

Office of State Uniform Payroll	
Procedure Title: Social Security Verification Report	Revision Date: 09/08/2016
	Issue Date: 06/01/2012
Unit: Benefits and Financial Administration Unit	Page Number: 1 of 3
Contact: _DOA-OSUP-BFA@la.gov	

Upon notification from OSUP that a current Social Security name/number mismatch report has been received from the Social Security Administration, agency personnel **must** run the Social Security Verification Report (ZP49) in LaGov HCM to review any mismatches of data the agency may have. This report identifies the differences between LaGov HCM and SSA records and deceased employees at the time the file was submitted to SSA. The report lists Social Security Numbers and/or names that do not match the Social Security data file (records that are “unverified” or “failed verification”). Failed verification codes **“1,” “5,” and “6”** must be researched immediately to ensure Forms W-2 and 1095-C (for ACA) are processed with correct information. Failed verification code **“3”** does not need to be addressed before these forms are produced, but this code must be addressed to ensure the accuracy of employee data with SSA. Those employees that SSA reflects as deceased will have no verification code and a **“Y”** in the Deceased column.

Additional Report Details:

- The SSN on the report is the SSN that was in LaGov HCM at the time the file was submitted to SSA (the input SSN). If you have since changed/corrected the SSN, then there is no further action necessary.
- The complete input SSN will be displayed if SSA does not reflect this SSN in their file (never issued), **code 1**; the name does not match, **code 5**; or it belongs to a deceased employee, **no code**.
- For all other codes (3 & 6), only the last four digits will appear.
- For those employees reflected as deceased with a blank action, the agency must confirm these employees are separated and have since become deceased. Those deceased employees with a **“Y”** in the action field indicate that the action reason in LaGov HCM is 28 - Death.
- All employees in LaGov HCM must have a valid SSN. For Board Members, or any other employees who do not provide this information, a mismatch may occur in which a fine may be assessed and the agency will be responsible for paying.
- If the employee is no longer employed, try to obtain the corrected information from the separated employee. If you are unable to contact the separated employee, you are encouraged to document your efforts.

Follow instructions in LaGov HCM On-Line Help for Maintain Personal Data to update incorrect data in LaGov HCM. **NOTE: Agencies should select “change” when making corrections to a SSN. Infotype 0002 should not be “copied” for SSN corrections. For employee name changes, refer to the [Employee Name Changes](#) Procedure on the [OSUP Procedures](#) page for updated**

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guidelines. The current information will be available to review until the report is updated with the next report's information. **Since the report is created from information received from SSA, changes to employee's data will not update on this report until OSUP submits a new file. Agencies can verify corrections through BSO.**

SSA suggests that you do the following for any mismatches/differences:

- Ask to see the employee's Social Security card to assure that the name and Social Security Number were correctly entered in LaGov HCM, and make the necessary Master Data corrections.
- If the employee states that his or her name has changed, advise the employee to have his or her name changed by the SSA before any changes are made in LaGov HCM. Refer to the SSA website socialsecurity.gov/ssnumber for instructions and forms.
- If the Social Security card and LaGov HCM match or a verification code of "6" is received, have the employee check with a local Social Security office to determine the problem. Agencies may need to intervene and contact SSA also.

An employee's correct name and Social Security Number are critical for successful W-2 and ACA processing. Incorrect information can prevent the SSA from posting earnings to the employee's record and could cause the employee problems when applying for Social Security and/or Medicare benefits. Any IRS forms filed with an employee's incorrect name and/or Social Security number creates additional processing costs for employers, IRS and the SSA. The Internal Revenue Service has advised that penalties could be charged to employers filing Forms W-2 or 1095-C with incorrect names and/or Social Security numbers. **All penalties incurred by OSUP will be charged to the appropriate agency. Agencies must research all employees and correct any differences as soon as possible for W-2 purposes and to avoid penalties from the IRS.**

Agencies should also establish procedures to ensure that correct information is received when an employee is first hired. Upon hiring a new employee, request to see a copy of the employee's Social Security card and make a copy for the agency's file. Use the name and number exactly as shown on the card when entering into LaGov HCM. Periodically during the year, request employees to notify the agency Employee Administrator of any name changes that may have occurred. **Do not make any name changes in LaGov HCM unless the employee provides the Social Security card showing the name change.**

List of Error Codes and Descriptions

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- 1 = SSN not in file (never issued).
- 3 = Name matches; DOB does not.
- 5 = Name does not match; DOB not checked.
- 6 = SSN did not verify; other reason.