2. Social Security

2.1 Social Security Contact Persons

The phone number which Eligibility Workers (EWs), via their supervisors and the public, may use to contact the Social Security Administration (SSA) is 800-772-1213. The number may be used for:

- General Information - The number is in service 24 hours a day. “Personal Service” hours are 7:00 a.m. to 7:00 p.m. At all other times, a message will be recorded for SSA to return the call later.

- Title II (SSA Disability, Retirement, Medicare) and Title XVI (SSI Benefits) - The number listed above is for all persons to call for appointments to initiate claims, to report changes which affect established claims or for general information regarding Title II or Title XVI benefits.

Note:

Clients may also access the SSA Website at www.socialsecurity.gov. SSA will accept on-line applications for benefits on the website.

Social Services Agency policy is that EWs refer Social Security-related questions or problems to their supervisor. If the supervisor and worker cannot resolve the issue, the EW Supervisor shall refer the question to the SSA Liaison Supervisor in each District Office. Each liaison has a roster of the SSA managers and is responsible for resolving problems which occur between the District Office staff and SSA managers.

The liaison in each office is the Medi-Cal Program Committee member, unless the SSPM has indicated otherwise.

2.2 Wire to Wire Third Party Query (WTPY)

The WTPY System is initiated by Social Services and is included as part of the Applicant Income and Eligibility Verification System (IEVS). [Refer to Chapter 6, “WTPY”]
WTPY is used to verify:

- Eligibility for Title II (Retirement, Survivors, and Disability Insurance), Title XVI (Supplemental Security Income) and Medicare Parts A and B.

- SSN Validation

- Benefits received during the twelve (12) month period immediately prior to the date of the request.

- Forty (40) Quarters data.

**Note:**
SSA has requested that when a “Request to/from Social Security” (SCD 169 or SCD 1955) is used to request information that does not appear on any of the WTPY screens, the specific information needed should be highlighted; e.g., “SSP 14 on file?.”

### 2.2.1 Use of SCD 169 and SCD 1955

The WTPY will not entirely eliminate the use of the SCD 169 or SCD 1955. These forms will still need to be used when:

- Information is needed for a specific period of time over twelve months prior to the current date; or

- Information is needed “immediately”; i.e., sooner than the normal WTPY turnaround time of three to five working days. In this case, the SCD 169 or SCD 1955 will have to be hand-carried to SSA by the applicant/recipient.
2.3 Non-Medical Out of Home Care (NMOHC)

NMOHC includes adult recipients who receive nonmedical care and supervision related to their individual needs while residing in the home of a relative, legal guardian, conservator, or in a state-licensed NMOHC facility. NMOHC also includes children who are blind and/or disabled and not residing with a relative who is their parent or legal guardian.

Individuals approved for SSI may be eligible for NMOHC. NMOHC applies when an individual or couple needs nonmedical care or supervision in certain specified circumstances. When an individual expresses a need for NMOHC, a Social Security Administration (SSA) representative makes a referral to the In-Home Supportive Services (IHSS) program by completing form SSP 22, “Authorization For Nonmedical Out of Home Care (Board and Care)

Form SSP 22 is completed and submitted by a SSA representative while in the process of determining, re-determining, certifying, or recertifying eligibility for NMOHC, or for a new or existing SSI recipient NMOHC.

Form SSP 22 is mailed or faxed to the IHSS program by the SSA representative for evaluation and certification of NMOHC. If a SSI recipient contacts the Department of Employment and Benefit Services (DEBS) regarding NMOHC, they must be referred to a SSA representative to initiate a referral to IHSS. In order to evaluate an individual for NMOHC, a completed SSP 22 must be received by IHSS.
2.3.1 Evaluation Process for NMOHC

IHSS conducts the evaluation to determine if a SSI recipient is eligible for NMOHC.

<table>
<thead>
<tr>
<th>Step</th>
<th>Who</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>SSA Claims Rep</td>
<td>• Completes form SSP 22</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Faxes form to (408) 792-1603 or mails to:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>IHSS Intake 1888 Senter Road</td>
</tr>
<tr>
<td></td>
<td></td>
<td>San Jose, CA 95112</td>
</tr>
<tr>
<td>2.</td>
<td>IHSS Intake Supervisor</td>
<td>• Receives and reviews referral for completeness.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If . . . Then IHSS Intake Supervisor . . .</td>
</tr>
<tr>
<td></td>
<td>SSP 22 is incomplete,</td>
<td>• Denies the request for NMOHC.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Returns SSP 22 to SSA.</td>
</tr>
<tr>
<td></td>
<td>SSP 22 is complete,</td>
<td>• Contacts SSI recipient.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Determines if they meet NMOHC qualifications.</td>
</tr>
<tr>
<td></td>
<td>SSI recipient does not meet criteria,</td>
<td>• Denies the request for NMOHC.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Returns SSP 22 to SSA.</td>
</tr>
<tr>
<td></td>
<td>SSI recipient chooses NMOHC*</td>
<td>• Authorizes NMOHC.</td>
</tr>
<tr>
<td></td>
<td>(more beneficial)</td>
<td>• Returns SSP 22 to SSA.</td>
</tr>
<tr>
<td></td>
<td>SSI recipient chooses IHSS*</td>
<td>• Denies the request for NMHOC.</td>
</tr>
<tr>
<td></td>
<td>(more beneficial)</td>
<td>• Returns SSP 22 to SSA</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Completes IHSS Intake application</td>
</tr>
</tbody>
</table>

Eligibility workers are **not** involved in this process.

*Certification for nonmedical out of home care and certification for IHSS are mutually exclusive. An individual may potentially be approved for one or the other, but not for both at the same time.
2.4 Social Security Benefit Verification Letters

If a client needs proof of their Social Security or Supplemental Security Income (SSI) benefits, the client can get a benefit verification letter online instantly through a my Social Security account.

Clients can view, print or save an official letter that includes proof of their:

• Benefit amount and type,

• Medicare start date and withholding amount (if applicable); and

• Age.

If clients are unable to go online, they can call the SSA toll-free number, 1-800-772-1213 (TTY 1-800-325-0778) to request a letter by mail.

Social Security field offices will only issue benefit verification letters in emergency situations, cases of hardship, or when a benefit verification is needed and cannot be obtained through another service channel.

2.5 How to Create An Online Account

To create an account go to the social security website.

• Scroll to bottom of page and select Create an Account.
1. Select: “Create an Account”.

To create an account, clients must:

• Have a valid E-mail address,

• Have a Social Security number,

• Have a U.S. mailing address, and

• Be at least 18 years of age.
1. Provide personal information to verify identity.

2. Choose a username and password to create an account.

2.5.1 Benefits of an Online Account

After an account is created, clients can:

- Access their Social Security Statement to check earnings and get benefit estimates,
- Change address and phone number,
• Start or change direct deposit, and
• Get a benefit verification letter.

2.5.2 How to Get Your Benefit Verification Letter

After an account has been created clients may obtain a benefit verification letter by signing in to their account and selecting “Get a Benefit Verification Letter.”

The letter will be displayed and client may print the letter or save a copy.
2.6 Replacement Social Security Cards

Eligibility Workers must not refer clients to Social Security offices for social security card replacements. Social Security will not provide printouts of social security numbers.

To get a replacement card, clients must complete Form SS-5. The form can be found online at www.socialsecurity.gov/ssnumber. Clients will need to provide documents proving their identity, age and citizenship or lawful immigration status.

In most cases, clients can take, or mail their completed application and original documents to any Social Security office. After processing the application, the original documents will be returned to the client.