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.

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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.

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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.

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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

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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"*

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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.