



MEPD and TW Bulletin 26-12

Date: July 03, 2026

To: State and Regional Operations Supervisors and Staff
Program Managers
Regional Directors
Policy Attorneys
Hearings Officers

From: Access and Eligibility Services Program Policy
State Office 2106

Subject: **Revised** - Income Verification Policy Update: The Work Number

The information in this bulletin will be included in a future handbook revision. Until the handbook is updated, staff must use the information in this bulletin. If you have any questions regarding the policy information in this bulletin, follow regional procedures.

Active bulletins are posted on the following websites:

- [Medicaid for the Elderly and People with Disabilities Handbook \(MEPDH\)](https://hhs.texas.gov/handbooks/medicaid-elderly-people-disabilities-handbook) at <https://hhs.texas.gov/handbooks/medicaid-elderly-people-disabilities-handbook>;
- [Texas Works Handbook \(TWH\)](https://hhs.texas.gov/handbooks/texas-works-handbook/twh-policy-bulletins) at <https://hhs.texas.gov/handbooks/texas-works-handbook/twh-policy-bulletins>.

Income Verification Policy Update: The Work Number

Background

On Aug. 21, 2019, and June 21, 2023, the Food and Nutrition Administration (FNA) published guidance to clarify how information from third party payroll databases, such as The Work Number (TWN), may be used for SNAP certification and quality control purposes. Based on this guidance, HHSC is clarifying earned income verification policy, including expanding the use of TWN.

The revision corrects the new policy by:

- Removing the statement that TWC Quarterly Wage Records and Form H2583, Choices Information Transmittal, are no longer acceptable sources of earned income verification;
- Clarifying when TWN can be used to verify terminated income; and
- Updating automation guidance.

Current Policy

TANF and SNAP

Earned Income Verification Requirements

Use earned income and employment information from third-party income databases, such as TWN, when the information is reasonably consistent. Information from a third-party income database is considered reasonably consistent if the income difference is equal to or less than \$125 of the monthly pay amount reported by the household. Request additional verification when the third-party income database information is not reasonably consistent with the monthly pay amount reported by the household. (TWH [A-1370](#), Verification Requirements)

Earned Income Verification Sources

Verify earned income using the following verification sources.

- [Form H1028](#), Employment Verification. Make sure the employer completes all items, and the information is consistent with reported information. If information is not consistent, resolve any discrepancies.
- Written letter from the employer that provides current income and frequency of payment(s).
- Signed and dated statement from the client for tip income that was not included on the wage statement.
- Written or verbal statement from the employer, union or company officials by mail, fax or phone.
- Texas Workforce Commission (TWC) quarterly wage records.

- [Form H2583](#), Choices Information Transmittal, if the form is complete and shows the employer verified the information.
- TWN when the information is reasonably consistent and there is an active or associated Medicaid EDG.
- Two pay amounts from the period starting 45 days before the file date through the interview date (or the date the eligibility determination group (EDG) is being processed if an interview is not required). Consider any information the person reports between the application file date and the decision date when determining eligibility.
- Do not use pay stubs as the only source of verification if the person:
 - Began employment in the application or interview month;
 - Reported new employment after certification;
 - Ended employment in the application month; or
 - Ended employment in the two months before application. (TWH [A-1371](#), Verification Sources)

Preferred Earned Income Verification Sources

The following sources are preferred methods of wage verification if they are available without having to send a [Form H1020](#), Request for Information or Action to obtain them:

- The most recent consecutive check stub(s); or
- Form H1028.

If the preferred sources of verification are not available during the interview, or when processed if no interview is required, and it would be necessary to send a Form H1020 to request the household provide earned income verification, use TWC quarterly wage information. (TWH [A-1355.2](#), How to Use Texas Workforce Commission (TWC) Quarterly Wage Information to Budget Earned Income)

New Policy

TANF and SNAP

Earned Income Verification Requirements

Verify earned income and employment information using data from third-party income databases like The Work Number (TWN) if the information is reasonably consistent **and representative of the income**. Information from a third-party income database is considered "reasonably consistent" if there is a difference of \$125 or less in the monthly pay amount compared to what the household has reported. If the information from the third-party income database is not reasonably consistent and representative of the income, use another earned income verification source to verify income.

TWN cannot be used as the sole source to verify terminated income unless it includes the:

- income source;
- reason for termination;
- termination date;
- final gross pay amount; and
- date the final gross pay amount was received.

Earned Income Verification Sources

Regardless of whether there is an active or associated Medicaid EDG, consider TWN an acceptable earned income verification source when the information is reasonably consistent and representative of income received.

Verify earned income using the following verification sources:

- Form H1028, make sure the employer completes all items, and the information is consistent with reported information. If information is not consistent, resolve any discrepancies.
- Written letter from the employer that provides current income and frequency of payment(s).
- Signed and dated statement from the client for tip income not included on the wage statement.
- Written or verbal statement from the employer, union or company officials by mail, fax or phone.
- TWC quarterly wage records.
- Form H2583 if the form is complete and shows the employer verified the information.
- Two pay amounts from the period starting 45 days before the file date through the interview date (or the date the EDG is being processed if an interview is not required). Consider any information the person reports between the application file date and the decision date when determining eligibility.
 - ▶ Do not use pay stubs as the only source of verification if the person:
 - ◇ Began employment in the application or interview month;
 - ◇ Reported new employment after certification;
 - ◇ Ended employment in the application month; or
 - ◇ Ended employment in the two months before application.
- The Work Number (TWN) when the information is reasonably consistent and representative of income received from the income source.

When using any earned income verification source that includes the actual pay periods and gross pay amounts, update all wage information within the case for every pay period available. When wage information cannot be updated because it is illegible or older than 60 days before the interview date (or the date the EDG is being processed when an interview is not required), document the reason the available wage information was not updated to the case. If using TWN as a verification source, update the case with all available wage information for every pay period listed, regardless of the age of the information. As a reminder, do not include any payment amounts that are not representative of the client's ongoing earnings when determining projected income.

Preferred Earned Income Verification Sources

There are no preferred methods of wage verification. During case processing, assist the household in obtaining earned income verification.

Automation

Changes to TIERS are not required. TWN information will now populate regardless of the answer selected for "Is Medicaid EDG active/requested?" Based on the programs the household has requested or received, answer "yes" or "no" to the above question. To verify payment information using TWN within the Employment Logical Unit of Work (LUW), select:

- FDSH Employment and Income with Client Statement when verification in TWN is an acceptable income verification source for all programs.
- FDSH Employment and Income when verification in TWN is an acceptable verification source for Medical Programs but is not an acceptable verification source for SNAP or TANF.

Correspondence

Correspondence changes are not required.

Handbook

Updates to the MEPDH are not required.

The TWH is currently scheduled to be updated in the April 2027 revision.

Training

Training was made available in the [Job Aid Repository](#) on the Loop titled *SNAP Verification Requirements Using The Work Number (TWN)* on July 2, 2026.

Effective Date

This policy is effective for applications, redeterminations, and changes initiated on or after July 6, 2026.