TALX Error Codes Business Process

After the September 2024 release, staff will start seeing new codes communicated through TALX. Below are the most common response codes that staff will see and determine the next step in the Tier Verification process.

- **No Error Code received.**
  - No error is received when the Response displays "Success: Activity found on TALX interface".
  - RC Determination will be made.
  - If Reasonably Compatible is 'Yes', continue with processing the medical determination.
  - If Reasonably Compatible is 'No', continue through the Tier Verification process.

- **Error Code 2200 received.**
  - An error is received when the Response displays "Not Found: Employer is not properly configured for social services (most likely a flags error.)".
  - RC Determination will be made.
  - On the 'Reasonable Compatibility Test Detail' page, the 'TALX Monthly Income Amount:' will display "Call Unsuccessful".
  - If Reasonably Compatible is 'Yes', continue with processing the medical determination.
  - If Reasonably Compatible is 'No', continue through the Tier Verification process.

- **Error Code 2300 received.**
  - An error is received when the Response displays "Not Found: Employer either has the Deny Social Services flag or they do not have one (and only one) of the Social Service data type flags present".
  - RC Determination will be made.
  - On the 'Reasonable Compatibility Test Detail' page, the 'TALX Monthly Income Amount:' will display "Call Unsuccessful".
  - If Reasonably Compatible is 'Yes', continue with processing the medical determination.
  - If Reasonably Compatible is 'No', continue through the Tier Verification process.

- **Error Code 17001 received.**
  - An error is received when the Response displays "Not Found: Employer not found in database".
  - RC Determination will be made.
  - On the 'Reasonable Compatibility Test Detail' page, the 'TALX Monthly Income Amount:' will display "Call Unsuccessful".

- **Error Code 17003 received.**
  - An error is received when the Response displays "Not Found: Employer is blocked".
  - RC Determination will be made.
  - On the 'Reasonable Compatibility Test Detail' page, the 'TALX Monthly Income Amount:' will display "Call Unsuccessful".
  - If Reasonably Compatible is 'Yes', continue with processing the medical determination.
  - If Reasonably Compatible is 'No', continue through the Tier Verification process.

- **Error Code 17004 received.**
  - An error is received when the Response displays "Not Found: Employee not found in database.".

- RC Determination will be made.
- On the 'Reasonable Compatibility Test Detail' page, the 'TALX Monthly Income Amount:' will display "Call Unsuccessful".
- If Reasonably Compatible is 'Yes', continue with processing the medical determination.
- If Reasonably Compatible is 'No', continue through the Tier Verification process.

- **Error Code 17069 received.**
  - An error is received when the Response displays "Not Found: FCRA Employee Dispute Block".
  - RC Determination will be made.
  - On the 'Reasonable Compatibility Test Detail' page, the 'TALX Monthly Income Amount:' will display "Call Unsuccessful".
  - If Reasonably Compatible is 'Yes', continue with processing the medical determination.
  - If Reasonably Compatible is 'No', continue through the Tier Verification process.

- **Error Code 17010 received.**
  - An error is received when the Response displays "Not Found: FCRA Employee ID Theft Block".
  - RC Determination will be made.
  - On the 'Reasonable Compatibility Test Detail' page, the 'TALX Monthly Income Amount:' will display "Call Unsuccessful".
  - If Reasonably Compatible is 'Yes', continue with processing the medical determination.
  - If Reasonably Compatible is 'No', continue through the Tier Verification process.

- **Error Code 17221 received.**
  - An error is received when the Response displays "'Not Found: Multiple individuals may be associated with this SSN".
  - RC Determination will be made.
  - On the 'Reasonable Compatibility Test Detail' page, the 'TALX Monthly Income Amount:' will display "Call Unsuccessful".
  - If Reasonably Compatible is 'Yes', continue with processing the medical determination.
  - If Reasonably Compatible is 'No', continue through the Tier Verification process.

- **Error Code 17232 received.**
  - An error is received when the Response displays "Not Found: FCRA Employee ID Theft Block: Bad Record".
  - RC Determination will be made.
  - On the 'Reasonable Compatibility Test Detail' page, the 'TALX Monthly Income Amount:' will display "Call Unsuccessful".
  - If Reasonably Compatible is 'Yes', continue with processing the medical determination.
  - If Reasonably Compatible is 'No', continue through the Tier Verification process.

- **Error Code 17233 received.**
  - An error is received when the Response displays "Not Found: FCRA Employee ID Theft Block: SSN".
  - RC Determination will be made.
  - On the 'Reasonable Compatibility Test Detail' page, the 'TALX Monthly Income Amount:' will display "Call Unsuccessful".
  - If Reasonably Compatible is 'Yes', continue with processing the medical determination.
  - If Reasonably Compatible is 'No', continue through the Tier Verification process.

- **Error Code 17234 received.**
    - An error is received when the Response displays "Not Found: FCRA Freeze SSN Block: SSN".
    - RC Determination will be made.
    - On the 'Reasonable Compatibility Test Detail' page, the 'TALX Monthly Income Amount:' will display "Call Unsuccessful".
    - If Reasonably Compatible is 'Yes', continue with processing the medical determination.
    - If Reasonably Compatible is 'No', continue through the Tier Verification process.

- **Error Code 17235 received.**
    - An error is received when the Response displays "Not Found: FCRA Freeze SSN Block: SSN-ER".
    - RC Determination will be made.
    - On the 'Reasonable Compatibility Test Detail' page, the 'TALX Monthly Income Amount:' will display "Call Unsuccessful".
    - If Reasonably Compatible is 'Yes', continue with processing the medical determination.
    - If Reasonably Compatible is 'No', continue through the Tier Verification process.

- **Error Code 17330 received.**
    - An error is received when the Response displays "Not Found: Consumer age block".
    - RC Determination will be made.
    - On the 'Reasonable Compatibility Test Detail' page, the 'TALX Monthly Income Amount:' will display "Call Unsuccessful".
    - If Reasonably Compatible is 'Yes', continue with processing the medical determination.
    - If Reasonably Compatible is 'No', continue through the Tier Verification process.