

# MEDICAID ALERT

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March 5, 2013

<h2>Social Security Verification</h2>
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Client Representatives, Hospitals, Nursing Homes, Facilitated Enrollers and Community Based Organizations submitting Medicaid, Family Health Plus or Medicare Savings Program applications for consumers in receipt of any Social Security Administration (SSA) benefit are advised that consumers should not be sent to SSA offices in order to obtain benefit verification letters. Except in rare instances, such letters are not needed.

Consumers applying for Medicaid, the Medicare Savings Program, or Family Health Plus do not need to document social security income (though consumers must of course include such income on their application). HRA staff can verify this information through electronic systems and will only need to ask for further documentation if there is a discrepancy. PLEASE NOTE: all other forms of income continue to require documentation.

No proof of income is required at renewal for non Disabled, Aged, and Blind (DAB) consumers or DAB consumers with community based long term care. These consumers can attest to their income levels. Nursing Home consumers must document income at renewal. However, as noted above HRA staff can access current SSA benefits for nursing home renewals electronically. No proof of SSA income is required of Nursing Home consumers at renewal.

In those rare instances in which documentation of SSA income is required, the consumer's yearly notification of benefits provides the necessary documentation. This documentation can be used any time during the calendar year.

Additionally SSA has a very helpful on-line tool that is available for use by SSA clients. This tool allows consumers to obtain (and print) a benefit verification letter on-line. Additional information regarding how to set-up an account and actions that can be taken on-line is attached.

In rare instances, consumers may be asked by HRA staff to go to an SSA office to correct their information with Social Security. This may occur when HRA staff identifies that the consumer's documented demographic information (name, date of birth) does not match information in SSA's database. This information must be corrected in order to validate the consumer's social security number and/or finalize processing of a consumer's Medicare Savings Program benefit.

Asking consumers to visit a SSA office to obtain award letters places an unnecessary burden on consumers and may unnecessarily delay submission of a Medicaid application.

**PLEASE SHARE THIS ALERT WITH ALL APPROPRIATE STAFF**



## How To Create An Online Account

### Step 1

Visit [www.socialsecurity.gov/myaccount](http://www.socialsecurity.gov/myaccount) and select:

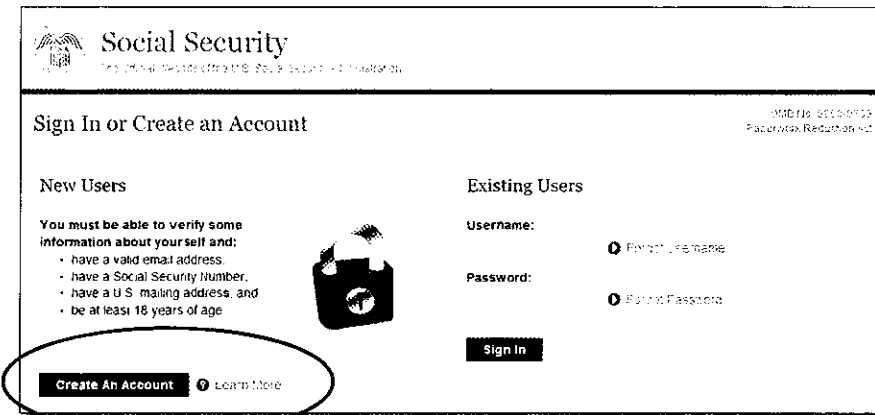


### Step 2

Select "Create An Account."

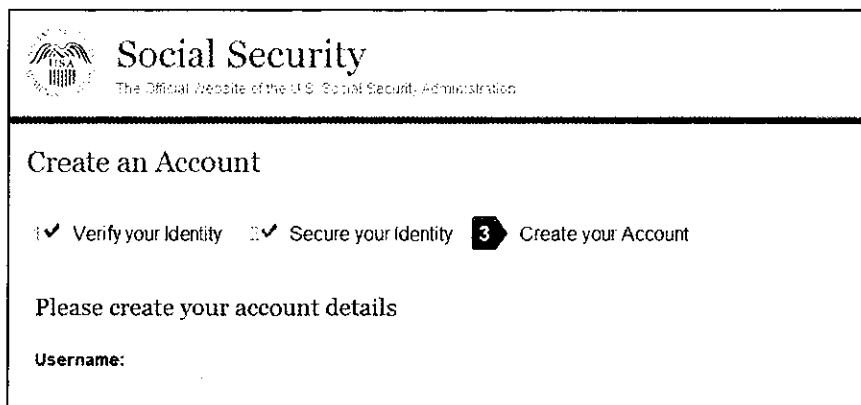
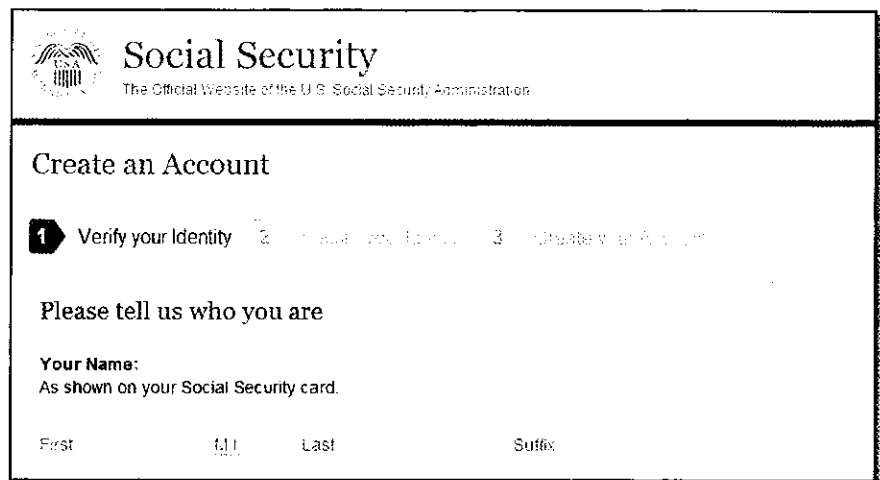
To create a **my Social Security** account, you must be at least 18 years old and have:

- A valid E-mail address;
- A Social Security number; and
- A U.S. mailing address.



### Step 3

Provide some personal information to verify your identity.



### Step 4

Choose a username and password to create your account.

After you create a **my Social Security** account, you can access your *Social Security Statement* to check your earnings and get your benefit estimates.

If you receive benefits, you also can:

- Change your address and phone number;
- Start or change your direct deposit; and
- Get your benefit verification letter.

## How To Get Your Benefit Verification Letter

You can use your benefit verification letter as proof of your:

- Income when you apply for a loan or mortgage, assisted housing or other state or local benefits;
- Current Medicare health insurance coverage;
- Retirement or disability status; and
- Age.

The screenshot shows the 'my Social Security' website. The user is logged in as 'Drew'. The 'Benefit & Payments' section is highlighted with a red circle. It displays: 'You are receiving: Social Security (Retirement), Medicare' and 'Your next payment is: \$700.00 on April 4, 2012'. A link 'Get a Benefit Verification Letter' is circled in red. Below this, a 'Social Security Statement' section is visible, showing 'Last reported earnings: \$42,492 in 2010'.

To get your benefit verification letter:

- Sign into your account; and
- Select "Get a Benefit Verification Letter."

Your letter will be displayed and you may print it or save it for later use.

The screenshot shows a printed 'Benefit Verification Letter' from the Social Security Administration. It includes the SSA logo, the recipient's name 'Drew Jenkins' and address '1234 Sample Street, Sample City, MO 12345'. The date is 'January 1, 2012' and the claim number is 'XXXX-XX-1234'. A message states: 'You asked us for information from your record. The information that you requested is shown below. If you want anyone else to have this information, you may send them this letter.' It also includes information about current Social Security benefits: 'Beginning December 2010, the full monthly Social Security benefit before any deductions is \$1,300.00'.



**Social Security Administration**  
SSA Publication No. 05-10540  
ICN 459261  
Unit of Issue - HD (one hundred)  
December 2012

Printed on recycled paper

## The Fastest Way To Verify Social Security And Supplemental Security Income Benefits



If your clients need proof of their Social Security or Supplemental Security Income benefits, let them know that they can get a benefit verification letter online instantly through a **my Social Security** account.

You can serve your clients faster because they no longer have to travel to a Social Security office or wait for a letter to be mailed to them. They can get the up-to-date information they need online, perhaps even from a computer in your office.

With **my Social Security** those who receive benefits can easily view, print, or save an official letter that includes proof of their:

- Benefit amount and type;
- Medicare start date and withholding amount; and
- Age.

Please do not send your client to a Social Security office for a benefit verification letter. Instead, send them to **[www.socialsecurity.gov/myaccount](http://www.socialsecurity.gov/myaccount)**.

The fact sheet, *How To Create An Online Account* (Publication No. 05-10540), provides step-by-step instructions and explains how to get a benefit verification letter.



**my Social Security**

**YOUR ONLINE ACCOUNT ... YOUR CONTROL ...**

**[www.socialsecurity.gov/myaccount](http://www.socialsecurity.gov/myaccount)**

(over)

# Sample Online Benefit Verification Letter



**Social Security Administration**

Date: January 30, 2013  
Claim Number: XXX-XX-0000A

JANE DOE  
456 ANYWHERE AVENUE  
MAINTOWN, USA 11111-1111

You asked us for information from your record. The information that you requested is shown below. If you want anyone else to have this information, you may send them this letter.

#### **Information About Current Social Security Benefits**

Beginning December 2012, the full monthly Social Security benefit before any deductions is \$223.90. We deduct \$0.00 for medical insurance premiums each month.

The regular monthly Social Security payment is \$223.00.  
(We must round down to the whole dollar.)

Social Security benefits for a given month are paid the following month. (For example, Social Security benefits for March are paid in April.)

Your Social Security benefits are paid on or about the fourth Wednesday of each month.

#### **Information About Past Social Security Benefits**

From December 2011 to November 2012, the full monthly Social Security benefit before any deductions was \$220.70.

We deducted \$0.00 for medical insurance premiums each month.

The regular monthly Social Security payment was \$220.00.  
(We must round down to the whole dollar.)

#### **Type of Social Security Benefit Information**

You are entitled to monthly retirement benefits.

#### **Date of Birth Information**

The date of birth shown on our records is May 29, 1949.

#### **If You Have Any Questions**

If you have any questions, you may call us at 1-800-772-1213, or call your local Social Security office at 800-000-0000. We can answer most questions over the phone. You can also write or visit any Social Security office. The office that serves your area is located at:

SOCIAL SECURITY  
123 MAIN STREET  
MAINTOWN, USA 11112-1111

If you do call or visit an office, please have this letter with you. It will help us answer your questions.

*Social Security Administration*



**my Social Security**

**YOUR ONLINE ACCOUNT ... YOUR CONTROL ...**

**[www.socialsecurity.gov/myaccount](http://www.socialsecurity.gov/myaccount)**