

FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #07-32-ELI

(This Policy Directive Replaces PD #07-26-ELI)

SOCIAL SECURITY NUMBERS FOR NONCITIZENS

Date: September 11, 2007	Subtopic(s): Public Assistance, Food Stamps, Medicaid
AUDIENCE	The instructions in this policy directive are for all staff at the Job Centers and Non-Public Assistance Food Stamp (NPA FS) Centers, and are informational for all other staff.
REVISIONS TO THE DIRECTIVE	This policy directive is being revised to indicate that Lawful Permanent Residents (LPRs) with less than five years in status can also use the Declaration of Application for a Social Security Number (Attachment D) if they declare that they have applied for a Social Security Number (SSN) but do not have proof of the application from the Social Security Administration (SSA). In addition, applicable reject, sanction and closing codes were added for use when a person fails to provide or apply for an SSN.
POLICY	Furnishing or applying for an SSN is a condition of eligibility for public assistance (PA), FS and medical assistance (MA). Each member of a household who is applying for any of these programs must furnish, or apply for, an SSN. In addition, all non-applying household members whose needs and income are considered in determining the amount of assistance granted to the household must also provide or apply for an SSN.
BACKGROUND	The policy requiring the furnishing of or application for an SSN must be adhered to even when it seems that an individual will not be granted an SSN from SSA.

HAVE QUESTIONS ABOUT THIS PROCEDURE? Call 718-557-1313 then press 2 at the prompt followed by 765 or send an e-mail to *FIA Call Center* Note: "Otherwise eligible" means that all other eligibility requirements with the exception of providing or applying for an SSN have been verified.

For instance, the SSA will not issue an SSN to noncitizens who have an immigration status that is not recognized by the Agency as satisfactory or who do not have work authorization. Battered and PRUCOL-eligible noncitizens who are "otherwise eligible" only for State public benefits such as Safety Net Assistance (SNA) will not be assigned an SSN if they do not have an employment authorization document (EAD).

Attachment E is a sample of an SSN denial notice from SSA.

In these instances, the affected individuals will be sent an SSA denial letter clearly indicating that they have been denied <u>because of immigration status</u> (see sample **Attachment E**).

To prevent inappropriate referrals to SSA for re-application of an SSN by SNA-eligible noncitizens who have been denied <u>solely due</u> to immigration status, the Welfare Management System (WMS) SSN validation code **N** (State Benefit Eligible Alien) has been created. SSN validation code **N** will allow Workers to identify these individuals for appropriate review and follow-up when they appear on the Social Security Enumeration Report.

SNA-eligible noncitizens who apply for an SSN and are denied an SSN because of immigration status

Once a noncitizen applicant who is eligible <u>only</u> for SNA benefits has applied for and has been denied an SSN solely due to immigration status, the Worker <u>should not request that s/he apply again</u> <u>unless there is a change in his/her immigration circumstances</u> <u>or status</u> such as obtaining an EAD or an immigration status that is satisfactory to the SSA.

REQUIRED ACTION

When a lawfully admitted noncitizen applies for PA and/or NPA FS but does not have an SSN, it must be determined whether or not the applicant is "otherwise eligible" to receive PA, MA and/or FS before addressing the SSN issue.

If the noncitizen is "otherwise eligible" for PA, MA and/or FS:

Inform the noncitizen that s/he and any other PA/MA/FS case
member missing an SSN must apply for one as a condition of
eligibility and that failure to furnish or apply for an SSN will result
in a disqualification for benefits for the individual in question,
unless the individual missing the SSN is a child. When the
missing SSN is for a child and the SSN is not provided or applied
for by the parent/caretaker on the case, both the parent/caretaker
and the child will be sanctioned.

A separate SSA referral is required for each noncitizen applicant who is without an SSN.

- Complete the appropriate noncitizen referral to the SSA for an SSN application for each noncitizen applicant without an SSN as follows:
 - Complete the Federal-benefits-eligible referral for those individuals deemed eligible for FA. Safety Net Federally Participating (SNFP) and/or FS (see Attachment A)
 - Complete the State-benefits-eligible referral for those individuals eligible for SNA, SNCA or SNNC only (see Attachment B).

Example:

A noncitizen mother and her 8-year-old foreign-born daughter apply for assistance. They entered the U.S. on 1/1/06 but were granted Lawful Permanent Resident (LPR) status two months ago. They did not have a previous qualified alien status.

Although the noncitizen mother and daughter are qualified aliens. because they have only been in qualified status for two months and

entered the U.S. after 8/22/96, they are ineligible for FA until they have five years in qualified alien status. However, they are both eligible for SNA. The mother is also ineligible for FS because she is not disabled, does not have five years in her qualified status or 40 qualifying quarters. The daughter, however, as a qualified alien

under 18 years of age, is eligible for FS.

As part of the SNA application process it is discovered that neither the mother nor the child has an SSN.

The Worker must provide two referrals in this situation. The mother and child each need a separate referral that indicates the benefits for which they are eligible.

The mother is eligible only for SNA and needs to be provided with the referral that indicates her eligibility for a State benefit (Attachment B).

The child is eligible for State-funded SNA and FS (a federally funded program), and needs to be provided with the referral for her specific eligibility for the Federal benefit (Attachment A). No separate referral on SNA eligibility is needed for the child.

Note: In situations where a noncitizen is eligible for both federally funded FS and State-funded SNA or State-funded MA, Workers are to provide the noncitizen with a letter regarding his/her eligibility for the Federal benefit (Attachment A).

See the Alien Eligibility Desk Aid (LDSS-4579)

- Scan/image and index the referral into the case file. (Locations without imaging capabilities must photocopy the referral[s] and send for day forward imaging.)
- Give the applicant the Documentation Requirements and/or Assessment Follow-Up (<u>W-113K</u>) (Paperless Office System [POS] locations) or the Notice of Outstanding Required Documentation (<u>W-120D</u>) (NPA Food Stamp Centers without POS capabilities)
- Give the applicant the referrals along with the address of the SSA office nearest his/her address (use the Guide to Social Security Centers in New York City [M-50b])
- Inform the applicant that s/he must provide the SSA with original documents showing his/her age, identity and lawful alien status, including any document verifying his/her permission to work in the United States
- Give the applicant at least 10 business days to bring verification that s/he applied for an SSN (e.g., an SSA-5028 or other documentation issued by the SSA as proof of application and initial compliance) (see sample Attachment C).

Note: Assistance must not be denied, delayed or discontinued pending issuance or verification of an SSN if the applicant has complied. If an applicant is deemed eligible for Expedited Food Stamps (EFS) service, EFS benefits must not be delayed for Social Security number application and/or verification.

If a battered noncitizen eligible only for SNA and/or state Medicaid or a noncitizen without an EAD who has been determined to be eligible for benefits under the PRUCOL category declares that s/he has applied for an SSN but does not have proof of the application from the SSA, the Worker must proceed as follows:

• Have him/her complete **Attachment D** which describes how the

- Have him/her complete Attachment D which describes how the individual applied for an SSN. This noncitizen is not required to re-apply for an SSN at this time
- Enter Validation Code **2** in Element **321** of the Turn-Around Document (TAD).

If an LPR with fewer than five years in status declares that s/he has applied for an SSN but does not have proof of the application from SSA, the Worker must proceed as follows:

 Have him/her complete Attachment D which describes how the individual applied for an SSN. This noncitizen is not required to re-apply for an SSN at this time

A completed declaration (Attachment D) is sufficient verification of an application for battered noncitizens and LPRs with fewer than five years in LPR status who are eligible only for State-funded benefits as well as those determined to be eligible under the PRUCOL category. All other noncitizens must provide proof of application for an SSN.

New information

Ensure the completed declaration (**Attachment D**) is scanned and indexed into the case file or sent for day forward imaging as required.

• Enter Validation Code **2** (SSN Applied For but Not Yet Available) in Element **321** of the TAD.

Individual Returns with Verification of SSN Application

When the applicant returns from the SSA with verification of having applied for an SSN:

NPA FS Centers without POS capabilities

- Photocopy and submit the documentation for day forward imaging
- Give the individual the original SSN documentation along with a Documentation Receipt (EXP-76R) noting that the SSN documentation was received
- Enter Validation Code 2 in Element 321 of the TAD.

Job Centers and NPA FS Centers with POS capabilities

- In the Individual Detail window, select option 2 for the SSN Valid field
- Select "Receipt for Application for a Social Security Card" as the document to be scanned
- Scan/image and index the verification into the electronic case file
- Give the individual the original SSN documentation along with an EXP-76R as a receipt showing that the SSN documentation was received.

Individual Returns with SSN

When the individual returns with a Social Security card:

NPA FS Centers without POS capabilities

- Photocopy and submit the Social Security card for day forward imaging and give the applicant/participant the original
- Give the individual an <u>EXP-76R</u> annotated that the Social Security card was received
- Enter the SSN as follows:
 - If the case is still in Applying (AP) status, instruct the Unit Clerk to enter the SSN into the system via the Application Maintenance option

If the case is in Single Issue (SI) or Active (AC) status, enter the SSN in Element 322 and change the SSN Validation Code from 2 to 1 (SSN Present but Not Yet Validated) in Element 321 of the TAD.

Job Centers and NPA FS Centers with POS capabilities

- If the case is still in AP status:
 - Scan/image and index the Social Security card into the case file
 - Give the individual an EXP-76R annotated that the Social Security card was received
 - Use the Application Modification activity to enter the new SSN.
- If the case is in SI or AC status:
 - Use Change Case Data activity to update the SSN field
 - In the Individual Detail window, enter the Social Security number in the "SSN" field then change the SSN Validation Code from "2" to "1"
 - Scan/image and index the social security card into the case file
 - Give the individual an EXP-76R annotated that the Social Security card was received.

Validating the SSN for cases where a noncitizen has one name

There are some noncitizens who only have one name (e.g., Yanni) and that sole name appears on his/her Social Security card. In these instances, in order for WMS to validate the SSN with the SSA, the Worker must enter "Unknown" as the first name and use the name that appears on the SSN as the last name at both the case and line level of the TAD.

A case comment must be entered. Enter a case comment by clicking on the **Case Comments** icon or pressing <ALT>M on the keyboard.

Note: All non-POS-generated forms and notices that are signed by an applicant/participant must be scanned and indexed into the electronic case file, except domestic violence-related documents.

<u>Denial of SSN to Noncitizens Eligible Only for State Funded (SNA)</u> <u>Benefits</u>

When an applicant/participant provides an SSA notice indicating denial of his/her SSN application solely because of immigration status:

- Photocopy or scan/image and index a copy of the denial letter from SSA into the case file/record
- Give the individual an EXP-76R
- Use the **Individual Detail** window in the **Change Case Data** activity to Change the SSN Validation Code from "2" to "N"
- Make a case entry explaining that the SSN has been denied because the noncitizen does not have an immigration status that is recognized as satisfactory by the SSA.

<u>Denial of SSN to noncitizens eligible for federally funded benefits (FA and/or FS)</u>

In this instance the Worker must first determine if the correct SSN application referral was used. If the correct referral was not issued, refer the individual back to SSA with the correct referral.

However, if the correct referral was used, Workers at the Job Center must contact the Center's Immigrant Liaison and Workers at NPA FS Centers must contact the Center Director's Designee, who in turn must contact SSA and attempt to resolve the issue. If the Immigrant Liaison cannot resolve the issue within 30 days, the noncitizen must be referred back to SSA with a new Federal-benefits eligible referral. The Immigrant Liaison will also advise Paul Dichian from the Office of Temporary Disability and Assistance (OTDA) via email address Paul.Dichian@otda.state.ny.us that the SSA denied an SSN to a noncitizen who is otherwise eligible for federal benefits.

New information

Failure to comply or cooperate with furnishing, applying for or validating an SSN Failure of a noncitizen to comply in furnishing, applying for or validating an SSN for reasons other than not having a lawful immigration status will result in denial of assistance to the noncomplying individual. The needs of that individual will not be considered in determining eligibility or degree of need for the remaining eligible members. When an applying parent/guardian fails to provide or apply for an SSN for a child, both the parent/guardian and child are ineligible for assistance. In this instance, enter **F20** on the child's line and **E21** on the parent/guardian's line.

PA Codes for Failure to <u>Provide or Apply</u> for an SSN:

Single person household code

<u>Case Rejection/Closing Code (Element 222)</u> **F20** Failure to Provide or Apply for an SSN (HH=1)

Individual Sanction Codes (Element **331**) **F20** Failure to Provide SSN

Multi-person household codes

E21 Failure to Provide Child's SSN (Parent's Line)

PROGRAM IMPLICATIONS

Model Center Implications

There are no Model Center implications.

Public Assistance Implications

If a nonapplying noncitizen household member whose needs and income are considered in determining the amount of assistance granted to the household fails to furnish or apply for an SSN, the entire household is ineligible for assistance. In this instance the case will be rejected using code **V21** (Failure to Provide Verification) or closed using code **V20** (Failure to Provide Verification).

However, if the nonapplying noncitizen is undocumented, no adverse action can be taken against the household.

Food Stamp Implications

The United States Department of Agriculture (USDA) requires that all households, including households containing noncitizens participating in or applying for benefits in the FS program, <u>provide</u> an SSN for each household member <u>or apply</u> for an SSN before certification. Any household member who refuses to provide or apply for an SSN will be disqualified until compliance.

Note: Unlike PA, when a parent/caretaker fails to provide or apply for an SSN for a minor, only the minor will be disqualified.

Adverse actions for failure to provide or apply for an SSN cannot be taken between certification periods. The issue must be addressed and resolved at the next certification, at which time if the individual fails to comply, the adverse action may be taken.

FS Codes for Failure to Provide or Apply for an SSN:

Single person household codes

Case Rejection or Closing Code (Element 231)

F21 Failure to Apply/Provide SSN (HH=1)

Non-Recertification Closing = Timely

Recertification Closing=Adequate notice

Multi-person household codes

Individual Rejection or Removal Code (Element 351)

F21 Failure to Provide Social Security Number during Recertification Interview

Individual Sanction Codes (Element 351)

F20 Failure to Provide SSN during Certification Period (This code is only used when information that is considered <u>verified</u> <u>upon receipt</u> regarding the failure to comply, is received during the certification period.)

Medicaid Implications

Documented and undocumented noncitizens who are seeking Medicaid only for the treatment of an emergency medical condition or prenatal care are not required to supply an SSN.

LIMITED ENGLISH SPEAKING ABILITY (LESA) AND HEARING-IMPAIRED IMPLICATIONS

For Limited English Speaking Ability (LESA) and hearing-impaired applicant/participants, make sure to obtain appropriate interpreter services in accordance with PD #06-12-OPE and PD #06-13-OPE.

FAIR HEARING IMPLICATIONS

Avoidance/ Resolution

Ensure that all case actions are processed in accordance with current procedures and that electronic case files are kept up to date. Remember that the applicant must receive either adequate or timely and adequate notification of all actions taken on their case.

Conferences at the Job Center

An applicant/participant can request and receive a conference with a Fair Hearing and Conference (FH&C) AJOS I/Supervisor I at any time. If an applicant/participant comes to the Job Center requesting a conference, the Receptionist must alert the FH&C Unit that the individual is waiting to be seen.

The FH&C AJOS I/Supervisor I will listen to and evaluate any material presented by the applicant/participant, review the case file and discuss the issue(s) with the JOS/Worker responsible for the case and/or the JOS/Worker's Supervisor. The AJOS I/Supervisor I will explain the reason for the Agency's action(s) to the applicant/participant.

If the determination is that the applicant/participant has presented good cause for the infraction or that the outstanding Notice of Intent needs to be withdrawn for other reasons, the FH&C AJOS I/ Supervisor I will settle in conference (SIC), enter detailed case notes in NYCWAY and forward all verifying documentation submitted by the applicant/participant to the appropriate JOS/Worker for corrective action to be taken.

In addition, if the adverse case action still shows on the "Pending" (08) screen in WMS, the AJOS I/Supervisor I must prepare and submit a Fair Hearing/Case Update Data Entry Form (LDSS-3722), change the 02 to an 01 if the case has been granted aid continuing (ATC), or prepare and submit a PA Recoupment Data Entry Form (LDSS-3573) to delete a recoupment. The AJOS I/Supervisor I must complete a Conference Report (M-186a).

Conferences at the NPA FS Center

If an applicant/participant comes to the NPA FS Center and requests a conference, the Receptionist must alert the Site Manager's designee that the applicant/participant is to be seen. If the applicant contacts the Eligibility Specialist directly, the Eligibility Specialist must advise the applicant/participant to call the Site Manager's designee.

The Site Manager's designee will listen to and evaluate the applicant/participant's complaint regarding the case denial. After reviewing the documentation and case file and discussing the issue with the group Supervisor/Eligibility Specialist, the Site Manager's designee will make a decision. The Site Manager's designee will decide to resolve or defend the case based on all factors and on whether the case was denied appropriately. The Site Manager's designee is responsible for ensuring that further appeal by the applicant/participant through a Fair Hearing request is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.

Evidence Packets for the Job Center

All Evidence Packets must contain a detailed History, copies of relevant WMS screen printouts, other documentation relevant to the action taken and copies of NYCWAY "Case Notes" screens, when applicable.

Evidence Packets for the NPA FS Center

All Evidence Packets for NPA FS Center must include WMS screen printouts, notices sent and any other documentation relevant to the action taken.

REFERENCES

18 NYCRR 351.2 (c) 18 NYCRR 370.2 (c) (3)

18 NYCRR 387.9 (a) (5)

07 INF 01

<u>Food Stamp Source Book</u> (Section 5; page 47–49)

Temporary Assistance Source Book (Section 5, pages 56–58)

Guide to Immigrant Eligibility for Federal Programs 2002 (page 206)

OBSOLETE PROCEDURES

This policy directive obsoletes the following procedures:

PD #07-26-ELI

As a reminder to staff, the following procedures were already obsolete prior to the publication of this procedure and should not be referenced under any circumstances:

REMINDER

- PB #04-171-ELI
- PB #06-63-ELI
- PD #03-11-ELI
- PD #03-24-ELI
- PD #04-19-ELI
- PD #06-09-ELI
- PD #06-15-ELI
- PD #07-12-ELI
- PD #07-24-ELI

ATTACHMENTS

 □ Please use Print on Demand to obtain copies of forms. Attachment A Noncitizen Referral to SSA for a Social Security

Number Application (for noncitizens eligible for FA,

SNFP, FS and federally funded MA)

Attachment B Noncitizen Referral to SSA for a Social Security

Number Application (for noncitizens eligible for SNA

[SNCA and SNNC] and state-funded MA only)

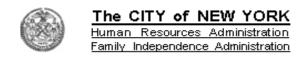
Attachment C Sample letter indicating individual completed an

application for an SSN

Attachment D Declaration of Application for a Social Security

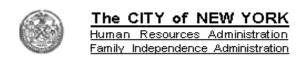
Number

Attachment E Form SSA-L676 SSN Card Denial Notice



	Date:
	Case Number:
	Case Name:
(Address of Local Social Security Office)	
(Address of Local Social Security Office)	
	_
	_
	_
Dear Social Security Administration:	
Pursuant to Federal law, a Social Security number benefits (42 U.S.C. 1320b-7[a][1], [b][1], [b][2],	ber is an eligibility requirement for the reciept of Federal public [b][4]).
(Alien/Immigrant's Name)	has been deemed (Date of Birth (Sex [M/F])
(Allet Mitting (and Silvanie)	(Date of Birtin (Sex [Wir])
otherwise eligible for benefits under one or all of	the following Federal assistance programs:
 Temporary Assistance to Ne Food Stamps (7 U.S.C. 201 Medicaid (42 U.S.C. 1396 et 	··
Please assign a Social Security number to	, as the appliant has met all the (Alient/Immigrant's Name)
	(Alient/Immigrant's Name)
eligibility requirements for	
	ne Federal assistance program[s] above for which applicant qualifies)
except the possession of a Social Security numb	er.
If you have any questions regarding this request,	you may contact
in you have any queenene regarding this requeet	(Name of Contact Person)
at .	
(Telephone Number)	
Cincouch	
Sincerely,	
	<u>-</u>
Name	
Title	-
THIC	

Title



	Date:
	Case Number:
	Case Name:
(Address of Local Social Security Office)	
	- -
	_
Dear Social Security Administration:	
apply for a Social Security number for receipt of 134-a; 18 NYCRR § 370.2[c][3]).	, all applicants and legally responsible relatives must provide or f New York State Safety Net Assistance (Social Service Law §
Please assign a Social Security number to	
(Date of Birth) (Sex [M/F]) , as the applicant	has met all the eligibility requirements for Safety Net Assistance,
except for the possession of a Social Security nu	mber.
If you have any questions regarding this request,	you may contact(Name of Contact Person)
	(Name of Contact Person)
at (Telephone Number)	
Sincerely,	
Name	

Social Security Administration Important Information

PO BOX 5600 3rd Floor Jamaica NY 11431 Reference Number: June 13, 2006

SAMPLE

Dear

This is to show that you requested a Social Security card on June 18, 2006. We cannot issue you a Social Security card until we check the document(s) you gave us to show your citizenship or alien status. We will check the document(s) with the agency that issued them. This will take about 12 weeks.

If that agency tells us their records agree with yours, we will mail you a Social Security card. If they tell us their records do not agree with yours, we will let you know, in writing, that we cannot issue you a card.

This letter does not mean that we will issue you a Social Security card. It also does not show you have the right to work in the United States.

If You Have Any Questions
We invite you to visit our web site at www.socialsecurity.gov on the Internet to find general information about Social Security. If you have any specific questions, you may call us toll-free at 1-800-772-1218, or call your local Social Security office at 1-718-827-3858. We can answer most questions over the phone. If you are deaf or hard of hearing, you may call our TTY/TDD number, 1-800-325-0778. You can also write or visit any Social Security office. The office that serves your area is located at:

3886 FULTON STREET BROOKLYN NY 11208

If you do call or visit an office, please have this letter with you. It will help us answer your questions. Also, if you plan to visit an office, you may call ahead to make an appointment. This will help us serve you more quickly when you arrive at the office.

ED HEBRON ED HEBRON Field Office Manager

UNITED STATES DISTR SOUTHERN DISTRICT (X
M.K.B., et al,		
	Plaintiffs,	05 CV 10446 (JSR)
	- against -	DECLARATION OF
VERNA EGGLESTON, e	t al, Defendants.	APPLICATION FOR A SOCIAL SECURITY NUMBER
submitted a complete appl	Assistance and State-fur	e urity Number in connection with my combined nded Medicaid at the following office of the
Address: Street	City	State
		for: (check all applicable boxes):
myself	,	
another household m	nember whose name is:_ (Name of pu	ablic benefits Applicant)
another household n	nember, whose name is: (Name of pu	ablic benefits Applicant)
another household n	nember, whose name is: (Name of pu	ablic benefits Applicant)

3.	I offered a Social Security Administration employee the letters for myself and each household member I was given by an employee of the New York City Human Resources Administration that requests the Social Security Administration to assign a Social Security Number to me and other household members named in paragraph 2.
4. Security	The Social Security Administration employee took my application for a Social Number.
that I app	I asked the Social Security Administration employee for a written acknowledgment lied for a Social Security Number for myself and for other household members named aph 2, but the Social Security Administration employee did not give it to me.
application	I have not received a letter from the Social Security Administration denying the on I made on behalf of myself or any household member named in paragraph 2 for a scurity Number.
for Safet	I understand that if I did not apply for a Social Security Number I may be ineligible y Net Assistance and/or State-funded Medicaid and/or subject to recovery of any hat I did receive.
I and corre	declare under penalty of perjury, pursuant to 28 U.S.C. § 1746, that the foregoing is true ect.
(Signatur	re)
Date:	

__ another household member, whose name is:_____ (Name of public benefits Applicant)

FORM SSA-L676 SSN CARD DENIAL NOTICE

(Office Address)

ials:

Social Security Administration Important Information

	(Office Hours)
	Phone:
	Date:
We cannot give you a Social Security card because:	
[] You have not given us the document(s) we need to si	how age.
[] You have not given us the document(s) we need to s	how identity.
[] You have not given us the document(s) we need to status.	
[] You have not come into the office as we asked.	,
Your records show that you are not allowed to work valid reason to get a non-work Social Security number. you a Social Security card, we did not verify your docu	ments with the issuing agency (ies).
[] We checked our records and located your Social Section attached printout. However, we are unable to give your because you do not have a valid non-work reason to	ou a replacement Social Security
[] Other	
Please contact us when:	\searrow
[] You can give us the document(s) we need.	>
[] Your alien status changes so you can work in the U.	S.
If You Disagree	
If you think you should get a Social Security number of given us, you can ask us to review your case. Someone application will review it. Please call, write or visit any review.	who did not look at your first
G OI C'1.	

See Other Side

Form SSA-L676(07-2003)

If You Have Any Questions

If you have any questions, please call us at the number shown at the top of this letter. We can answer most questions over the phone. You also can write or visit any Social Security office.

If you do call or visit us, please have this letter with you. It will help us answer your questions. Also, if you plan to visit an office, you may call ahead to make an appointment.