



**NEW YORK STATE  
OFFICE OF TEMPORARY AND DISABILITY  
ASSISTANCE  
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ALBANY, NY 12243-0001  
Andrew M. Cuomo  
Governor**

**Informational Letter**

**Section 1**

<b>Transmittal:</b>	11-INF-10
<b>To:</b>	Local District Commissioners
<b>Issuing Division/Office:</b>	Center for Employment and Economic Supports
<b>Date:</b>	September 15, 2011
<b>Subject:</b>	Electronic Interim Assistance Reimbursement (eIAR) Implementation Questions and Answers
<b>Suggested Distribution:</b>	Temporary Assistance Directors Food Stamp Directors Medical Assistance Directors Staff Development Coordinators Employment Coordinators Child Support Enforcement Coordinators Finance Staff Fair Hearing Officers
<b>Contact Person(s):</b>	Temporary Assistance Bureau at 1-800-343-8859, extension 4-9344 Food Stamp Bureau at 1-800-343-8859, extension 3-1469 HEAP Bureau 1-800- 343-8859, extension 3-0332 EAS Bureau 1-800-343-8859, extension 6-6106 MA: NYC Representative (212) 268-6855 Rest of State (ROS) (518) 474-8216
<b>Attachments:</b>	<a href="#">Attachment 1: Temporary Assistance Questions and Answers</a> <a href="#">Attachment 2: Government to Government Services Website Registration Form</a> <a href="#">Attachment 3: Certificate of Authority (C of A)</a> <a href="#">Attachment 4: eIAR SSA Notification - NYSeMail ListServe Distribution Lists</a> <a href="#">Attachment 5: Instructions for Completing: LDSS-2425A – Repayment of Interim Assistance Notice</a>

<b>Attachment Available On – Line:</b>	<input checked="" type="checkbox"/>
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**Filing References**

<b>Previous ADMs/INFs</b>	<b>Releases Cancelled</b>	<b>Dept. Regs.</b>	<b>Soc. Serv. Law &amp; Other Legal Ref.</b>	<b>Manual Ref.</b>	<b>Misc. Ref.</b>
10-INF-15 09-ADM-18 08-ADM-11 08-ADM-6 04-INF-18		Part 353 Part 352.30 (f)		TASB Chapter 9 Section O Chapter 10 Section L	09-LCM-17

**Section 2**

**I. Purpose**

This Informational Letter (INF) contains the most recent set of questions and answers pertaining to the Electronic Interim Assistance Reimbursement (e-IAR) process.

**II. Background**

The Questions and Answers attached to this document relate only to the eIAR process, which was implemented on November 20<sup>th</sup>, 2010. E-IAR is a project designed, implemented, and mandated by the Social Security Administration (SSA) to automate the 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 Social Services Districts (SSDs). 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.

Answers to questions regarding Employment and Advancement Services (EAS), Food Stamps (FS) or the Home Energy Assistance Program (HEAP) are not included in this document, although the Center for Employment and Economic Supports (CEES) retains responsibility for all issues and questions relating to TA, Employment, FS, and HEAP.

If you have questions regarding this release, please contact the Temporary Assistance Bureau directly at the above-referenced number. Direct policy questions relating to EAS, FS and HEAP to the appropriate policy bureau.

**III. Program Implications**

Medicaid policy may differ from TA policy. Sanctions or requirements applying to cash programs may not apply to Medicaid. Please continue directing any questions about Medicaid policy to the above referenced numbers.

**Issued By**

**Name: Russell Sykes**

**Title: Deputy Commissioner**

**Division/Office: Center for Employment and Economic Supports**

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## Attachment 1

### A. Accessing the eIAR System

1. Q. How can a Government-to-Government Services Online (GSO) user access the electronic Interim Assistance Reimbursement (eIAR) function of the Social Security Administration's (SSA) website?

- A. The eIAR System is accessed through the SSA's Government to Government Services Online (GSO) Interim Assistance (IA) application. All Social Services District (SSD) employees who need access to the GSO must be a registered user with the SSA. To become a registered user of the GSO Website two SSA forms must be completed and submitted to the SSA: Government-to-Government Services Online (GSO) Interim Assistance (IA) application; and the Certificate of Authority (C of A). The GSO Website Registration Form application is found in attachment 2 of this document. The C of A is found in attachment 3 of this document.

Each new individual eIAR Website user must complete the left-hand side of the GSO eIAR Website Registration Form and email it to Naomi Diamond at: [NY.eIAR@ssa.gov](mailto:NY.eIAR@ssa.gov).

The completed and signed Certificate of Authority form must be mailed by regular mail to:

Social Security Administration  
26 Federal Plaza, Room 4060  
New York, New York 10278  
ATT: eIAR Coordinator

If adding multiple users more than one name may be added to the C of A but a separate GSO eIAR Website Registration Form must be completed for each user. Instructions can also be found in 08- ADM-06.

2. Q. How should a SSD notify the SSA that an individual has been added to or deleted from the C of A?

- A. To add an individual as a user of the GSO a C of A and GSO form must be completed and submitted to SSA ( see question 1 above).

To delete a user from the GSO, SSDs must notify SSA by sending an e-mail to SSA representative Naomi Diamond at: [NY.eIAR@ssa.gov](mailto:NY.eIAR@ssa.gov).

3. Q. How should SSDs notify SSA if they have a problem with their GSO User ID and/or password?

- A. SSDs can e-mail an explanation of the GSO access problem to the SSA at [UIT.eData.mailbox@ssa.gov](mailto:UIT.eData.mailbox@ssa.gov).

4. Q. How should SSDs notify SSA that they are having problems logging into the GSO?

- A. SSDs must email the SSA at [UIT.eData.mailbox@ssa.gov](mailto:UIT.eData.mailbox@ssa.gov).

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5. Q. What methods of communication can a SSD use to contact the SSA?
- A. SSDs can contact the SSA by phone, email or fax. Faxes should be sent to the attention of Naomi Diamond at (212) 264-2071 and should include the following information:
1. Name of County
  2. Grant Reimbursement Code (GRC)
  3. Name of County Contact
  4. Telephone # of County Contact
  5. SSN of Client
  6. Name of Client - first and last name
  7. Describe the issue
  8. EIAR website issues: the user should e-mail Naomi Diamond the problem Include: Full Name (first and last), County and GRC.
  9. Counties can also call Naomi Diamond, on a case-by-case basis. Have the SSN on hand.

**Note SSNs must never be sent via e-mail.**

6. Q. How long can a GSO user ID be inactive before it is cancelled?
- A. The GSO must be accessed by using the SSA issued user ID every 90 days otherwise access to the system will be terminated.
7. Q. How many times can a person incorrectly log into the website before they are locked out?
- A. Three (3) times.

### **B. SSA Communications**

8. Q. How will a SSD know they have communications from SSA to acknowledge?
- A. The SSD will receive an email from SSA. The email is generic and does not contain any personally identifiable information.
9. Q. How does a SSD notify SSA of any changes to their e-mail address(s)?
- A. SSDs must maintain all their email addresses with SSA except for the ListServe address (ListServe information can be found in 08-ADM-06). If they fail to keep a valid email address with SSA and/or maintain the address in the ListServe distribution list then the SSD will not receive any email communications from SSA. To add or delete an email address with the SSA other than the ListServe email address, contact the SSA regional coordinator by telephone, Naomi Diamond or Lisa Sobieski or email at [NY.eIAR@ssa.gov](mailto:NY.eIAR@ssa.gov). Never send any SSN information via email.
10. Q. How does a SSD change their ListServe Administrator?
- A. The ListServe information can be found in attachment 4 of this document: SSA Notification NYSeMail ListServe Distribution Lists Documentation.
11. Q. Should a SSD submit IA data via the GSO website for an SSA e-mail communication that was not “acknowledged” on the system?

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- A. Only “acknowledged” cases appear on the Approved Supplemental Security Income (SSI) screen. It is possible someone else in the SSD accidentally acknowledged the communication. Some SSDs are using the SSA e-mail communications to monitor an applicant or recipient’s compliance to pursue SSI benefits. 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 compliance with pursuing 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.”

12. Q. What type of information will SSDs receive in the emails from SSA?

- A. The IAR State Handbook found on the GSO lists all communications a SSD will receive from SSA, however, the following are some examples of communications: GR code added to Supplemental Security Income (SSI) record, SSI claim denied, GR code added – SSI record showing a denial, Zero Reimbursement Case, GR code deleted from SSI record. The IAR handbook is found on the GSO site.

13. Q. What should a SSD do if an e-mail communication is received to provide IA calculations for a Family Assistance (FA) case?

- A. The SSD must confirm that no Safety Net Assistance (SNA) payments were issued during the IA period. If SNA was issued then pursue recovery for the month(s) SNA was paid. If the case was always a FA case put zeros in the “Enter IA Payments Made” screen and contact SSA via e-mail at: [NY.eIAR@ssa.gov](mailto:NY.eIAR@ssa.gov).

14. Q. Will SSA “red flag” high priority e-mails?

- A. The only e-mails SSA will flag are for cases that remain on the “Approved SSI Cases” screen for more than 10 working days. These cases are identified with a yellow triangle.

15. Q. Is it possible that an SSA communication e-mail could be sent to the wrong SSD? If so, how would the SSD district notify SSA to correct the problem?

- A. Yes, it is possible for an e-mail alert to be sent to the wrong SSD. If this occurs notify the SSA by email at [NY.eIAR@ssa.gov](mailto:NY.eIAR@ssa.gov). The SSD that received the e-mail request for IA calculations data must send SSA the IA data for the correct district in accordance with the instructions provided in 09-ADM-18 “TA Policy Implications of Implementation of eIAR,” Section III, A. 5. (this section explains the process for multiple districts).

### **C. SSA General**

16. Q. How are cases that appear on the Approved SSI Cases screen sorted?

- A. Approved SSI Cases are sorted by expiration date.

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17. Q. Can the entire “Approved SSI Cases” list be downloaded?

A. The list may be downloaded depending on if JAVA script is available on your computer. SSA has informed us that in the User Guide (page 13), Section relating to Approved Cases, there is a note about Java script and whether that needs to be on or off to download the entire list.

Any questions relating to system downloads should first be referred to your own computer experts and then if not resolved to SSA representative Naomi Diamond at [NY.eIAR@ssa.gov](mailto:NY.eIAR@ssa.gov).

18. Q. When the worker selects “save for review,” how long is the information saved on the GSO?

A. The information will stay until the expiration date on the “Approved SSI Cases” screen. The IA data must be submitted to SSA prior to the expiration date.

19. Q. What should a SSD do if the “Enter IA Payments Made” screen does not contain a required box for IAR data input?

A. If a SSD receives an “Enter IA Payments Made” screen without the appropriate boxes for IA data input contact SSA representatives Naomi Diamond or Lisa Sobieski or e-mail SSA at [NY.eIAR@ssa.gov](mailto:NY.eIAR@ssa.gov). Also, send a Courtesy Copy to CEES by e-mailing Lucretia Ferry at [Lucretia.Ferry@dfa.state.ny.us](mailto:Lucretia.Ferry@dfa.state.ny.us).

20. Q. What should a SSD do when they think there is an error in the amount of reimbursement received from the SSA?

A. SSDs should review the IA period and IAR calculations. If there is still a problem they should notify SSA representative Naomi Diamond to determine if the eIAR system is functioning correctly. In addition they should fax the case details to Naomi Diamond at 212-264-2071 and e-mail the case details (Name, Client Identification Number (CIN), Date of Birth (DOB) and IAR calculations) to Lucretia Ferry of CEES at [Lucretia.Ferry@dfa.state.ny.us](mailto:Lucretia.Ferry@dfa.state.ny.us).

### **Reminder: Never e-mail Social Security Numbers**

21. Q. Will the total IAR Check amount appear on the “Enter IA Payments Made” screen? If not, will this information be provided by SSA?

A. Not at this time, but SSA expects to produce the information on this screen in the future. The IAR amount can be found on the IA Details screen. If 99999 appears on the IA details screen then the information is not available at that time and can be checked again the next day.

22. Q. Why is the payment date on the Acknowledgement SSA Communications screen sometimes different from the payment dates on other screens in the eIAR System?

A. The dates may not match if the IAR is paid toward the end of the month due to computer system syncing issues.

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23. Q. How should a SSD respond to an SSI claimant who produces a SSA-8166 “Important Information” notice that has obsolete language directing the SSI claimant to contact the SSD for any balance due from their initial SSI Payment?

A. SSA-8166 is a SSA notice that references the SSA direct payment method. With the implementation of eIAR SSDs no longer have the responsibility to process initial SSI payments in accordance with the direct payment method described in 08-ADM-11 “IAR Consolidated Policy and Procedures” Section V.D. Therefore, SSDs are no longer responsible to disburse any funds to the SSI claimant. The SSA disburses all funds to the SSI claimant in accordance with their own rules. SSA is aware of the obsolete language and plans to revise the notice. SSDs should explain to the SSI claimant that the language does not reflect the current automated process and that any initial SSI payment due will be issued by SSA in accordance with their rules. The SSD may refer the SSI claimant to their local SSA field office or to contact SSA at 1-800-772-1213 for information.

**D. SSA-8125-F6- “Notice of Interim Assistance Reimbursement” Form**

24. Q. Should a SSD use the GSO or the paper process when they receive a faxed SSA-8125-F6 and the same case appears on the GSO “Approved SSI Case” screen?

A. The SSD must send the information via the GSO. Note: If the SSD received a paper check from the SSA for the individual, but the case still appears in the “Approved SSI Case” screen SSDs must input zeros in the IA calculations screen and submit the data to SSA.

25. Q. Will the SSA send an SSA-8125 to the SSD?

A. No, the SSA-8125 is obsolete effective 9/25/10.

26. Q. Will a SSD still receive a paper SSA-8125-F6?

A. Originally, SSA intended all IAR cases would be processed via the GSO. Since the implementation of eIAR, SSA determined that there are several types of cases that are too complex for the current eIAR functionality and must be processed manually. Complex cases are known as “exclusion cases.” It is expected that the number of “exclusion” cases will be very small.

For exclusion cases, the SSA will FAX a paper SSA-8125-F6 to the SSD. In the heading of the SSA-8125-F6 will appear a designation that the case is an exclusion case.

SSDs must process the paper SSA-8125-F6 in accordance with the installment payment method identified in 08- ADM 11, Section V.E. Any reimbursement amount will be paid to the district in a paper check. SSDs will not be required to provide any payments directly to the SSI claimant. SSA will disburse any remaining initial SSI payment to the SSI claimant in accordance with their rules.

27. Q. Will SSDs be receiving IAR in a paper check mailed to the SSD when the SSD submits IA data to the SSA via a paper SSA-8125-F6?

A. Yes.



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28. Q. Will SSA still provide notices to the SSI applicant or recipient?
- A. Yes, SSA will still provide their notices directly to the SSI claimant in accordance with their program rules.
29. Q. How should a local district respond to a SSI applicant or recipient who has questions relating to their SSI case and the questions have nothing to do with the way the SSD calculated the IAR amount?
- A. The SSI applicant or recipient should be referred to the local SSA field office or they may call SSA at 1-800-772-1213.
30. Q. Will SSA send the SSI claimant the balance from their initial payment before the SSD provides a LDSS-2425A notice informing the individual how the SSD calculated IAR?
- A. The SSI claimant may receive the balance due from their initial payment before the individual receives the “Repayment of Interim Assistance Notice” LDSS-2425A. SSA will still provide notices directly to the SSI claimant in accordance with their program rules. SSDs must within **10 working** days of the SSD receiving the IAR payment directly from the SSA provide an LDSS-2425A to every TA recipient whose initial SSI payment was used to reimburse a SSD for IA paid to the individual.
31. Q. Can the SSA change the amounts of IA inputted by the SSD on the “Enter IA Payments Made” screen?
- A. No, the SSA will not be able to change the IA data inputted into the “Enter IA Payments Made” screen.
32. Q. How can a SSD determine their GR code?
- A. A listing of SSA GR codes can be found in attachment D of 10- INF-15.
33. Q. Are there control reports, which summarize e-mails sent to a SSD from SSA so SSDs can make sure they received all e-mails sent?
- A. Not at this time. As a backup, a follow-up e-mail will be sent to the SSD if IA calculations are not submitted to SSA within 10 working days of the SSA sending an e-mail alert. The follow up e-mails are identified with a yellow triangle. In addition, SSDs can check the “Approved SSI Cases” screen.
34. Q. Who should the SSD contact when there is a problem with the e-mails sent from SSA?
- A. Contact SSA representatives Naomi Diamond or Lisa Sobieski. Never send SSNs via e-mail. Also, send a Courtesy Copy to [Lucretia.Ferry@dfa.state.ny.us](mailto:Lucretia.Ferry@dfa.state.ny.us).
35. Q. What can the SSD use to verify that the IA accounting data was submitted to SSA?
- A. SSDs can use The GSO “IA Reimbursement - Details” screen, and the GSO “Confirmation of IA Payments Submitted” screen.

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36. Q. Will users be able to print the IAR data inputted into the GSO before submitting any data to the SSA?

A. Yes, the “Enter IA Payments Made” screen may be printed prior to transmission. The screen cannot be printed once the data is transmitted.

37. Q. Can SSDs download a batch version of IA data received from SSA to electronically assign work to district staff?

A. No, not at this time.

38. Q. How will SSDs be notified if SSA finds an error in the IAR data transmitted via the SSA secure website?

A. SSA does not review the amounts input into the GSO by SSDs until a SSA IAR audit is completed. The IAR amount is electronically calculated based on available SSA data and the information submitted by SSDs.

39. Q. Can a SSD change IAR data submitted via the GSO?

A. The submission can be rejected by the SSD prior to the SSA data run. The data run starts at approximately 10 pm each work day.

40. Q. Will managerial reports be available from the GSO site showing how many cases were referred, how many completed, and reimbursement/award amounts etc.?

A. Not At this time. SSDs can use the query function of the GSO for the reimbursement and award amounts.

41. Q. Who is responsible for the security of the GSO website?

A. The SSA.

### **E. Direct Deposit**

42. Q. How will a SSD be able to identify the name of the SSI claimant who the IAR direct deposited into the SSD bank accounts is specifically for, e.g., what Supplemental Security Income (SSI)claimant?

A. The SSD bank is able to provide this information (which is provided to them by the Department of Treasury).

43. Q. How long will it take for the IAR amount to be direct deposited into the SSDs bank account?

A. Normally, the SSD should be paid within two to three business days.

44. Q. How will a SSD be notified that the IAR has been direct deposited into the SSD’s bank account?

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- A. SSDs are notified via an e-mail from SSA. In addition, SSDs will be able to get an on-line listing of all the IAR payments paid to them by using the query 1 function found in the GSO. This information can be found in the EIAR User Guide-page 19- Query #1 – IA Reimbursements from SSA.
45. Q. Will SSDs be receiving IAR as a direct deposit to a SSD's bank account when IA calculations are submitted via the GSO?
- A. Yes.
46. Q. Does the "Date Reimbursed" and "Total Reimbursed" on the "IA reimbursement - Details" screen reflect the deposit date and amount wired to the LDSS bank account? If not, then what type of advisement do districts receive when being notified of deposits?
- A. The "Date Reimbursed" equals the date it was processed by SSA. The actual payment date could be a day or two later. There are no run dates on the weekends or Federal holidays. Total Reimbursed reflects the amount deposited in the districts account. SSDs also receive an e-mail communication when an IAR deposit is made to their district's bank account.
47. Q. How is the money posted to CAMS (to show up on their case history of payments and recoups) since it is now going to be an electronic transfer?
- A. Districts would enter the IAR deposit in CAMS cash receipts using revenue reason "106- Apply initial SSI payment." They would use a bank deposit indicator of "3 - Previously deposited in the bank." This is similar to the entering of Lottery Intercept amounts.
48. Q. How will SSDs be able to communicate to SSA a problem relating to direct deposits into the SSDs account?
- A. Call SSA representative Naomi Diamond or Lisa Sobieski or e-mail SSA at [NY.eIAR@ssa.gov](mailto:NY.eIAR@ssa.gov).
49. Q. How should a SSD change their bank information? What are the procedures when a district changes their eIAR bank account? How much advance notice does SSA need and does the State need to be notified of any bank account changes?
- A. Any changes to a SSDs bank account must be communicated to SSA on the C of A. The direct deposit bank account changes will be made by SSA when the revised C of A is received. Once the new direct deposit information is received by SSA it will take a day or two for SSA to update the information. SSDs must account for the time needed to mail the C of A to SSA. The districts are not required to inform OTDA of their updated bank information.
50. Q. Will an eIAR direct deposit be a lump sum of multiple cases or is each deposit for only one case?
- A. Each deposit is separate.
51. Q. Will districts receive a monthly report of IAR amounts deposited?

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- A. No. SSDs will be able to get an on-line listing of all the IAR payments paid to them by using query 1 function found in the GSO. This information can be found in the EIAR User Guide-page 19- Query #1 – IA Reimbursements from SSA.

52. Q. Is a separate bank account needed for IAR direct deposits?

- A. It is recommended, but it is not required.

53. Q. What should a SSD do if it disagrees with the IAR amount direct deposited into the SSDs bank account?

- A. Contact SSA representatives Naomi Diamond or Lisa Sobieski or email SSA at [NY.eIAR@ssa.gov](mailto:NY.eIAR@ssa.gov). Also, send a Courtesy Copy to CEES by e-mailing Lucretia Ferry at [Lucretia.Ferry@dfa.state.ny.us](mailto:Lucretia.Ferry@dfa.state.ny.us).

### **F. Temporary Assistance IAR**

54. Q. Has the way SSD calculates the amount of IAR due from SSA changed?

- A. No, the method used to calculate the amount of IAR has not changed. The way SSDs communicate the amount due to SSA has changed; the way SSDs receive IAR from SSA has changed; and the way SSDs receive SSI claimant information from SSA has changed.

55. Q. Does the IA period continue to the end of the month the initial SSI payment is received or the following month if the SSD cannot promptly stop making the last SNA payment?

- A. The determination of the IA period as described in 08-ADM-11 Section V.5 has not changed. SSDs are still entitled to recover IA paid for the month after the initial SSI notice was received by the SSD if they cannot stop delivery of the last assistance payment made. As soon as a SSD receives notification from SSA that an individual is eligible for an initial SSI payment, SSDs must make every effort to stop the last IA payments from being issued to the SSI claimant.

If a TA recipient is determined ineligible for assistance due to SSI income or the income changes the TA recipient's grant amount only an adequate notice is required to be provided.

56. Q. Does New York State (NYS) prorate SSI payments?

- A. NYS does not prorate Temporary Assistance (TA) Interim Assistance (IA) payments made to SSI claimants. Any TA payments made to the SSI claimant paid out of 100% state or local funds during the Interim Assistance (IA) period for basic needs are reimbursable payments.

57. Q. Will SSDs be required to report IAR data via the "Monthly IAR E-Report" function of the e-reporting system?

- A. No. SSDs were informed in 10 –INF-15: TA Policy Implications Regarding eIAR Activation, that e-Reporting would not be used because SSA is collecting and

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maintaining statistical data via their eIAR database and plans on making this information available to the State.

58. Q. When does the 10-day reporting period start?

A. It starts on the date the SSD receives the SSA's e-mail alert.

59. Q. What should a SSD do when the TA applicant or recipient states they did not get their initial SSI check from SSA?

A. With the implementation of eIAR SSDs no longer have the responsibility to process initial SSI payments in accordance with the direct payment method described in 08-ADM-11 V.D., therefore SSDs are no longer responsible to disburse any funds to the SSI claimant. The SSA disburses all funds to the SSI claimant in accordance with their own rules. If an individual seeks information about their payments due from SSA refer them to their local SSA field office or they can call 1-800-772-1213.

60. Q. How would districts report Fair Hearing reversals to SSA?

A. SSDs do not notify SSA of Fair Hearing reversals. Any money due to the SSI claimant must be sent from the SSD.

61. Q. How will a SSD confirm for a fair hearing that an SSI claimant received their initial SSI payment from SSA?

A. The SSD will not be able to provide this information because they are no longer responsible to disburse an SSI claimant's initial SSI benefit to the SSI claimant, therefore, this is not a fair hearing issue. An individual can request a fair hearing on how the SSD calculated the IAR amount but SSDs have no authority to disburse the initial payment to the SSI claimant. The SSA disburses all funds to the SSI claimant in accordance with their own rules. If an individual seeks information about their payments due from SSA refer them to their local SSA field office or they can call 1-800-772-1213.

62. Q. Should a SSD complete a monthly "IA Payments Made" box found on the "Enter IA Payments Made" screen if the monthly box is outside of the IA period?

A. No, SSDs must only complete monthly "Enter IA Payments Made" boxes for IA issued during the IA period. If the SSD provides IA data for any months beyond the IA period they will not be reimbursed for those months.

63. Q. Will a SSD receive all of the IA payments listed on the "IA Payments Made" screen?

A. SSDs may not always receive the amount of IAR they submitted to the SSA. There are several conditions which may reduce the amount of IAR requested from SSA. The main condition is SSDs are only eligible to recover IA for months where the recipient was paid both a SNA payment and a SSI payment. There are some situations where the individual will not receive both payments in the same month and it will reduce the amount of IAR received. SSDs can find instruction on how to determine the IA period and how to calculate the IAR amount in 08 ADM -11.

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64. Q. Does a SSN need to be validated in the Welfare Management System (WMS) for the SSA to annotate an individual's SDX with a GR code so the SSD can receive IAR?

A. Yes, a SSN must be validated in WMS for the individual to be picked by the IAR and SSA computer matching process. For more information see 08 ADM -11, VII.A.

65. Q. Can the monthly amount of a SNA payment that is issued during the IA period for an amount more than the monthly SSI payment be recovered from the remaining initial SSI payment? For example, a single SNA individual was eligible to receive SNA payments from January 1, 2010 to June 30, 2010. The SSI eligibility period was February 2010 to June 2010, (the ongoing SSI payment began July 2010). During the IA period, the recipient received the following SNA payments and was eligible to receive the following SSI payments:

	Recipient Income	IA Payments	SSI
January	0	352	0
February	0	600	424
March	0	352	761
April	340	12	761
May	0	352	761
June	0	352	761
Total	340	2,020	3,468

In February, the SNA payment of \$600 included a payment for emergency housing. Can the entire \$600 be recovered from the total SSI received?

A. The aggregate amount of IA paid can be recovered from the aggregate sum of the recipient's initial SSI payment as long as for the month IA was paid, the recipient was eligible to receive both an SNA payment and an SSI payment. Even though the TA recipient was only eligible to receive an SSI payment of \$424 for the month of February the entire \$600 SNA payment can be recovered from the total amount of the initial SSI payment because both a TA payment and an SSI payment was made in the month.

66. Q. Can a SSD request additional IAR from the SSA once the SSD received IAR payment from the SSA?

A. No, once the SSA processes the IA calculations there is no opportunity to request additional monies for the same IA period. SSDs must make sure that their calculations are correct prior to submission to the SSA.

67. Q. How will the SSD be able to document for Fair Hearing purposes the electronic issuance of monies to the agency and to the client if electronic deposits replace checks?

A. The payments that have been sent to SSDs can be accessed through the GSO Website. For instructions on how to access this information see the EIAR User Guide - page 25, Query 3 – IA Case History-select the “details” link.

## Attachment 1

68. Q. Will there be opportunity for supervisory review?
- A. Yes, once SSDs enter data in the GSO a supervisor has the ability to review entries the same day. If they wish to make changes to the entry the supervisor or worker must reject the entry before SSA starts their data run which is approximately 10 pm each work day.
69. Q. Will districts continue to receive the WINR9143 Centralized SSI Tracking Report
- A. Yes.
70. Q. How will a SSD be reimbursed if multiple districts gave IA to a TA recipient during the same IA period?
- A. SSD must follow the instructions provided in 09-ADM-18 "TA Policy Implications of eIAR" Section III.A.5.
71. Q. Does the eIAR process change how SSDs complete the form LDSS-3021?
- A. No. The LDSS-3021 "FA/SNA-FP/SSI Interagency Request" form is used when a Family Assistance (FA) recipient is determined eligible to receive SSI. This form is not an IAR form.
72. Q. When should the SSD provide the LDSS-2425A "Repayment of Interim Assistance Notice?"
- A. SSDs must continue to provide each TA recipient whose initial SSI payment was transmitted to the SSD for IAR with a LDSS-2425A within **10 working** days of the SSD receiving the IAR payment from the SSA. Instructions for completing the DSS 2425A are found in attachment 5 of this document.
73. Q. Is the LDSS-2425A available as an Intelligent Auto Fill (IAF) form?
- A. Yes.
74. Q. Can SSDs continue to use the LDSS-2425 "Repayment of Interim Assistance" notice?
- A. No, this notice has been discontinued. The LDSS-2425A must be used.
75. Q. Can a SSD continue to use the w128HH "Repayment of Interim Assistance" notice for New York City (NYC)?
- A. No, the LDSS-2425A - LE notice must be used.

## Attachment 1

### **G. CentraPort**

76. Q. Will CentraPort be available 24/7?

A. Yes, CentraPort is available 24/7 but, not all functions are available such as access to the Welfare Management System (WMS).

77. Q. How will districts access the SSA website if CentraPort is down?

A. Districts can access the GSO website through the SSA website at: <http://www.socialsecurity.gov/gso/gsowelcome.htm> or

<https://secure.ssa.gov/acu/LoginWeb/loginHandler.do?SUITE=G2GSO>.

78. Q. Can a contact sheet be developed with all county contacts?

A. All IAR county contacts are available on CentraPort. For more information, see 10-INF-15 III. H.



Social Security Administration

**GSO Website Registration Form**

Complete the following information to obtain access to GSO services. SSA Sponsors should email the completed form to [UIT.eData.Mailbox@ssa.gov](mailto:UIT.eData.Mailbox@ssa.gov). Each new user will receive an email containing the User name, and a phone call to provide the password.

Please **tab** from field to field.**GSO USER - CONTACT INFORMATION**

Name:	Street Address:	
Organization Name:	City:	State:
Organization ID or RID:	Zip code:	
Phone (include area code):	Email Address:	

**For SSA internal users only:**

**Select user type:**  Individual User(s)  Organizational Shared Account

**SELECT UTILITIES THE NEW USER WILL NEED TO ACCESS**

X State Accounting Worker  State Worker  State Oversight User

**GR Code (for State Accounting Worker/State Worker only):**

**SSA SPONSOR VERIFICATION (FOR COMPLETION BY SPONSOR ONLY):**

Sponsor Name:

Sponsor Organization (Office/Division/Branch):

Phone (Include area code):

Sponsor Email Address:

Sponsor Comments:

**FOR DATA EXCHANGE, SHELTERED WORKSHOP, AND SECURE MESSAGING ONLY:  
List all trading partners with whom the user will exchange data.**

Name	User ID	Organization/State

## Privacy Act Statement

### Collection and Use of Personal Information

Section 205(a), of the Social Security Act, as amended, 5 U.S.C. 552a(e)(10), and the Government Paperwork Elimination Act, authorize us to collect this information. We will use the information you provide to determine eligibility to access Government Services Online (GSO).

The information you furnish on this form is voluntary. However, failure to provide the requested information may prevent us from granting access to GSO.

We rarely use the information you supply for any purpose other than for determining eligibility for access. However, we may use it for the administration and integrity of Social Security programs. We may also disclose information to another person or to another agency in accordance with approved routine uses, which include but are not limited to the following:

1. To comply with Federal laws requiring the release of information from Social Security records (e.g., to the Government Accountability Office and Department of Veterans Affairs);
2. To facilitate investigative and audit activities necessary to assure the integrity of Social Security programs.

We may also use the information you provide in computer matching programs. Matching programs compare our records with records kept by other Federal, State, or local government agencies. Information from these matching programs can be used to establish or verify a person's eligibility for Federally-funded or administered benefit programs and for repayment of payments or delinquent debts under these programs.

Additional information regarding this form, routine uses of information, and our programs and systems, is available on-line at [www.socialsecurity.gov](http://www.socialsecurity.gov) or at your local Social Security office.

**Paperwork Reduction Act Notice:** This information collection meets the requirements of 44 U.S.C. §3507, as amended by Section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 15 minutes to read the instructions, gather the facts, and answer the questions. You may send comments on our time estimate above to: SSA, 6401 Security Blvd., Baltimore, MD 21235-6401. Send only comments relating to our time estimate to this address, not the completed form.

**Certificate**  
Interim Assistance Reimbursement (IAR)

XXXXX (County & State)    XXXXX (GRC)    ADDENDA  
Name of Agency            Grant Reimbursement Code

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:

**Addition:**

**Name** \_\_\_\_\_

**Job Title** \_\_\_\_\_

Name \_\_\_\_\_

Job Title \_\_\_\_\_

Name \_\_\_\_\_

Job Title \_\_\_\_\_

**Agency Identifying Information**

GR Code \_\_\_\_\_

Agency Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip Code \_\_\_\_\_

Agency Name in \_\_\_\_\_  
Notices to

**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 \_\_\_\_\_

---

Certifying Official's Signature

Title

Date



## eIAR - SSA Notification

# NYSeMail Listserve Distribution Lists

## INDEX

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## Introduction:

A NYSeMail Listserve dl was created for your County. It looks like this:

otda.dl.{CountyName}.eIAR.

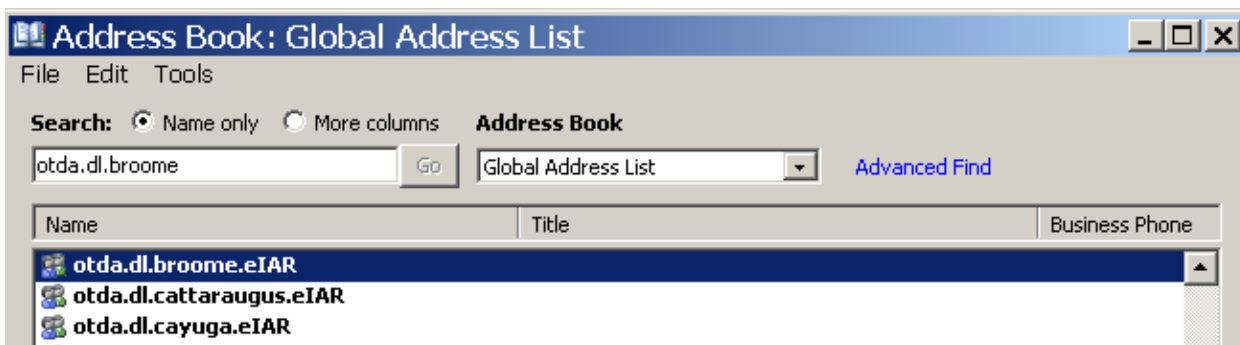
This list appears in the NYSeMail Global Address List (GAL) in the OTDA address book or the Global Address Book.

As manager of the eIAR distribution list, you can add and remove users to the distribution list. Likewise as manager of the list, you will possibly be asked to troubleshoot any problems with delivery that occur to your unit.

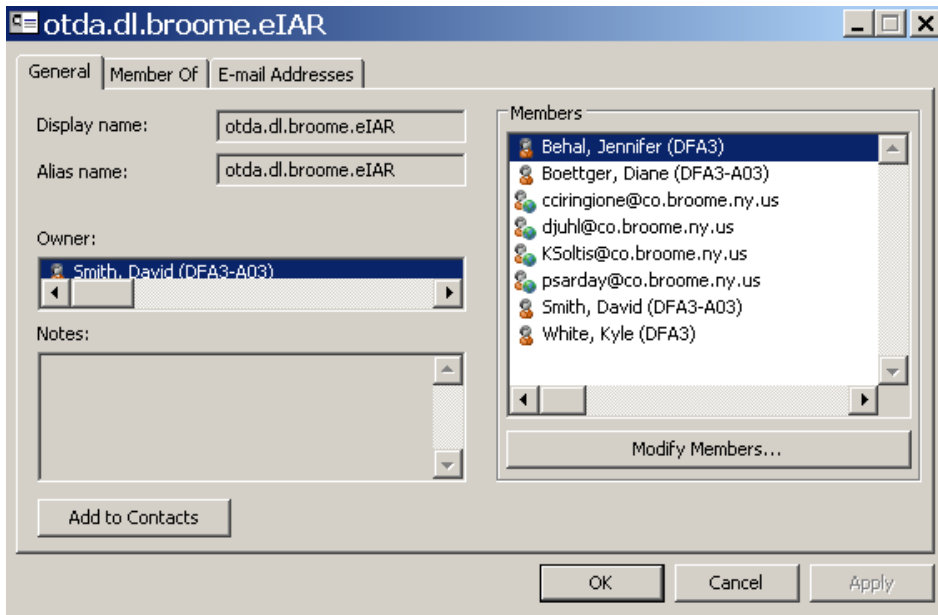
## How to manage your list:

The manager has the ability to add and remove users to the list. There are two ways to do this:

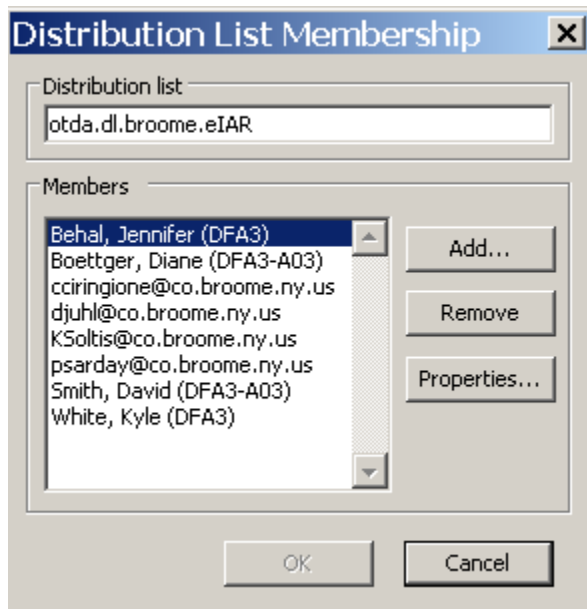
1. From your Outlook Client in your NYSeMail mailbox, open the Global Address book and find your list:



2. Double click your list, and go to the **Modify Members**

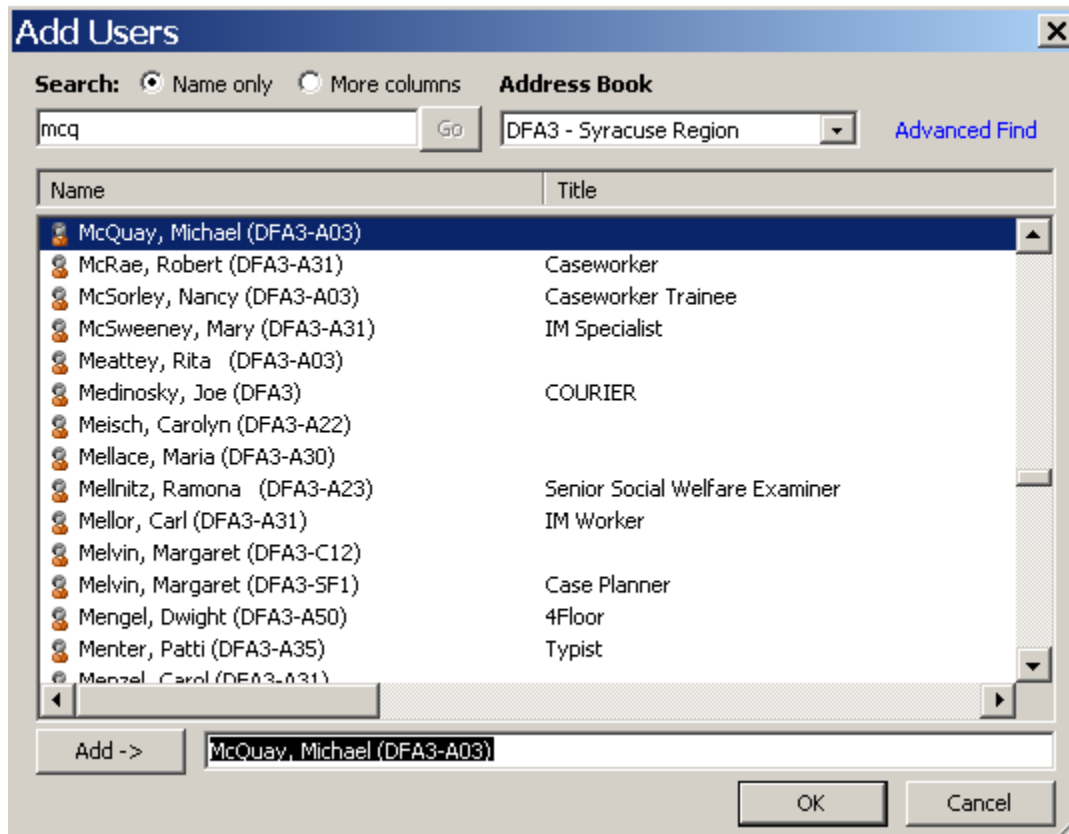


3. Select **Add** to add someone to the list. Always try to add the **user's name**. Do not try to add users hsen id.



4. Please remember to add the user's name even if your user has a county e-mail address. Most county users are in the NYSeMail address book and the easiest way to add them is to select them out of the GAL.





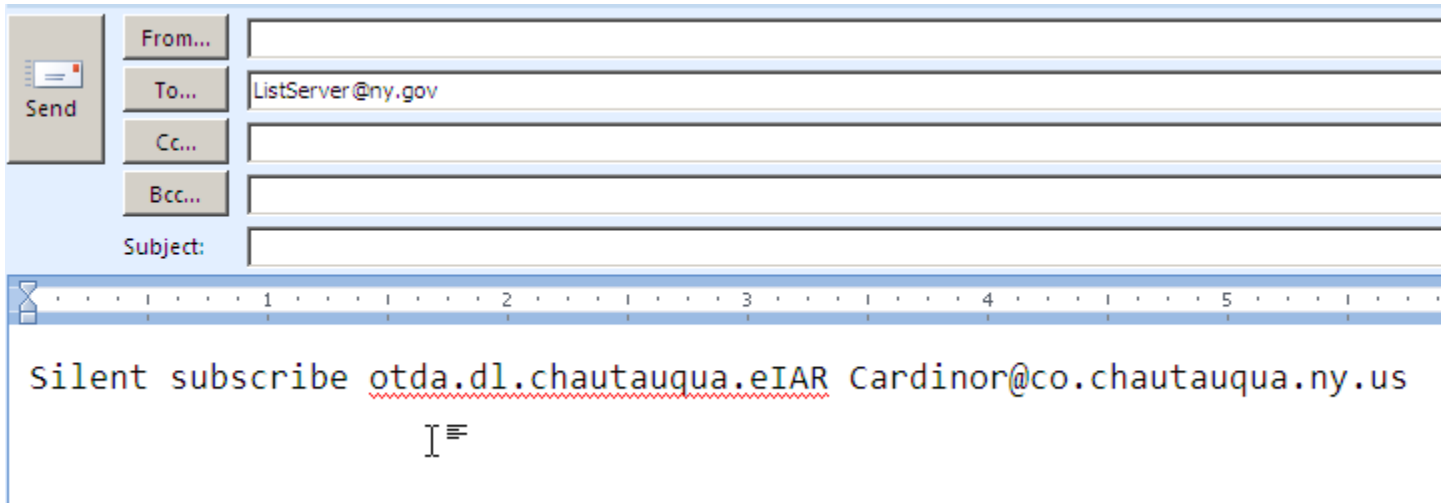
5. If you cannot find them in the GAL or only have Outlook Web Access to NYSeMail you will need to add and remove users via this method:

### How to subscribe Users Who Are Not in the Global Address List

1. Go to Outlook
2. Select **New Mail Message**
3. Go to the **To** field. Enter ListServer@ny.gov
4. Go to **Format**
5. Check **Plain Text**
6. Remove any Signature on the bottom of the message
7. Leave the subject line blank
8. In the Body of the message type in the words:
  - o Silent subscribe {one space} (name of your distribution list) {one space} (e-mail address of the users you are going to subscribe.
9. (DO NOT subscribe users HSEN [ID@dfa.state.ny.us](mailto:ID@dfa.state.ny.us) e-mail address. This will only add duplicate entries to NYSeMail and this user will not receive any e-mail with this e-mail address. All DFA users should be

selected from the GAL or they should be added with [FirstName.LastName@dfa.state.ny.us](mailto:FirstName.LastName@dfa.state.ny.us) e-mail address.

An example is below:

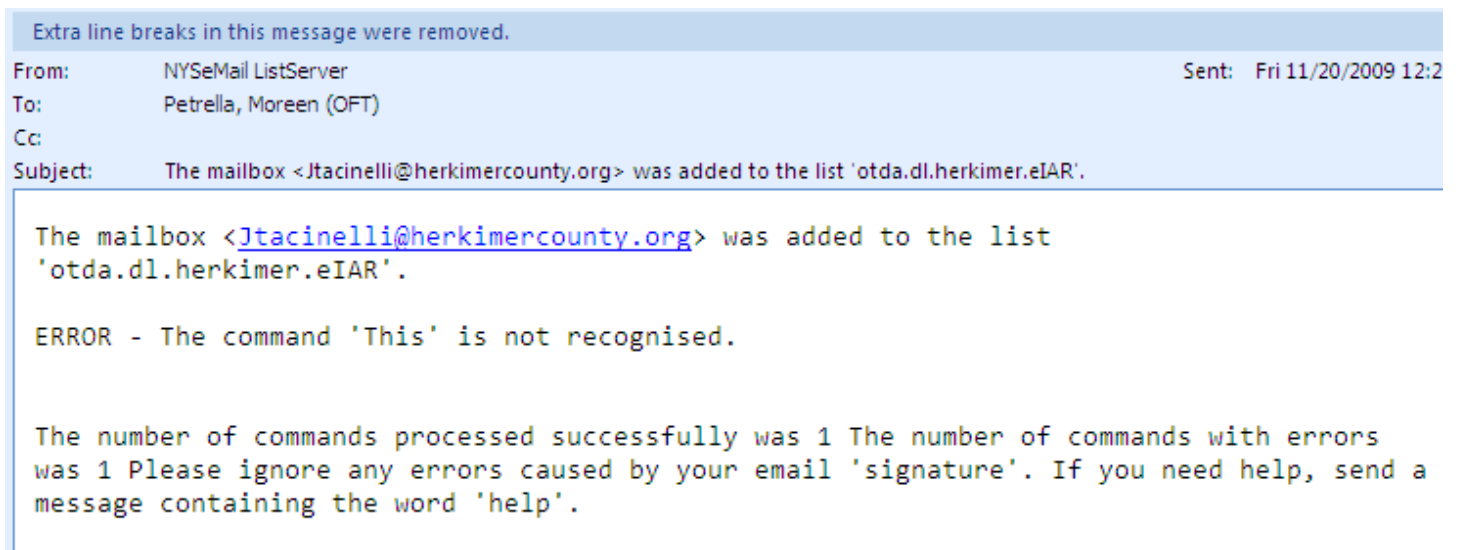


10. Then select the Send button.

This will subscribe/add a user with the e-mail address of [tcardinor@co.chautauqua.ny.us](mailto:tcardinor@co.chautauqua.ny.us) on the Listserve distribution list named otda.dl.chautauqua.eiar.

(Add a separate line for every user that needs to be subscribed to this list and send.

11. You will receive a notification from **NYSeMail ListServer** on the Status of this procedure. It will look like this:



The most important part of this message is the Subject line. Ignore the ERROR message. As long as it says The mailbox xxxxx was added to the list. Then you subscribe was successful.

## How to Unsubscribe Users Who Are Not in the Global Address List

Go through the same procedures in the last section except type in the body of the message the word **unsubscribe** instead of subscribe:

Silent **unsubscribe** {one space} (name of your distribution list) {one space} (e-mail address of the users you are going to unsubscribe). Repeat for each user to be unsubscribed.

Add a separate line for every user to be unsubscribed and send.

## Administrative Questions and Technical Contacts:

Please do not try to reply to the distribution list. The SSA application will not respond to your questions. It is a notification system only.

At this time, administrative questions and Information should be directed to otda.sm.eIAR ([otda.sm.eiar@otda.state.ny.us](mailto:otda.sm.eiar@otda.state.ny.us)). That may change depending on the type of questions asked.

If you are having problems receiving the notification e-mail, please call CCC Help Desk (formerly EHD) at 1-800-697-1323 and direct them to the NYSeMail team.

## How to change Administrators:

If your County needs to change administrators, please ask your former administrator to email [oft.sm.cns.nysemail@cio.ny.gov](mailto:oft.sm.cns.nysemail@cio.ny.gov) . If for some reason your administrator has left your agency, the County DSS Administrator of the program should make the request.

## Instructions for Completing: LDSS-2425A – Repayment of Interim Assistance Notice

1. Complete the top portion of the notice with the required information:

- Notice Date:
- Case Number:
- CIN Number:
- Case Name and Address:
- Office No.:
- Unit No:
- Worker No:
- Unit or Worker Name:
- Telephone number (worker):
- Name and Address of LDSS:
- LDSS General Phone Number:
- Agency Conference telephone number
- Fair Hearing Information and Assistance telephone number:
- Record Access telephone number:
- Legal Assistance Information telephone number:

2. Complete the Safety Net Assistance and Other payments furnished for basic needs calculation section. Include the following:

- Identify the year/ Example 20 becomes 2008
- In the appropriate monthly box input the total amount of IA paid to a TA recipient for that month.
- In the "Total" box input the sum of all the IA paid for all of the months of an identified year
- In the "Total Interim Assistance" box input the grand total of IA paid to a TA recipient during the entire IA period.
- If there is more than five years of payment history, complete a second form. In the "remarks section of both forms list that a second form is attached. Send both forms to the TA recipient at the same time.

3. Add the totals for each year and place the Grand Total dollar amount in the Total Interim Assistance box

4. Specify in the appropriate box

- Total Amount of IA reimbursement received from the SSA
- Date Office received IAR from the SSA
- Date of Initial SSI eligibility.

5. Add any remarks in the "Remarks" box.

6. Sign and Date the form

Note: If there are more than five years of payment history complete a second notice. In the remarks section of both notices write that a second notice is attached and the time period that that "other" notice references. Attach and send both notices to the TA recipient.