Update 2007-11: Common Place Handbook
Social Security Administration Reminders

Background

The Social Security Administration (SSA) has requested that we issue reminders to our staff regarding the following:

- MEDS Access
- Address Changes for SSI Beneficiaries.

MEDS Access

Social Security Administration staff has read only access to the Medi-Cal Eligibility Data System (MEDS). They DO NOT have access to create online MEDS transactions. Eligibility Workers (EWs) must not refer clients to SSA to request any online changes to their MEDS records.

It is important to remember that Social Services Agency staff are responsible to make any necessary changes and/or correct any problems with SSI Medi-Cal beneficiary’s MEDS record, such as Buy-In problems or add/correct eligibility.

Address Change

When an SSI beneficiary reports a change of address, advise the individual that he/she MUST report the address change to SSA in person or by phone. (If client reported the address change by phone, an appointment may be given if proof of address and/or new rent amount is required). Social Services cannot make the change on MEDS unless it is requested by Social Security in writing (e.g., SC 169) or via a phone call.

For immediate need situations where a client needs a Medi-Cal card, an online entry may be made to change the address. However, the change is only temporary. MEDS will revert back to the previous
address the following month. The only way an address change can remain in the MEDS system is when it is made through Social Security’s system.

[For a list of local SSA field offices, refer to Medi-Cal Handbook, “Supplemental Security Income (SSI) and Social Security Administration (SSA),” page 3-14.]

**Implementation**

This information is not new, but rather a reminder to staff. EW Supervisors must review this information with their respective staff at their next unit meeting, but no later than 8/17/07.

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