



Disability Services Program Bulletin

Date: 03/24/2016	Protocol for Assisting DSP Clients with Appointed Representatives
Purpose	To alert Disability Services Program (DSP) staff to recent amendments to Human Resources Administration (HRA) policy regarding assisting clients who have appointed representatives from outside of the agency and/or who are not eligible for federal disability benefits due to immigration status.
Policy	In accordance with Lovely H. stipulations, DSP is not to contact Social Security Administration (SSA) with respect to a pending Supplemental Security Income (SSI) claim or appeal if the client has selected an outside Authorized Representative (AR), without that AR's permission, other than to ascertain if an appeal has been filed.
Representation by Outside Counsel	<p>During Appeal Appointments, Six-Month Call-In Appointments and other appointments related to the application and appeal process for federal disability benefits, informs clients about retaining an AR for assistance with the SSA application and appeal process. DSP staff ascertains whether clients have assigned the role of AR to anyone, and if not, advises them of their options to assign the role of AR to DSP or an outside representative.</p> <p>When a client informs DSP and presents documentation that verifies that s/he is represented by an outside AR, the staff makes a copy of that documentation to maintain in the client record and enters the representative's contact information in the client's case record. DSP coordinates with this representative regarding the client's SSI application status. Upon request and with the client's signed consent, DSP will provide medical records to the client's AR.</p> <p>If DSP once served as the client's AR, staff notifies SSA of DSP's discontinuance by completing the Notification to SSA-Change of Authorized Representative Status form (CAS-203) and sending it to SSA. Staff provides client with a copy of the completed form.</p>
Attachments	CAS-203 Notification to Social Security Administration Change in Authorized Representative Status