



**NEW YORK STATE
OFFICE OF TEMPORARY AND DISABILITY
ASSISTANCE**

40 NORTH PEARL STREET
ALBANY, NY 12243-0001

**David A. Paterson
Governor**

Informational Letter

Section 1

Transmittal:	10-INF-15
To:	Local District Commissioners
Issuing Division/Office:	Center for Employment and Economic Supports
Date:	July 30, 2010
Subject:	Temporary Assistance (TA) Policy Implications Regarding Electronic Interim Assistance Reimbursement (e-IAR) Activation
Suggested Distribution:	Temporary Assistance Directors Food Stamp Directors Medicaid Directors Staff Development Coordinators Child Support Enforcement Coordinators Finance Staff Fair Hearing Officers
Contact Person(s):	Temporary Assistance Program Questions should be directed to: Center for Employment and Economic Supports (CEES) Bureau of Temporary Assistance at (518) 474-9344 New York City (NYC) representatives at (212) 417- 4500 Fiscal questions should be directed to: Regions 1-4: Edward Conway at 1-800-343-8859 ext 4-7549 or (518) 474-7549 Edward.Conway@otda.state.ny.us Region 5: Michael Borenstein (212) 961-8251 or Michael.Borenstein@otda.state.ny.us Region 6: Marian Borenstein (212) 961-8250 or Marian.Borenstein@otda.state.ny.us
Attachments:	Attachment A: GSO Approved SSI Screen Attachment B: GSO Entered IA Payments Made Screen Attachment C: Certificate of Authority

Attachment Available On –
Line:



Filing References

Previous ADMs/INFs	Releases Cancelled	Dept. Regs.	Soc. Serv. Law & Other Legal Ref.	Manual Ref.	Misc. Ref.
09-ADM-18 08-ADM-11 08-ADM-6 04-INF-18	93 INF-12	Part 353 Part 352.30(f)		TASB Chapter 9 Section O Chapter 10 Section L	

Section 2

I. Purpose

The purpose of this Informational letter (INF) is to inform Social Services Districts (SSDs) that due to the Social Security Administration's (SSA) implementation of e-IAR, the Temporary Assistance (TA) program implications identified in 09-ADM-18 "*Temporary Assistance (TA) Policy Implications of Implementation of Electronic Interim Assistance Reimbursement (e-IAR)*" are implemented with this final phase.

II. Background

E-IAR is a project designed, implemented and mandated by the Social Security Administration (SSA) to automate the current Interim Assistance Reimbursement (IAR) paper check process by utilizing a SSA secure website known as Government-to-Government Services Online (GSO). The computerized process allows the SSA to calculate the initial and post-eligibility IAR amount owed to the SSD. The amount due is based on the SSD workers' reported IA payment information inputted into and transmitted through the GSO. In addition, the system includes a comprehensive e-mail alert system, retains an electronic record of the IAR determination for review and query, and automatically notifies SSD workers via e-mail of the reimbursement determination and payment.

The SSA originally anticipated that e-IAR would be implemented nationwide in three phases. The first phase of e-IAR was implemented November 21, 2009. This phase included the implementation of SSA's e-mail alert system and established SSDs' ability to access the GSO by utilizing SSA user IDs and passwords. Since the implementation of the first phase SSA has decided to activate all remaining elements of e-IAR effective September 25, 2010. During the final phase of e-IAR activation SSDs will utilize the GSO to input and submit interim assistance (IA) calculations, query the e-IAR database, receive electronic communication concerning Supplemental Security Income (SSI) claimants, and receive electronic reimbursement

determination information. Additionally, SSA will make all IAR payments via the Automated Clearing House (ACH) which results in the elimination of paper checks.

III. Program Implications

There is little program impact due to the statewide implementation of e-IAR. As identified in 09-ADM-18, the SSA's mandated change from paper to an automated e-IAR process does not change the actions needed to obtain IAR authorization, the determination of the IA period, the manner in which the SSD calculates the initial and post-eligibility IAR amount, or the notification requirements.

The e-IAR process changes the way SSDs communicate IA information to SSA.

A. Listing of e-IAR Functionality Due to e-IAR Activation

The following elements of e-IAR are operational effective with the activation of e-IAR on September 25, 2010:

1. SSA e-mail alert system is fully operational and must be utilized in accordance with instructions provided in 09-ADM-18.
2. SSI claimant information relating to IAR is available via the GSO and must be acknowledged in a timely manner by SSDs. There will no longer be paper communication about SSI claimants from SSA to SSDs.
3. SSA IAR input screen is functional, therefore the paper SSA accounting form(s) "Supplemental Security Income Notice of Interim Assistance Reimbursement"(SSA-8125) and "IAR Payment Pending Case State Due Payment" (SSA -8125- F6) are eliminated.
4. SSA will collect and maintain statistical data via their e-IAR database and make this information available to the State. Therefore, SSDs will no longer be required to submit SSA-8125s to the State, complete and submit the OTDA-3073 as prescribed in 08-ADM-11 "*Interim Assistance Reimbursement (IAR) Consolidated Policy and Procedures*" or utilize the "*Monthly IAR E-Report*" via e-reporting on CentraPort as described in 09-ADM-18.
5. SSA will direct deposit SSDs IAR payments via the Automated Clearing House (ACH) for new SSI cases approved on and after the date e-IAR is activated which eliminates the use of paper checks.

B. Required IAR Reporting Timeframes

The required reporting timeframes listed in 09-ADM-18 are effective with the activation of e-IAR which is expected to occur on September 25, 2010. If SSDs fail to comply with the required reporting timeframes they will not receive any IAR because the system will automatically divert the entire retroactive SSI payment to the SSI recipient in accordance with SSA rules. If this occurs SSDs can request that the individual repay IA but there is no legal authority to require repayment.

Note: The SSA e-mail alert to the SSD is generated and transmitted on the same date that an SSI case is determined “approved” for SSI. Once the SSD receives the e-mail alert, pertinent SSI claimant information can then be found listed on the “Approved SSI Cases” screen. An example of the “Approved SSI Screen” is available in attachment A of this document. SSDs may access the “Approved SSI Cases” screen at any time. It is not necessary to wait for an e-mail alert to access the screen.

Once the e-mail alert is received SSDs should go to the “Approved Cases Screen” to check on their “approved” cases and input the monthly IA payments made to the SSI claimant on the “Enter IA Payments Made” screen within required timeframes. An example of the “Enter IA Payments Made” screen is available in attachment B of this document.

Attachments A and B are SSA GSO screens and are included in this document only for informational purposes. Inclusion of the screens allows SSDs an opportunity to see what the screens are expected to look like, the type of information that may be received from the SSA, and the type of information required to be transmitted to SSA. It is expected that SSA will provide training on the screens prior to the final activation of e-IAR.

C. SSD Disbursement of SSI Retroactive Payments

SSDs will not disburse any SSI retroactive payments to SSI recipients who are approved for SSI on and after the e-IAR effective date.

D. SSD Direct Deposit Information

It is **imperative** that each SSD understand that if SSA does not have their correct direct deposit information when e-IAR is activated they will not receive IAR for any of their cases. Direct deposit information was originally submitted to SSA during the summer of 2009. Since then SSA has received a few updates and corrections. SSA must be advised of any changes since that time.

Direct Deposit data must be correct on SSA’s system BEFORE the e-IAR activation date - September 25, 2010.

If any SSD wishes to verify the direct deposit data that SSA has on record, they should contact Naomi Diamond at (212) 264-4009 or e-mail her at Naomi.Diamond@SSA.gov. Please ensure that the SSD’s Grant Reimbursement (GR) code is included in any call or e-mail.

Instruction on updating direct deposit information and submitting the information to SSA is found in 08-ADM-6.

E. Required Signatures on the LDSS-2921, LDSS-3174 and the LDSS-4887

As described in 08-ADM-11, SSDs must obtain written authorization from the TA applicant and recipient for the SSA to withhold an individual's initial and post eligibility retroactive SSI payment and send the appropriate IAR amount to the SSD. The SSA's required written authorization language is found in the Statewide Common Application form (LDSS-2921), the Recertification Application (LDSS-3174) and the Mail-In Recert/Eligibility Questionnaire (LDSS-4887). In order to ensure that the SSD obtains the appropriate authorization, all adult TA applicants and recipients (at each recertification) must, as a condition of eligibility, sign and date the application or recertification form. Additionally, the IAR agreement the State has with SSA requires that the LDSS-2921, LDSS-3174 and LDSS-4887 contain the written signature of a SSD representative. SSDs may use the "Eligibility Determined by Worker", or "Signature of Person Who Obtained Eligibility Information" box of the LDSS-2921 or LDSS - 3174 for the written signature of the SSD representative. The "Worker" box of the LDSS-4887 may be used. If the LDSS-2921, LDSS-3174 and the LDSS-4887 do not contain both the individual applicant or recipient's signature and the full legible signature of a SSD representative then the authorization language is invalid. SSDs must be able to produce the LDSS-2921, LDSS-3174 and the LDSS-4887 with the appropriate signatures in their entirety for review by SSA, fair hearings officers, and this office.

Due to a new agreement reached with SSA the authorization language found in the LDSS-2921, LDSS-3174 and LDSS-4887 has been revised to reflect the e-IAR process. The revisions will be made available at the next printing of the forms. SSDs must use the revised forms as soon as they become available. SSDs will be notified of the availability of the revised forms by INF.

F. Transition from Paper to Electronic Process

Both the paper and electronic process will be used during the transition to e-IAR. The paper process along with all forms and notices must be used as prescribed in 08-ADM-11, for any pending paper SSA-8125s or SSA-8125-F6s received from SSA. Effective September 25, 2010 SSA will electronically alert SSDs of newly approved SSI cases that require electronic submission of IA accounting data via the GSO. For these cases, SSDs must use the automated e-IAR process to communicate IA accounting data and receive IAR via direct deposit into the SSD bank account.

Paper checks will continue to be distributed to SSDs during the transition period. SSDs will receive paper checks only for any pending paper SSA-8125s or SSA-8125-F6s received from SSA. There is no definite date as to when SSA will stop producing paper checks because the end date depends on the date a SSD processes the last pending paper SSA- 8125 or SSA-8125-F6. The paper check process will be eliminated in a SSD as soon as all of the SSD's pending paper cases have been processed and IAR checks have been received. The completion of the pending paper cases is the end of the transition period. SSDs will begin to receive IAR via direct deposit for any approved SSI case where the IA accounting data was submitted by the SSD to SSA via the GSO.

During the transition to e-IAR there are two “Repayment of Interim Assistance Notice” notices; the LDSS-2425 which must continue to be provided when SSDs receive paper SSA-8125s or SSA-8125-F6s from SSA and the LDSS-2425A which must be used when SSDs report IAR data to SSA via the GSO in accordance with instruction provided in 09-ADM-18. Both of these notices are available on the LDSS e-forms site for downloading.

Note: The LDSS-2425A is an Intelligent Auto Fill (IAF) form. New York City (NYC) utilizes a local equivalent in lieu of the LDSS-2425A.

To support the paper process the LDSS-2425 will be available after the activation of e-IAR but will eventually be discontinued. SSDs will receive an INF providing the actual date of the discontinuance of the LDSS-2425. Effective September 25, 2010, the LDSS-2425A “Repayment of Interim Assistance Notice” must be used when SSDs report IAR data to SSA via the GSO in accordance with instruction provided in 09-ADM-18.

During the transition SSDs must continue to complete and submit the OTDA-3073 and submit the corresponding SSA-8125s to the State as prescribed in 08-ADM-11, for any paper SSA-8125s received from the SSA. SSDs are not required to complete the OTDA-3073, submit SSA-8125s to the State, or utilize the “*Monthly IAR E-Report*” via e-reporting on CentraPort as described in 09-ADM-18 for any IA accounting information sent to the SSA via the GSO. The OTDA-3073 will be discontinued after e-IAR is implemented. SSDs will be notified of the discontinuance date by INF.

G. Acknowledging SSA Electronic Communication

Since November 21, 2009 the SSA has been using the GSO to unofficially send detailed information regarding the SSI application status for each of the SSDs’ Safety Net Assistance (SNA) recipients. Effective with the activation of e-IAR on September 25, 2010 the transmission of this information is official and all communications must be acknowledged before a SSD can input any data into the “Enter IA Payments Made” screen.

Note: SSA Communications are NOT deleted from e-IAR when they are acknowledged. They are only “removed” from the “Acknowledge SSA Communications” screen. Once communications are acknowledged they can be retrieved by looking at the specific SSI claimant’s SSN’s Case History on the “Query” screen.

SSDs are **not** required to use the SSA communications found on the “Acknowledgment” screen to monitor a TA applicant’s or recipient’s compliance with the eligibility requirement to pursue SSI benefits. The “SSI Local Management Report” is an available tool that can be used to monitor the SSI application status of current TA recipients. The report classifies TA recipients (not TA applicants) found on the State Data Exchange (SDX) to be in the application process or newly denied or accepted for SSI. Detailed information on the content, use, and the available reporting formats is found in 09-LCM-17 “New Supplemental Security Income Local Management Report”.

H. IAR Contacts on CentraPort

SSDs’ IAR contacts and their information are now posted in county profiles found on the Office of Temporary and Disability Assistance (OTDA) Intranet site and CentraPort. Instructions on how to access IAR contacts on the OTDA Intranet and CentraPort can be found in 04-INF-18,

“Local Department of Social Services District of Fiscal Responsibility Contacts Found on the OTDA Intranet Site and CentraPort”.

SSDs must keep their IAR contact information updated on the New York State system. Any changes to IAR contacts information can be made at any time by contacting Rosanne Rose via the following:

- Email at rosanne.rose@otda.state.ny.us, or
- Email through Outlook if you have a computer connected to the New York State network, or
- Fax at (518) 474-9347.

In addition, the CentraPort “Contact Us” field can be used by SSDs to provide changes to IAR contact information.

I. Telephone Conference

Two telephone conference calls to discuss TA policy questions regarding the activation of the final elements of e-IAR have been scheduled by CEES. These calls are not training on the new GSO IA Input Screens. SSA is expected to provide training on the functionality of the GSO and the appropriate screens relating to the submission of IA accounting information.

The call-in schedule and directions are as follows:

Date: August 25, 2010

Time: Group One – 10:00am to 11:30am,
Group Two – 1:00pm to 2:30pm

- **Group One:** Broome, Cattaraugus, Chautauqua, Clinton, Essex, Franklin, Hamilton, Herkimer, Jefferson, Lewis, Livingston, Monroe, Niagara, Oneida, Onondaga, Orleans, Otsego, Putnam, Rensselaer, Rockland, St. Lawrence, Schenectady, Schoharie, Schuyler, Seneca, Steuben, Tioga, Ulster, and Warren(29 LSSDs)
- **Group Two:** Albany, Allegany, Cayuga, Chemung, Chenango, Columbia, Cortland, Delaware, Dutchess, Erie, Fulton, Genesee, Greene, Madison, Montgomery, Nassau, New York City, Ontario, Orange, Oswego, Saratoga, Suffolk, Sullivan, Tompkins, Washington, Wayne, Westchester, Wyoming, and Yates (29 LSSDs)

Call information will be provided to SSDs IAR contacts by e-mail prior to the date of the conference.

J. Information and Reminders from SSA

1. Amended Certificate of Authority for New GSO User

The GSO Website is a secure website therefore SSA must receive written authorization for each new person who will use the GSO. In order for a SSD employee to have access to the GSO the SSD must complete and submit an amended “Certificate of Authority” **and** a “GSO e-IAR Website Registration Form” to the SSA as instructed in 08-ADM-06

“Social Security Administration Automation of Interim Assistance Reimbursement (IAR), Direct Deposit authorization for IAR payments, Government to Government Services Online (GSO), and Monthly IAR E-Report Database Creation” (08 – ADM-06).

Note: More than one name may be listed on each certificate. The completed and signed form must be mailed by regular mail to:

Social Security Administration
26 Federal Plaza, Room 4060
New York, New York 10278
ATT: e-IAR Coordinator

An amended Certificate of Authority and instructions on how to complete the form can be found in attachment C of this document.

2. GSO e-IAR Website Registration Form and GSO Access Issues

Each new user must complete the left side of the “GSO e-IAR Website Registration Form and e-mail it to: NY.eIAR@ssa.gov. If the SSD employee works certain days or hours, that information should be included on the form. Additional information and the form can be found in 08- ADM 6.

If there are any GSO Website access issues send an e-mail to NY.eIAR@ssa.gov. Include the name of the individual having access problems and his/her name, phone number, county and **GR code**. If the individual works certain days or hours, include that information on the form.

Note: a listing of each SSD and their GR code is found in attachment D of this document.

3. SSA Issued User ID and Password

The GSO must be accessed by using the SSA issued user ID and password every 90 days otherwise access to the system will be terminated.

SSDs must send an e-mail to NY.eIAR@ssa.gov when an employee with access to the GSO website has left the SSD’s employment. SSA will terminate the individual’s access to the GSO.

IV. Forms Ordering Information

- The new English version of the LDSS-2425A: “*Repayment of Interim Assistance Notice*” is **not** State printed but available to local districts from the OTDA Intranet website at http://otda.state.nyenet/ldss_eforms/default.htm and is available for downloading by local districts for reproduction locally.
- Any future written requests for printed master camera ready copies of the English version of the document, should be submitted on OTDA-876: “*Request for Forms or Publications*”, and should be sent to:

Office of Temporary and Disability Assistance
BMS Document Services and Operational Support
PO Box 1990
Albany, NY 12201

- Questions concerning ordering forms should be directed to BMS Document Services at 1-800-343-8859, ext. 4-9522.
- Master camera ready copies of the documents may also be ordered through Outlook. To order a master camera ready copy you must obtain an OTDA-876 electronically by going to the OTDA Intranet Website at <http://otda.state.nyenet/> then to Division of Operations and Program Support page, then to PSQI E-forms page (this page contains the electronic OTDA-876).
- For those who do not have Outlook but who have Internet access for sending and receiving e-mail, the Internet e-mail address is: gg7359@dfa.state.ny.us . For a complete list of available forms, please refer to the OTDA Intranet site: http://otda.state.nyenet/ldss_eforms/default.htm .

Issued By

Name: Russell Sykes

Title: Deputy Commissioner

Division/Office: Center for Employment and Economic Supports


John Smith

Logout

[IAR Handbook](#)

[IAR User Guide](#)

These cases require timely reporting of Interim Assistance (IA) payments made by the State. Reporting by the date in the Expires column is required for reimbursement.

 indicates a case has been waiting more than 10 work days for report of IA payments made.

Select the **Acknowledge** link in the action column to review communications for a case. Communications must be acknowledged before an IA payment report can be made.

Select the **Report IA** link in the action column to submit IA payment amounts for a case.

Select the **Review / Saved** link in the action column to open and submit IA payment reports that have been saved for review.

Select the **SSN** link to open the case history for a case.



Approved SSI Cases

Retrieved 15 cases on 00/00/2008.

IAR Home

[Print List](#)

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Show Cases with Last Name: to

Cases Per Page:

Show

Name	SSN	GR	Expires	Action
 Fitzgarrald-McKenzie, ElizabethJanice	123-45-6789	12345	00/00/0000	Review / Saved
 Brown, David	123-45-6789	12345	00/00/0000	Acknowledge
 Hanks, Robert	123-45-6789	12345	00/00/0000	Report IA
 Fisher, William	123-45-6789	12345	00/00/0000	Acknowledge
Harp, Wanda	123-45-6789	12345	00/00/0000	Review / Saved
Mouse, Mike	123-45-6789	12345	00/00/0000	Acknowledge
Tomas, Tim	123-45-6789	12345	00/00/0000	Report IA
Baker, Daniel	123-45-6789	12345	00/00/0000	Report IA
Newman, Zed	123-45-6789	12345	00/00/0000	Acknowledge
Thompson, James	123-45-6789	12345	00/00/0000	Report IA
Barrister, Matthew	123-45-6789	12345	00/00/0000	Report IA
Hanover, Katherine	123-45-6789	12345	00/00/0000	Report IA
Jamison, Reginald	123-45-6789	12345	00/00/0000	Report IA
Jackson, Timothy	123-45-6789	12345	00/00/0000	Acknowledge
Smith, Harold	123-45-6789	12345	00/00/0000	Acknowledge

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John Smith

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[IAR Handbook](#)

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All fields must be completed. Enter 0 for any month in which no IA payment was made.

You may enter the payment amounts as \$\$\$\$.\$¢ or \$\$\$\$ and the system will add .00 for you.



Enter IA Payments Made

Please enter only Interim Assistance payments made on this case as described in the [IA Reimbursement Guidelines](#).

Fitzgarrald-McKenzie, ElizabethJanice

SSN: 123-45-6789 ([View Case History](#)) GR Code: 12345

Initial Claim
Report Due by: 00/00/0000

Eligibility Month: 02/2007
1st Month of Recurring SSI Payment: 04/2008
Amount of Recurring SSI Payment: \$x,xxx.xx

2007	IA Payment Made	2007	IA Payment Made
March	\$ <input type="text"/>	April	\$ <input type="text"/>
May	\$ <input type="text"/>	June	\$ <input type="text"/>
July	\$ <input type="text"/>	Aug.	\$ <input type="text"/>
Sept.	\$ <input type="text"/>	Oct.	\$ <input type="text"/>
Nov.	\$ <input type="text"/>	Dec.	\$ <input type="text"/>

2008	IA Payment Made	2008	IA Payment Made
Jan.	\$ <input type="text"/>	Feb.	\$ <input type="text"/>
March	\$ <input type="text"/>	April	\$ <input type="text"/>

Cancel & Return to List

Review >

Certificate of Authority
Interim Assistance Reimbursement (IAR)

AMENDED

Name of Agency	GRC	Date
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I certify that the following incumbents of the Agency are authorized to sign documents reporting the receipt and disbursement of Interim Assistance Reimbursement received in accordance with the Supplemental Security Income Agreement between the State of New York and the Commissioner for the Social Security Administration:

Name **X** _____

Job Title **X** _____

Name _____

Job Title _____

Name _____

Job Title _____

Agency Identifying Information

GR Code _____

Agency Name _____

Mailing Address _____

City _____

State _____

Zip Code _____

Agency Name in _____

Notices to
Claimant

Direct Deposit Information

Direct Deposit Routing Number _____

Direct Deposit Account Type (checking/saving) _____

Direct Deposit Account Number _____

Agency Contact Information

(Only one email address is needed)

Email address 1 _____

Email address 2 _____

Email address 3 _____

Contact Person's Name _____

Job Title _____

Telephone Number _____

X

Certifying Official's Signature

Title

Date

Instructions for Completing Amended Certificate of Authority

- To add a new individual to the “Amended Certificate of Authority” **just add the new person’s “Name”, “Title” and the “Agency Identifying Information” to the form. There is no need to resend the unchanged “Direct Deposit information”, unchanged “Agency Contact” information or the names of individuals who have already received permission to access the GSO and provide Interim Assistance Reimbursement (IAR) information.**
- Complete Agency Contact Information **only** if the information has changed. The SSA automated system can only support three e-mail addresses per agency, so OFT created a ListServe for each SSD, and the e-mail address follows the template: OTDA.dl.eIAR.(district name). This address should be listed as one of the three available e-mail addresses. It is essential that e-mail addresses listed are maintained and accessed.
- Place the Certificate of Authority form on an Agency Letterhead.
- Sign form – The Certificate of Authority must be signed by an official of the Agency. An official is an individual who represents and speaks for the Agency. An official is an Agency Director, Assistant Director, or other individuals who speak for the Agency or who are authorized to sign for the Director.
- Mail the completed and signed form along to:

Social Security Administration
Center for Programs Support
26 Federal Plaza Room 4060
New York, New York 10278
ATT: e-IAR Coordinator

Attachment D**Office of Temporary and Disability Assistance**

<u>County</u>	<u>GR Code</u>
Albany	33000
Allegany	33010
Broome	33030
Cattaraugus	33040
Cayuga	33050
Chautauqua	33060
Chemung	33070
Chenango	33080
Clinton	33090
Columbia	33200
Cortland	33210
Delaware	33220
Dutchess	33230
Erie	33240
Essex	33260
Franklin	33270
Fulton	33280
Genesee	33290
Greene	33300
Hamilton	33310
Herkimer	33320
Jefferson	33330
Lewis	33340
Livingston	33350
Madison	33360
Monroe	33370
Montgomery	33380
Nassau	33400

New York City	33420
Niagara	33500
Oneida	33510
Onondaga	33520
Ontario	33530
Orange	33540
Orleans	33550
Oswego	33560
Otsego	33570
Putnam	33580
Rensselaer	33600
Rockland	33620
St. Lawrence	33630
Saratoga	33640
Schenectady	33650
Schoharie	33660
Schuyler	33670
Seneca	33680
Steuben	33690
Suffolk	33700
Sullivan	33710
Tioga	33720
Tompkins	33730
Ulster	33740
Warren	33750
Washington	33760
Wayne	33770
Westchester	33800
Wyoming	33900
Yates	33910

Frequently Asked Questions

- 1. Q. When is the final activation of Electronic Interim Assistance Reimbursement (e-IAR) effective?**

A. E-IAR activation is expected to begin during the weekend of September 25, 2010.
- 2. Q. Will the SSA provide training to Social Services Districts (SSD) on the new Government to Government Online Service (GSO) functionality prior to activation of e-IAR?**

A. Yes, the SSA will provide appropriate training to SSDs. The Center for Employment and Economic Supports (CEES) will notify SSDs of the timing and details of the training.
- 3. Q. How should a SSD respond to an SSI applicant or recipient, who has questions as to why he/she didn't get his/her retroactive SSI check from the SSA?**

A. The SSI applicant or recipient may contact the SSA by visiting the SSA field office or by phone at 1-800-772-1213.
- 4. Q. Can a SSD correct Interim Assistance (IA) accounting information inputted and transmitted to the SSA via the "Enter IA Payments Made" screen?**

A. A SSD can cancel a transmission to SSA as long as the cancel transaction takes place before SSA's data run. SSA's data run starts daily at 10 pm. Once the SSA's data run has started SSDs cannot perform any data changes.
- 5. Q. Will SSA send an initial SSI payment to the SSI claimant before the SSD Provides a LDSS-2425 or LDSS-2425A "Repayment of Interim Assistance Notice"?**

A. The SSA will provide notices directly to the SSI claimant in accordance with their rules. SSDs must within **10 working** days of the SSD receiving the IAR payment directly from the SSA provide an LDSS-2425A "Repayment of Interim Assistance Notice" to every TA recipient whose initial SSI payment was used to reimburse a SSD for IA paid to the individual.

Frequently Asked Questions

6. Q. Can SSA's e-mail alert be sent to a wrong SSD? If so, what should the receiving SSD do?

A. Yes, it is possible for an email alert to be sent to the wrong SSD. If this occurs, the SSD that received the incorrect e-mail alert must notify the correct SSD with the information and SSA by sending an email to NY.eIAR@ssa.gov .

7. Q. Can SSA change the amount of IA inputted by an SSD via "Enter IA Payments Made" screen?

A. No, the SSA will not be able to change the IA accounting data inputted via the "Enter IA Payments Made" screen.

8. Q. What procedure should an SSD follow in order for their staff to have access to the GSO?

A. Permission to access the GSO is granted from the SSA. The SSD must complete and submit an amended "Certificate of Authority" **and** "GSO e-IAR Website Registration Form" to the SSA, as instructed in 08- ADM - 06 ("*Social Security Administration Automation of Interim Assistance Reimbursement (IAR), Direct Deposit authorization for IAR payments, Government to Government Services Online (GSO), and Monthly IAR E-Report Database Creation*"). More than one name may be listed on each certificate. The completed and signed forms must be mailed by regular mail to:

Social Security Administration
26 Federal Plaza, Room 4060
New York, New York 10278
ATT: e-IAR Coordinator

Templates of the Certificate of Authority and instructions on how to complete the form can be found in attachment C of this document.

9. Q. How should an SSD notify the SSA of the changes in its bank account information and how long will it take before the update becomes effective?

A. The SSD must submit an amended Certificate of Authority to the SSA. The direct deposit data is then inputted into the system by SSA. It may take a day or two for the update to become effective.

Frequently Asked Questions

10. Q. How can an SSD determine its GR code?

A. A listing of SSAs' GR codes can be found in Attachment D of this document.

11. Q. How should an SSD notify the SSA if there are problems with e-mails sent by SSA, with the amount of funds direct deposited into the district's account or with the SSD's SSA issued User ID or password, etc.?

A. The SSD should report these kinds of problems to the SSA by sending an e-mail to NY.eIAR@ssa.gov. **Never send any SSN information via email.**

12. Q. What types of documentation can a SSD use to verify the calculation of the IA accounting information submitted to the SSA?

A. An SSD may use a screen print of the "Enter IA Payments Made" screen, LDSS-2425, LDSS-2425A, and internal accounting documents.

13. Q. How should SSDs handle their pending cases, during the transition to e-IAR?

A. During the transition, SSD must continue to use the paper process, along with all its forms and notices, as prescribed in 08 ADM -11 for any paper SSA-8125s or SSA-8125—F6s received from SSA. Once the "Enter IA Payments Made" screen is operational, SSDs will no longer receive any paper notices (SSA-8125s or SSA-8125—F6s) and the paper process must be discontinued (except for the transition period).

14. Q. Is it possible to print the "Enter IA Payments Made" screen?

A. Yes, it can be "screen printed" prior to transmission. The screen cannot be printed once the data is transmitted to SSA.

15. Q. Can an SSD download a batch version of IA data (in order to electronically assign work)?

A. Not at this time.

16. Q. When will the SSA notify an SSD of an error in the SSD's IAR data?

A. SSA will not review the amounts inputted by the SSD until there is an SSA audit.

Frequently Asked Questions

- 17. Q. Can SSA change SSD's IA accounting data, submitted via "Enter IA Payments Made" screen?**
- A. The SSA will not change the SSD's IA accounting data.
- 18. Q. Will managerial reports (showing quantities of referred and completed cases, and dollar values of reimbursements/awards, etc) be available to an SSD from the GSO?**
- A. Not at this time.
- 19. Q. How long can a GSO user ID and/or password be inactive before it will be cancelled?**
- A. The GSO must be accessed by using the SSA issued user ID and password every 90 days, otherwise password and user ID will be cancelled and access to the system terminated.
- 20. Q. How many times can a person incorrectly log into the GSO website before being locked out?**
- A. An individual can incorrectly log onto the GSO three (3) times.
- 21. Q. Who is responsible for the security of the GSO website?**
- A. The SSA.
- 22. Q. Who is responsible to forward the remaining balance of an SSI claimant's retroactive SSI payments (after the extraction of the IAR amount) to the SSI recipient?**
- A. The SSA is responsible to forward the remaining retroactive balance to the SSI claimant in accordance with their own rules. The SSD has no control over how the SSI retroactive amount is disbursed. TA applicants and recipients should be referred to the SSA if they have questions concerning the distribution of their retroactive SSI payment.
- 23. Q. How will SSDs be able to confirm for a fair hearing when/where/how (direct deposit or mailed) SSA sent an individual their SSI retroactive money?**
- A. With the activation of e-IAR the SSA is responsible in all circumstances to disburse all retroactive SSI benefits to the SSI claimant. Therefore SSA's disbursement of SSI benefits to a SSI claimant is not a fair hearing issue. The

Frequently Asked Questions

SSD has no control over how or when the SSI retroactive amount is disbursed. The SSD's calculation of the IA amount expended on an individual during the IA period continues to be a fair hearing issue. TA applicants and recipients should be referred to the SSA if they have questions concerning the distribution of their retroactive SSI benefit.

24. Q. Will there be an opportunity for a supervisory review?

A. SSDs can review and change IA accounting data via the "Enter IA Payments Made" screen prior to the SSA's data run which starts daily at 10pm. SSDs lose their ability to perform data changes once the SSA's data run begins.

25. Q. Does the e-IAR process change how SSDs complete the LDSS-3021 form?

A. No, there are no changes in how the LDSS-3021 is completed and submitted to the SSA.

26. Q. How does money get posted to the Cash Management Sub-System (CAMS) (shows up on case history of payments and recoups), since it is now going to be an electric transfer?

A. To see those posts SSDs would have to enter the IAR deposit in CAMS cash receipts. They would use a bank deposit indicator of "3 - Previously deposited in the bank." It is similar to how Lottery Intercept amounts are entered.

27. Q. Will there be a daily report of everything SSDs enter in to the SSA website?

A. No.

28. Q. Is CentraPort available 24/7?

A. Yes, CentraPort is available 24/7 but not all of its functions. For example: access to the Welfare Management System (WMS) is only available during business hours.

29. Q. Will a contact sheet be developed with all IAR county contacts?

A. IAR contacts and their information are posted in county profiles found on the Office of Temporary and Disability Assistance (OTDA) Intranet site and CentraPort. Instructions on how to access IAR contacts on the OTDA Intranet and CentraPort can be found in 04 INF -18, "*Local Department of Social Services District of Fiscal Responsibility Contacts Found on the OTDA Intranet Site and CentraPort*"

Frequently Asked Questions

30. Q. How will SSDs access the GSO if CentraPort is unavailable?

A. SSDs can use the GSO web address at <http://www.socialsecurity.gov/>. Under “Other Useful Links” click on “Govt to Govt Services Online”, then click on “Log in to GSO”.

31. Q. Will the Social Security Administration (SSA) provide notices to Supplemental Security Income (SSI) claimants?

A. Yes, the SSA will still provide notices directly to the SSI claimant.

32. Q. Who can a SSD contact with questions on adding or deleting members from the ListServe distribution list?

A. A SSD should first start with their SSD ListServe administrator. The SSD ListServe Administrator is in charge of adding or deleting members from the distribution list. List administrators can obtain instructions for maintaining the list from the Office of Technology (OFT) Customer Relations Help Desk at 1-866-789-4638.