
**DEPARTMENT
POLICY****All Programs**

Family Independence Program (FIP), Refugee Cash Assistance (RCA), State Disability Assistance (SDA), Child Development and Care (CDC), Medicaid (MA), Food Assistance (FAP)

SSN refers to a Social Security number.

SSA refers to the Social Security Administration.

As a condition of eligibility, individuals, including individuals being added to an active case, must:

- Supply their SSN.
- Cooperate in obtaining an SSN.
- Be excused from supplying and obtaining an SSN. See EXCUSED FROM PROVIDING AND OBTAINING AN SSN.

Note: This condition of eligibility does **not** apply to individuals who are only applying for benefits on behalf of someone else (example, parents who want MA just for their children).

Exception: For **FAP only**, expedited service recipients must cooperate in providing or obtaining an SSN before the first issuance **after** the expedited benefit.

Exception: For **CDC only**, obtain the Social Security number (SSN) of the CDC grantee. Do **not** deny eligibility solely when unable to obtain the SSN.

Verification of an SSN is **not** initially required. Therefore, do **not** delay processing an application for verification of an SSN.

SSNs are checked with SSA for accuracy. If SSA is unable to confirm the SSN, a Bridges enumeration task will be generated; see Enumeration Tasks in this item. The client must cooperate in resolving any errors.

FAILURE TO COMPLY

All Programs Except CDC

Disqualify family members for whom the grantee **refuses** to supply an SSN, cooperate in obtaining an SSN or cooperate in resolving any errors.

Note: Providing an SSN is **not** a condition of eligibility for CDC clients.

Note: This condition of eligibility does **not** apply to individuals who are only applying for benefits on behalf of someone else (example, parents who want MA just for their children).

SUPPLYING AN SSN

All Programs

The requirement to supply an SSN is met by any of the following:

- Previously verified SSN. Bridges displays a check in the protected Validated by SSA field on the **individual information** screen.

Note: Use the validated SSN already on Bridges even if the individual provides a different SSN.

- Providing an SSN.

Note: See MORE THAN ONE SSN if the client has more than one SSN.

COOPERATE IN OBTAINING AN SSN

All Programs Except CDC

The requirement to cooperate in obtaining an SSN is met by any of the following:

- Completing an SS-5, Application for a Social Security Card. See APPLYING FOR A SOCIAL SECURITY CARD VIA SS-5.
- A refugee or, for **FAP only**, any individual provides an SSA-5028, Receipt for Application for a Social Security number, to verify his SSN application at SSA.

- A newborn is assigned an SSN via the Enumeration At Birth process, and the parent provides any of the following documents:
 - A DHS-4557, Information About Your Baby's Social Security Card.
 - SSA-2853, Information About When You Will Receive Your Baby's Social Security Card.
 - A copy of a signed State of Michigan Certificate of Live Birth indicating that a Social Security card was requested.
 - A modified birth document, indicating a Social Security card was requested. See Verification Sources in this item.

Note: Inform clients who provide an SSA-5028 or proof of Enumeration at Birth that they must report the SSN upon receipt. SSNs issued through these processes are **not** tape matched onto Bridges. Failure to report these SSNs within six months of receipt or by the next redetermination, if earlier, results in an overissuance.

EXCUSED FROM PROVIDING AND OBTAINING AN SSN

All Programs

An individual excused by court order is excused from providing and obtaining an SSN.

FAP Only

An individual is excused from providing and obtaining an SSN based on religious grounds. If an SSN already exists, it may be used.

MA Only

The following individuals are excused from providing and obtaining an SSN:

- Newborns automatically eligible per BEM 145.
- Deceased individuals.
- Safe Delivery babies.

Specialists are **not** responsible for the enumeration of individuals receiving foster care MA (i.e., department wards or title IV-E recipients whose MA eligibility is determined in SWSS FAJ.)

MA Only

The following aliens whose medical coverage is limited to emergency services are excused from providing and obtaining an SSN:

- Illegally present in the U.S.
- Nonimmigrant status (for example, alien with a student visa).

Note: This does **not** include parolees, permanent residents and other legal aliens whose medical coverage is limited to emergency services; see BEM 225.

APPLYING FOR A SOCIAL SECURITY CARD VIA SS-5

All Programs

A client meets the requirement of applying for an SSN by completing an SS-5, Application for a Social Security Card, at the local office. **Help the client complete the form and the client must sign it.**

Assist and advise the client, as needed, to provide verification of age, identity and citizenship/alien status required by SSA. Inform the client that SSA determines whether the submitted documents are acceptable. See the verification requirements on the SS-5.

SS-5 Instructions

All Programs

An SS-5 must be completed, signed and dated for each individual who needs a Social Security number. In the unnumbered box labeled NPN, enter the SSA state code (230) followed by the client's Bridges case number.

Note: This enables SSA to transmit the individual's SSN to DHS when it is assigned.

Place a photocopy of the SS-5 in the case record to document that the client has applied for an SSN.

Mail or deliver the original SS-5 to the local SSA office. Attach age, identity and citizenship documents **unless** any of the following are true:

- The client will be interviewed in person at the SSA office.

Note: Aliens and individuals 18 or older who have never had a Social Security number must be interviewed in person at the SSA office.

- The document(s) **cannot** be obtained before the application is otherwise ready for processing.
- The client should **not**, or chooses **not**, to give up possession of the document(s), for example a driver's license.

Note: SSA requires original documents or copies certified by the issuing agency.

In these situations, tell the client to go to the SSA office and give him a photocopy of the SS-5 to take along so that SSA has the Bridges case number. Tell the client to comply with SSA requirements.

SS-5 Follow-Up

All Programs

When SSA issues the SSN, a Social Security card is sent to the client and the SSN is entered by tape match onto Bridges.

Follow up at each redetermination for each client whose SSN is **not** on Bridges:

- If the client received an SSN, he must provide his SSN.
- If the client did **not** receive an SSN, a current SS-5 is required, and the SS-5 Instructions above must be followed.

Exception: Wait until the **next** redetermination to have a duplicate SS-5 processed **if** it is for a child under six months old **and** the SSN was applied for via birth certificate.

**MORE THAN ONE
SSN****All Programs****Client Presents
Multiple SSNs**

If a client presents multiple SSNs do all of the following:

- Enter one of them on the Bridges in the SSN field on the *individual information* screen.
- Refer the client to the local SSA office.
- Send a letter of explanation to that office. See the sample letter in Exhibit of this item.

SSA will notify the client which SSN to use and cross reference the multiple numbers in the SSA files.

The client must provide the SSN he/she is instructed to use. Enter that number on the Individual Information screen. Enter the originally recorded SSN, if different, in the reported SSN field on the Individual Information screen.

**SSA Verifies
Multiple SSNs**

If SSA verifies multiple SSNs for the same individual, Bridges will generate an enumeration task: SSA has assigned multiple SSN's to client. Refer client to SSA to verify number client is to use.

It may be necessary to request verification of the client's SSN in this situation.

**BRIDGES
INSTRUCTIONS****All Programs**

Bridges receives **all** SSN-related input by specialists. It also performs some SSN tape match functions and generates enumeration error tasks.

Bridges performs some SSN tape match functions and generates the DHS-4639, Important Notice About Social Security Numbers.

Where to Input SSN Information

All Programs

Social Security numbers are entered and verified on the Individual Information screen.

Information about an individual's application for an SSN is recorded in Bridges on the *Individual Demographics - SSN Application/Armed Services* screen. The information includes:

- SS-5 completion date.
- Verification of SSN application.
- Willingness to apply for an SSN.
- Reason unwilling to apply for an SSN.

DHS-4639, Important Notice About Social Security Numbers

All Programs

Bridges generate form letter DHS-4639, Important Notice About Social Security numbers, every three months **until** a SSN is entered in Bridges. The letter asks the grantee to write the SSN on the letter for the recipients indicated and to return the letter to you.

Enumeration Tasks

All Programs

Bridges produces an enumeration task when:

- Bridges and SSA records differ on the name, sex or birthdate of the individual.
- The individual has more than one SSN.

Note: Request verification of the individual's SSN when the individual has more than one SSN.

Erroneous SSN on Bridges

All Programs

Use the Individual Information screen to correct any SSN discovered to be erroneous. A duplicate SSN error message means another individual on the system is using the SSN.

Complete an Individual Inquiry on the SSN to determine if your client and the client using the SSN are the same individual.

- **Same Individual.** If both clients are the same individual, do the following:
 - Explore the possibility of fraud if the client is active in another case.
 - Request deletion of the duplicate individual ID if the client is inactive in another case.
- **Different Individuals.** If your client and the client using the SSN are different individuals, do the following:
 - Request verification of the SSN from your client.
 - If the SSN verified by your client is still the same SSN, blank out your client's SSN.
 - Have your client complete an SS-5 using procedures in this item.

A check in the Validated by SSA box on Bridges means SSA has verified that SSN for that individual. Contact the Bridges Application Support Unit at (517) 241-9700 for resolution if the verified SSN conflicts with the SSN verified by the client.

VERIFICATION REQUIREMENTS

Record the SSN verification source in Bridges for each SSN for which the Validated by SSA box is not checked. If an individual's SSN is not verified or the source is not valid for the individual's program(s), Bridges will list verification of SSN is needed on a DHS-3503, Verification Checklist, for each individual whose SSN must be verified.

All Programs

Verify cooperation in obtaining an SSN at application and member add.

File a photocopy of the client's verification of SSN application or SS-5 in the physical case record.

Verification of an SSN may be needed to resolve an enumeration task or when two people claim the same SSN.

Verification Sources

All Programs

The following sources in the SSN Application Verification field in Bridges are valid verification of an SSN application.

- SS-5, Application for a Social Security Card.
- SSA-5028, Receipt for Application for a Social Security number (allowed only for refugees for FIP, SDA, RAP, or MA; allowed for all individuals for FAP).
- DHS-4557, Information About Your Baby's Social Security Card.
- SSA-2853, Information About When You Will Receive Your Baby's Social Security Card.
- Michigan birth certificate with box 10b marked that an SSN and card were requested.
- Modified birth document that includes the minimum required information

The minimum required information on a modified birth document is:

- Child's name.
- Child's date of birth.
- Parent(s) name(s).
- Name of hospital where child was born.
- Signature of hospital representative.
- Dated and check-marked annotation that SSN was requested.

**EXHIBIT - MULTIPLE
SSNS FOR THE
SAME CLIENT**

Use this letter as a guide when drafting a letter to the Social Security Administration to resolve multiple SSNs for a client.

Note: Address your letter to the SSA district or branch office serving the area of the client's residence. That address is in your telephone directory or available by entering the client's zip code in the online *Social Security Office Locator* located within the Social Security online Web site.

January 01, 2006

Social Security Administration
5210 Perry Robinson
Lansing, MI 48911

Re: John S. Doe, Our Client ID #33434343
SSN 373-40-0001 & SSN 363-40-8088

Dear Sir or Madam:

We have received verification which indicates that our client, John Sylvester Doe, born 8/31/42, has been assigned two different Social Security numbers (SSN). Attached are copies of our verification documents for each SSN.

In order to update our records correctly, we need to know which SSN Mr. Doe should use. Please advise both Mr. Doe and the specialist named below of your decision.

Thank you for your assistance in this matter.

Sincerely,

_____, Eligibility Specialist
Ingham County Department of Human Services
5303 South Cedar
Lansing, MI 48910
Telephone (517) 887-9400

cc: Mr. John S. Doe
2120 W. Willow
Lansing, MI 48917

Attachments

LEGAL BASE**FIP**

Social Security Act, Sections
409(a)(4) and 1137(a)(1),(b),(f)

SDA

DHS Annual Appropriations Act
Michigan Administrative Code; R 400.3151 – 400.3180

MA

42 CFR 435.910

FAP

7 CFR 273.6

RAP

45 CFR 400.62
45 CFR 401

CDC

45 CFR 98.71

**JOINT POLICY
DEVELOPMENT**

Medicaid, Adult Medical Program (AMP) also known as Adult Benefit Waiver (ABW), Transitional Medical Assistance (TMA/TMA-Plus), and Maternity Outpatient Medical Services (MOMS) policy has been developed jointly by the Department of Community Health (DCH) and the Department of Human Services (DHS).