

Social Security Administration



August 2021 Lunch
& Learn for Public
Administrators



Type of SSA Benefits

Social Security Retirement (RSI/RIB)

The retirement program is for eligible individuals that paid Social Security taxes, the individual is insured for retirement, and meets certain age requirements. In addition, some children and survivors are eligible for these benefits. Benefits are paid on either the 3rd day of the month, or the second, third, or fourth Wednesday of the month.

Social Security Disability (DIB)

The disability program is for eligible individuals that paid Social Security taxes, the individual is insured at the time of disability, and meets a Social Security definition of disability. Benefits are paid on either the 3rd day of the month, or the second, third, or fourth Wednesday of the month.

Supplemental Security Income (SSI)

SSI is a needs-based program. A beneficiary must meet first the SSI program's non-medical requirements of income, resources, and living arrangement. In addition, if they are under the age of 65, they must meet Social Security's medical definition of disability. If the beneficiary is age 65 or older, they can receive AGED SSI benefits if they meet the non-medical requirements. Benefits are paid on the 1st day of the month.

Report of Change Form Example

Report of Change – FFS Payees	
To: Social Security Administration	From (Payee Name):
Attn:	Payee Contact:
Fax #	Payee Phone #:
Today's Date:	Payee Fax #:

Beneficiary's Name: _____ SSN (claim #): _____

Beneficiary's Date of Birth: _____ Type of Benefit (circle): SSA / SSI

Living Arrangement Change → Date of living arrangement change: _____

Living On Your Own

New Address: _____
(For SSI changes, the local office will call you for additional information)

Living with Others

New Address: _____
(For SSI changes, the local office will call you for additional information)

Will your organization continue to serve as payee? YES NO

Facility or Institution

Name of facility/institution: _____

New address: _____

YES NO Stay expected to last more than 30 days?

YES NO Will your organization continue to serve as payee?

Work Activity → Employer Name: _____

Start work date: _____ Rate of pay: _____ (per hour / day)

Frequency of pay (circle one): weekly bi-weekly monthly

Stop work date: _____ (include termination)

Other Income → Income Type: _____ Amount Received \$ _____ Frequency _____

Resource Report → Resource Type: _____ Date Resource Received _____

Relationship Change → (circle one) Marriage Divorce Separation Widow(er)

Death Notification → Date of death (MM/DD/YYYY) _____

Funeral Home _____ Death location (circle one): Facility Hospital Other _____

Name of person completing this form: _____ Today's date: _____

Reporting Requirements

Use the Report of Change Form to report all changes to your local SSA office

For all programs - RSI, DIB, and SSI

- Notification of death
- Relationship changes
- Living arrangement changes
 - For SSI beneficiaries, we will likely call your office for additional information and documentation

For all programs – early retirement (RSI), DIB, and SSI

- Work activity – report if the beneficiary starts work, stops work, increases or decreases their work activity

Additional changes to report for SSI beneficiaries

- Other sources of income
- Change in resources
 - Resource limit remains \$2,000 for individuals and \$3,000 for a couple

Reporting Changes

Report all changes to SSA by phone, fax, mail, or in-person. The preferred method for reporting changes is by faxing the Report of Change Form to your local Social Security.

- Exception: In the event of a beneficiary's death, please call SSA as soon as possible to report the change. This will lessen the chance of an overpayment occurring.
- Currently, our offices are closed to the public, except for dire need situations. Most in-person interviews are currently suspended until further notice.
- [Office Locator](#) can be found on our website

Ticket to Work (TTW)

The TTW is a program for Social Security Disability beneficiaries. Beneficiaries may choose to assign their tickets to an Employment Network (EN) of their choice. Benefits of the Ticket to Work program:

- Provides the beneficiary with more choices for receiving employment services, vocational rehabilitation services, or other support services necessary to achieve a vocational (work) goal
- If the EN accepts the ticket, they will help the beneficiary coordinate appropriate services to find and maintain employment
- While the TTW is active, the beneficiary is still subject to SSA disability income limits; however, SSA will not perform a continuing medical review (CDR)
- Visit our public [Ticket to Work](#) homepage for additional information

Personal Spending Reminders

SSA policy [GN 00605.001](#) requires representative payees to use all Social Security & SSI payments for the beneficiary's *current maintenance needs* and in their best interest.

- Current maintenance needs include food, shelter, and personal spending
- For all institutionalized beneficiaries, policy [GN 00602.010](#) requires a payee allocate at least \$30 per month for personal spending
 - Institutionalization includes, but is not limited to nursing homes, assisted living, residential care, skilled care, independent supported living (ISL), and group homes
 - The policy also includes a list of acceptable use of benefits for personal spending funds
- If your organization transfers funds to a third party, such as an institution, for them to manage, your organization is still liable for how those funds are managed and SSA will require you to provide supporting documentation for those funds
 - We recommend a personal spending log to monitor receipt of personal spending funds and expenditures

Personal Spending Log Example

Cash Log/Personal Allowance						
Month/Year						
Name	Intent of Use	Amount	Balance	Date	Signature	Staff Signature

Policy [GN 00603.020 section F3](#) requires the personal spending (PNA) log include the following:

- Beneficiary’s name
- Transaction date
- Amount of funds received
- Intended use of benefits – must be descriptive, such as “vending, cigarettes, snacks, soda, etc...,” no generic language such as “personal”
- Beneficiary’s signature, no initials
- Staff signature, no initials

Special Payments & Common Exclusions

Individuals receiving SSI benefits have a \$2,000 resource limit. There may be exclusions from income and resource counting.

Retroactive SSI and RSDI payments [SI 01130.600](#)

- Counted as income, but excluded as a resource for up to 9-months after the month of receipt

Federal tax refunds and advanced tax credits [SI 01130.676](#)

- Not counted as income and excluded as a resource for up to 12-months after the month of receipt

Missouri Property Tax Credit (aka Circuit Breaker) [SI 01130.676 section C](#)

- Not counted as income, retained funds are a countable resource the month after receipt

Economic Impact Payments (EIPs) [EM-20014 Rev 3](#) and [SI 01130.620](#)

- Not counted as income and since it is declared disaster assistance, it is permanently excluded from resource counting

Additional Common Exclusions

- Some resources set aside for burial such as [Life Insurance](#), [Burial Spaces](#), and [Prepaid Burial Contracts](#)
- [ABLE Accounts](#)

For SSI beneficiaries, remember to report all resources to your local Social Security office, even if you believe they are excluded from resource counting.

Fee-For-Service (FFS) Payee

Policy [GN 00506.001](#) allows qualified organizations to participate in the FFS program and collect a monthly fee for the payee services they provide. Before an organization can collect a fee from a beneficiary's monthly payment, SSA must authorize that organization as a FFS payee.

- View [GN 00502.105](#) for SSA's payee preference list
- View [GN 00506.100](#) for criteria for receiving fees for service
- View [GN 00506.200](#) for allowable fee amounts
- View [GN 00506.210](#) for when fees can be collected
- View [GN 00506.220](#) for when fees cannot be collected
- View [GN 00506.230](#) for funds that cannot be used to collect a fee

Guardianship & Conservatorship Fees

When a beneficiary is appointed a legal guardian and/or conservator, part of the beneficiary's funds may be used for customary guardianship/conservatorship costs and court-ordered fees, provided:

- The guardianship appears to be in the beneficiary's best interests,
- The beneficiary's current maintenance needs of food, shelter, and personal spending are met first, and
- The beneficiary's funds would not be depleted by the guardianship costs
- See [GN 00602.040](#) for additional information regarding guardianship/conservatorship fees

The legal guardian may also be an organizational payee that is authorized to collect a monthly FFS fee. Please refer to policy [GN 00506.220](#) for additional information on whether they can collect guardianship fees and a monthly FFS fee from the beneficiary.

True Link

Prepaid Debit Cards

A payee may choose to load personal spending funds to a True Link Debit Card or other fee-based card if certain criteria is met:

- There are no fees associated with the card
 - If there are fees, they can never be charged to the beneficiary's SSA or SSI funds
 - The beneficiary has to have another source of income to pay the fees
 - If the beneficiary does not have another source of income, the payee can elect to pay for the fees with their operating funds
 - SSA must be able to see the reimbursement for those fees on the ledger
 - Ensure you maintain all bank statements and other supporting documentation for the pre-paid cards as SSA may request this documentation from you at any given time
- See the following policies for additional information
 - [GN 00603.020 section C3d](#)
 - [GN 02402.030 section D](#)

Conserved Funds

What to do when your payee relationship terminates with the beneficiary:

- Return all [conserved funds](#) to your local Social Security office
 - Conserved funds include benefits held in a bank account, cash on hand, and interest earned
 - Use the [Office Locator](#) to find contact information for your local office
- On a case-by-case basis, [GN 00603.055](#) allows SSA to approve a former payee to transfer conserved funds directly to a new payee or to a capable beneficiary. The transfer cannot occur until you receive approval from SSA to do so and the following must be true:
 - The transfer must be in the best interest of the beneficiary,
 - SSA has not found misuse of benefits or other evidence of unsuitability, and
 - You agree to transfer the funds to the beneficiary or new payee within 30 days

Deceased beneficiaries with conserved funds:

- Review [Missouri Law](#) for further instructions on how to manage conserved funds for a deceased beneficiary

Record Retention

A payee must maintain supporting documentation for all benefits they receive on behalf of a beneficiary. Keep documentation for at least *three years* and provide it to SSA upon request in a timely manner.

Supporting documentation includes, but is not limited to:

- Bank statements and reconciliation documents, including voided checks, including statements for debit cards
- Ledgers
- Lease agreements, DMH contracts, Medicaid FA-465 Vendor Notices
- Invoices and receipts
- Burial contracts including those for cemetery lots, crypts, and caskets
- Personal spending logs

If there is a change in the elected public administrator for your county, records during the previous public administrator's service must still be made available to SSA for at least three years

When to Contact My Local SSA Office

Contact your local Social Security office:

- To report changes
- If you have beneficiary inquiries, including problem case inquiries
- To submit payee applications, form SSA-11

The preferred method to report changes and submit documentation, including form SSA-11, is by fax to your local servicing office

- Use the [Office Locator](#) to find contact information for your local office
- To report changes, you can also call the national toll-free number 1(800)772-1213 8am-7pm, Monday through Friday, just know your local office will likely contact you to follow-up and request additional documentation
- When reporting changes by telephone, be prepared to provide your organization's name, address including the zip code, and employer identification number (EIN) assigned by the IRS

When to Contact the Payee Cadre

Contact the Payee Cadre if:

- You need to report a change in office, for example change in public administrator assignment, office name change, or EIN change
- If you have policy-related questions or questions regarding your payee responsibilities
- To verify the legitimacy of a Missouri Protection & Advocacy (P&A) site review
- If you made multiple contacts to your local SSA office, but have been unsuccessful to make contact
- Report any concerns of fraud or misuse for organizational payees

Payee Cadre Current Members

Sara Yates 1(877)714-0390 x13717

Sara.W.Yates@ssa.gov

Amber Christian 1(866)563-9108 x24602

Amber.Christian@ssa.gov

Michael Gertz 1(866)331-2307 x14910

Michael.Gertz@ssa.gov



Please include all cadre members on your email inquiries. Reminder, do not send social security numbers or other personal information through email.

If you need to fax documentation to the payee cadre, please use our secure fax number 1(833)914-1961 and include the beneficiary's social security number.

Question & Answer Session

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