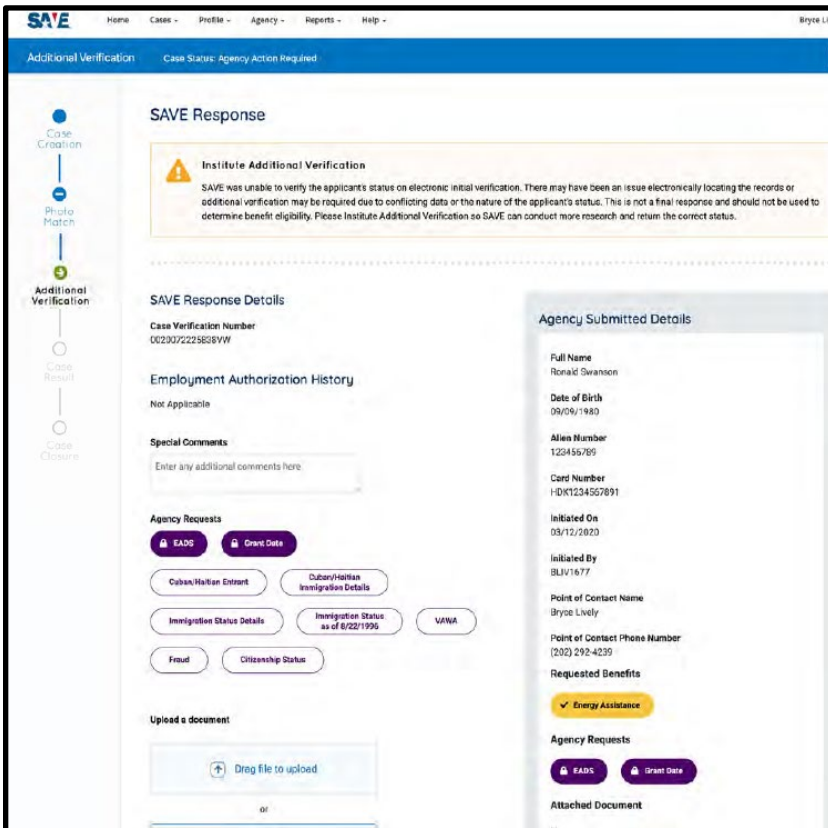
8. SAVE *may* present the photo match screen if your agency is configured to use it, and USCIS has a photo on file that matches one in the applicant's immigration documentation. SAVE will present a copy of the photo it has on file. Indicate whether the photo matches the photo in the immigration documentation presented by the benefit applicant. Select Continue.



9. If SAVE has verified the applicant's status based on the information submitted, SAVE will respond with the applicant's immigration or naturalized/derived citizenship status. Select Initiate Additional Verification if fraud is suspected, or if there is a disagreement with the SAVE response.



10. If SAVE is unable to immediately verify the applicant's status based upon the information provided, SAVE will provide an Institute Additional Verification response.



11. Select Initiate Additional Verification to submit the case for additional verification.

SAVE Response Details
Case Verification Number: 0019324210505UY

Employment Authorization History
Not Applicable

Special Comments
Enter any additional comments here

Agency Requests
EADS Grant Date

Agency Submitted Details
Full Name: John Doe
Date of Birth: 01/01/1974
Alien Number: 123456789
Initiated On: 11/20/2019
Initiated By: JMIL2576
Point of Contact Name: Jonathan Mills
Point of Contact Phone Number: (202) 306-9874

Requested Benefits
Housing Assistance

Agency Requests
EADS Grant Date

Attached Document
None

Upload a document
Drag file to upload
Upload File

Initiate Additional Verification ←

Close Case Close Case and Create New Case

12. SAVE will provide a Continue to Process response if a SAVE case requires further research if status verification personnel are unable to determine the applicant's status based upon currently available information. SAVE will provide another response after the research is complete. This may be the applicant's immigration status or Resubmit Document.

SAVE Home Cases Profile Agency Reports Help Bryce Liu

Additional Verification Case Status: Pending Review

SAVE Response
Continue to Process
This case is currently under review by the Status Verification Office (SVO), and the status of this applicant has not yet been determined. This does not mean that the applicant is not eligible for benefits, but further research is needed. You will receive an email notification from SAVE when a response has been returned.

Case Verification Number
0019264172246XR

Agency Submitted Details
Full Name: cornie Test
Date of Birth: 01/01/1991
Alien Number: 938962372
Card Number: ABC1234567890
I-94 Number: 8792787878
Passport Number: 3456789012345
Country of Issuance: ISL
SEVIS ID: 8792787878
Naturalization/Citizenship Number: 54321098765
Visa Number: 88988888
Initiated On: 12/30/2019

Requested Benefits
Driver License Military Service Medicaid

Agency Requests
Cuban/Haitian Immigration Details Immigration Status Details
Immigration Status as of 8/22/1996 VAWA EADS
Grant Date Sponsor(s) Citizenship Status

Attached Document
Click to Upload

Case Creation Photo Match Additional Verification Case Resubmit Case Closure

13. SAVE may provide a Resubmit with Docs response if you did not upload a copy of the applicant's immigration documentation when submitting the case for additional verification, as SAVE needs that to resolve the case. In this situation, upload a copy of the front and back of the applicant's immigration documentation, and select Initiate Additional Verification.

SAVE Response

Resubmit Doc (need Copy Original)
 SAVE is unable to determine the person's status without seeing a copy of the person's most recent immigration document. Please submit via scan and upload a copy of the applicant's document (front and back) for third step verification. See the Guide to Understanding SAVE Verification Responses for additional information.

SAVE Response Details

Case Verification Number:
0010916123043XZ

DHS Comments:
Please provide the most recently issued document that reflects current immigration status.

Response Date:
11/12/2019

Employment Authorization History:
Not Applicable

Special Comments:
Enter any additional comments here

Agency Requests:

Agency Submitted Details

Full Name:
Trish Trish

Date of Birth:
01/31/1931

Alien Number:
123456789

Initiated On:
11/12/2019

Initiated By:
PPRO1963

Point of Contact Name:
Polly Pronghorn

Point of Contact Phone Number:
(222) 222-2222

Requested Benefits:

Background Invest

Agency Requests:

Attached Document:
None

Upload a document
Uploading a document is required to escalate this case for additional verification.

or

14. From here you can either close out this search by clicking “Close Case” or if you need to review another case you can select “Close Case and Create New Case.”

Additional Resources and Contact Options

Additional Resources	Contact Options
<p>Program Guide</p> <p>Guide to Understanding SAVE Verification Responses</p> <p>Guide on Immigration Documents Commonly Used by Benefit Applicants</p> <p>Other Guides and Tip Sheets</p> <p>SAVE Program Announcements</p> <p>All of these resources are available through the SAVE system and by request to SAVE.help@uscis.dhs.gov</p>	<p>SAVE Website www.uscis.gov/save</p> <p>USCIS Website www.uscis.gov</p> <p>SAVE Email SAVE.help@uscis.dhs.gov</p> <p>SAVE Program Assistance (877) 469-2563</p> <p>Technical Assistance (800) 741-5023</p>