

From: Dolder, Rolf P.

To: Adams, Marcia S. <Adams\_MarciaS@scdps.state.sc.us>

CC: Tucker, Debra A. <Tucker\_DebraA@scdps.state.sc.us>

Kashuba, Buddy <Kashuba\_Buddy@scdps.state.sc.us>

Earley, Jr., James E. <Earley\_JamesE@scdps.state.sc.us>

Date: 7/23/2002 7:23:43 AM

Subject: FW: Phoenix Alerts - Update

Attachments: Alerts - Conversion.xls

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Marcia,

Attached is the latest update on how alerts will be set. Please review **Notes** column for questions you will need to address to be able to give guidance to FO personnel on how to handle alerts that may require the new Form 4057 and may require additional documentation for name change, SSN or DOB change. Other than the "Titles in Suspense" alert, Debra did not receive any updates to these from the SME's so this is what we'll go with unless you have any changes this week.

Regarding SSN's:

Out of our original batch submission to the SSA, they verified 4,134,849 records (Name, DOB and SSN); 204,233 were marked as invalid (mismatch on Name, DOB or SSN). 593,446 were not submitted as their SSN was either 0's, 9's or 1's in Legacy. That means that approximately 800,000 records will receive the alert: **"SSN, Birthdate or Name not validated by Phoenix at conversion. Confirm SSN, Birthdate and Name."**

Regarding Deceased Customers:

Of the deceased records we received from Vital Statistics (through August 2000), we have a perfect match on approximately 150,000 records (Name, DOB and SSN). These will be marked as "Deceased" in Phoenix which displays in the Status on Customer Maintenance. Additionally the alert listed in the attachment will be displayed.

If you have any questions please call me.

Rolf

-----Original Message-----

**From:** Tucker, Debra A.

**Sent:** Saturday, July 20, 2002 12:53 PM

**To:** Dolder, Rolf P.

**Cc:** Grant, Beth B.; Patterson, Hattie C.; Worthy, Youtha B.; Kashuba, Buddy

**Subject:** Phoenix Alerts - Update

Rolf,

here are the final alerts. I did not receive any changes from anyone.

One new alert added for 'Titles in Suspense' per Hattie.