

# DRS Request for Additional Information

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# Current State

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Currently DRS sends emails to request additional information from Employers for the following reasons:

- MRV (Member Reporting Verification)
- VOE (Verification of Earnings)
- VOE + 3 (Verification of Employment)

In any of the above processes a DRS team member should send an email with supporting documentation to the employer regarding a member account. Members are identified with their name and the last four digits of their social security number.

The Employer reviews the request and responds via email.

# Future State

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Instead of RSAs sending Employers requests via email or mail, DRS will be enhancing E-Services to handle requests for information.

- DRS Team Members will create and send requests via E-Services
- Employers will be able to view a list of all requests from DRS and respond via E-Services.
- Because E-Services is more secure than email, the member will be identified using their name and the full social security number.
- Requests will include information about the request, as well as enable the employer to respond back to DRS. Fields will include:
  - Request Type
  - Request Period
  - Notes
  - Space for employer's response