

# Interim Assistance Reimbursement (IAR) Processing Manual

The State of Colorado has an agreement with the Social Security Administration (SSA) to allow reimbursement for Interim Assistance payments made to a customer during the time they were receiving Aid to the Needy Disabled State Only or Personal Needs Allowance (AND-SO or AND-PNA) payments through the Adult Financial program. In order to monitor the status of a customer's Supplemental Security Income (SSI) application and request reimbursement of interim assistance paid from State and local funds once the customer is approved for SSI, you must have access to Government Services Online (GSO) at <a href="http://www.socialsecurity.gov/gso/gsowelcome.htm">http://www.socialsecurity.gov/gso/gsowelcome.htm</a>. GSO should be checked at least weekly to capture any status updates to a customer's SSI application and to take any necessary action. To request access to GSO, please email the EBD Policy Inbox at CDHS\_emplbendiv@state.co.us. Once access is granted, the County Security Administrator must ensure the worker is set up with the IAR user type and CBMS profile 133.

This manual provides guidance on required actions to take once notification is received from SSA regarding approval of the customer's SSI application. This process ensures reimbursement of interim assistance is completed accurately and appropriately.

Log in to Government Services Online http://www.socialsecurity.gov/gso/gsowelcome.htm



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Click the Interim Assistance Reimbursement (IAR) link

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There will be three options available:

- 1. Acknowledge SSA Communications will allow the user to view and acknowledge communications from SSA.
- 2. Report IA Payments for Approved SSI Cases will allow the user to report IA payments for approved SSI cases.
- 3. Query IA Cases will allow the user to perform queries.

The request for IAR funds is a two day process and is outlined in this manual.



# Day One

Click the Report IA Payments for Approved SSI Cases link to check for recently approved SSI cases.

\*\*This should be checked at least weekly\*\*

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	IAR Home	^
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IAR Handbook	Retrieved 9 case(s) on 05/08/2018.	
IAR User Guide	IAR Home Print List < Previous Next > Download	
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IA payments made.	06200 06/04/2018 Report IA	
Select the Acknowledge link in the action column to	06200 06/06/2018 Report IA	
review communications for	06200 06/08/2018 Report IA	

This screen will show all AND-SO and AND-PNA customers approved for SSI. This screen will display customer's name, SSN, County GR code and expiration date. The action column will allow users to report interim assistance payments to SSA. Action must be taken by the due date listed in the column labeled 'Expires' to ensure timely processing. Please note that the yellow caution triangle indicates that the case has been waiting more than 10 days for report of IA payments made.

Click on the Report IA link in the action column in order to request funds from SSA.



Social Security Online	UAIt Nome	Governmer	nt to Governn	nent Services Online	14
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AR Handbook					
AR User Guide	Please enter only Interim Ass	istance payments made on th	is case as described in the IA.B	Volimbursierhent Guidelines	
U fields must be completed. Enter 0 for any north in which no IA payments was made.	CANDICE				
You may enter the payment amounts as \$555.4 I or \$555 and the system will add .00 for you	SSN: (View Car	se History	GR Code: 06200		
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	July	5	Aug	5	
	Sept	4	Oct	5	
	Nov	4	Dec.	4	
			Provincial Inc.		
	2018	IA Payment Made	2018	SA Payment Made	

Enter all payments made to the customer while receiving interim assistance through the AND-SO or AND-PNA program. Use CBMS to search issuance for each month the client was on assistance. Please note that each field on this screen must be completed. If a customer did not receive a benefit payment for one or more of the listed months, the user must enter zero in those fields. Once completed, click the review button at the bottom of the page. Review the next screen, check the agreement button in the yellow box to confirm accuracy, then click submit.

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	Nov.	\$0.00	Dec	\$0.99	
	2018	IA Payment Made	2018	iA Payment Made	
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You will receive confirmation that your payment report has been received and will have the option to print the report. Print the report and place in the case file.



Log in to CBMS and go to the the Display Interim Assistance Reimbursement (IAR) Summary Screen.

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Use the magnifying glass to the right corner of the 'individual 'field to search for the customer. This will open the Clear/Inquire on Individual screen.

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Enter the customer's SSN and click Search.



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Review the results displayed on the screen and highlight the correct record for the customer. Then click 'select'.

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This will populate the customer's name into the Interim Assistance Reimbursement (IAR) screen in the 'Individual' field. Then click 'Load'.

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If the SSI status is 'Pending', change the status to 'Approved'. Update the SSI Lump Sum Received Date and SSI Lump Sum Direct Deposit # fields to match the SSI Status Date showing on the screen. Enter the



amount you are collecting in the 'SSI Lump Sum Amount' field. Save the page and go to the 'IAR Breakdown' related list.

The Interim Assistance (IAR) Breakdown related list will pre-populate with all AND-SO or AND-PNA payments made to the customer. Review the records displayed and update the IAR Amount from SSI and IAR Amount to County fields for any records we are able to collect on. If there are records that populate and we are unable to collect for that specific timeframe, enter zeros in each of those fields. Each record displayed on the screen must be updated. The 'IAR Amount from SSI' and 'IAR Amount to County' columns will keep a running total as each amount is entered. Click Save and close the list. Please note that the user may receive an error message when closing the related list if the SSI lump sum amount listed on the parent screen and the IAR breakdown amount do not match. At this point, the request for funds from SSA has been sent. The user will need to wait 24 hours before completing the next steps.

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# Day Two

Log in to Government Services Online (GSO) http://www.socialsecurity.gov/gso/gsowelcome.htm



Click the Interim Assistance Reimbursement (IAR) link

	COLORADO
	Office of Economic Security
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Click the Acknowledge SSA Communications link

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Select the blue IA reimbursement paid link for the customer

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Review the IA Reimbursement – Details displayed on the screen. This screen displays details for the month and year of reimbursement, IA Payments Reported, Eligible amount for Reimbursement, Amount of SSI Available and the Reason for Reduction (if any). The dates and amounts displayed on GSO should match the dates and amounts requested from SSA the previous day.

Log into CBMS and go to the Display Interim Assistance Reimbursement (IAR) Summary page.

If the SSI Lump Sum Amount and the IAR Amount to County do not match update the SSI Lump Sum Amount to the actual amount listed on the Acknowledge SSA Communications screen in GSO.

Review the IAR Breakdown screen to verify the amounts in CBMS match GSO. Make any necessary changes. Save and close the screen. You should not receive any errors since the amounts now match.

Go to the Capture IAR Payments/Request related list on the Interim Assistance Reimbursement (IAR) screen.



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Highlight the County Collections record with the correct requested amount and click authorize.

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AND To SSI 04/01/2006 Approved	Aduit Financiai	04/01/2006 06/	30/2020 Y	08/21/2015	06/01/2015	• /	Capture IAR Paymen	t/Request				0
							Payee Name	Requested Amount	Request Date	Payment Amount	Payment Date	Authorization Status
							County Collections	\$651.00	06/09/2020	\$651.00	06/16/2020	
Detall						0		\$0.00	06/09/2020	\$0.00	06/16/2020	
Processing Mode												
*LAR Type	* IAR IM-14 Signed											
AND To SSI	. 🔹 Yes 💿 No											Authorize
"LAR IM-14 Signed Date	IAR IM-14 Transmittai Date											
08/21/2015	1	-										
*SSA Office	_											
891												
*SSI Status	"SSI Status Date											
Approved	04/30/2020	ä										
SSI Lump Sum Direct Deposit #	"SSI Check Received Date	_										
	05/01/2020											
SSI Lump Sum Amount												
\$651.00												
SSI Effective Date	Last Breakdown Update By/On	Last Breakdown	Update By/On									
00/01/2020		00/09/2020	-									
SSI Approved Date	Breakdown Authorized By/On	Breakdown Autr	norized By/On									
		0070772020	-									
Home Relief Date (HR Date)												
Primary Claim held by												
County - CO												
Other State/County - Non-CD												
*CO county	Non - CO County/State	GR County Code	2									

Once authorized, CBMS will automatically mail out an apportionment notice (IM-19) to the customer.

Continue forward in the queue to make sure the claim was created for the IAR payment and is showing a zero balance.



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02/05/2020 04/20/2020	05/01/2020 Adult Financial Closed 06/09/2020 Researched: Vall: Admin Error	\$0.00 \$651.00 \$0.00 \$0.00	∧ Llable Individual ♥
		$\bigcirc$	
			Reverse Payment
			Capture Reason for Change
			Record Adjustment
	Calm Status Office Overfide Calm Error Type Initiate Recoupment	RA Establish Calm Cash Unestablish Calm Revise Manual Calm	

### Check correspondence to ensure the IM-19 was mailed out correctly.

COLORADO Remetita Ranagement System	All w Q. Search Salesforce
CBMS Home Search Application V Incomplete Applications V Case V B	enefits Work Programs Follow Up Activities System Functions Security Information V
	6/36/
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COLORADO
Office of Economic Security
Division of Employment & Benefits

STATE OF COLORAD			05/2017 \$185 04/2017 \$185 03/2017 \$185 02/2017 \$185 02/2017 \$185 02/2017 \$185	D0 D0 00 00
NOTICE OF SSI BENEFITS	RECEIVED BY COU	INTY	12/2016 \$189	00
-			11/2016 \$0.0	50
To Candice			3. Amount of check, if any, being sent to you from the co Department of Human/Social Services.	inty \$0.00
From			APPEAL RIGHTS ATTACHE	>
PO BOX 2692 COLORADO SPRINGS CO 809	901-2692			
(719) 444-5544				
part of your retroactive Supplemental Security Earlier you signed an authorization giving Soc State (or County Department of Social/Human the State Aid to the Needy Disabled State Ori for meeting basic needs while waiting on a dee the distribution of the SSI reforactive check. ( included in this figure since it is not reimbursat We are sending you the excess amount due, il	Income (SSI) paymen al Security the authori Services) for assistan ( (AND-SO) program ( ision of SSI eligibility, comment: Home Care le.) any.	t. ty to reimburse the ce given to you under 3.546, 9 CCR-2503-5) This notice explains Allowance is not		
. Amount of retroactive SSI payment receiv	ed on: 02/07/2017	\$1890.00		
The above amount is the total benefits paid to the SSI and ending with (and including) the month	ou beginning with the SSI payments began.	first month you received		
	Subtotal			
	\$189.00	4		
09/2017		1		
19/2017 18/2017	\$189.00	-		
9/2017 18/2017 17/2017	\$189.00 \$189.00			

Once the IAR process is complete, add all supporting documentation to the customer's file. The file should include:

- ✓ Printout of the Case History from GSO (this provides a record of the customer's SSI case from application to approval)
- ✓ Confirmation of IA Payments Submitted from GSO (this is a detailed accounting for IA payments)
- ✓ All Authorization for Reimbursement of Interim Assistance (IM-14) forms completed by the customer and the county since initial approval of AND-SO or AND-PNA benefits (will include the initial IM-14 and all subsequent IM-14's completed at each redetermination) with all required components completed filled out
- ✓ The Apportionment Notice (IM-19) mailed to the customer by CBMS
- Excess Interim Assistance Reimbursement (IAR) Cover Letter (this is only needed if additional funds were collected during the IAR process)



The following instructions outline the necessary steps to correctly return excess funds collected during the IAR process.

- 1. Prepare a check for the refund of excess funds due to the participant. If more than one participant is due a refund, separate checks must be prepared for each customer. Record the reason for the refund on each check: 'excess IAR payment.'
- 2. Mail the check, including the cover sheet to the local SSA office. The cover sheet must contain the participant's social security number, reason for the refund (i.e. excess IAR payment), county department name, county department contact information (i.e. office at which the county would like to receive a receipt from SSA), and the county grant repayment (GR) code. The local SSA office can be found at <a href="https://www.ssa.gov/locator">https://www.ssa.gov/locator</a>. Enter the participant's zip code and click "Locate." The next screen will display the address of the servicing SSA office.
- 3. Retain a copy of the cover letter to be filed in the customer's case file.

STATE OF COLORADO
NUMER OF
To: Social Security Administration Address: <insert address="" customer's="" local="" of="" office="" ssa="" street="" the=""> City, State Zip Code</insert>
RE: Excess Interim Assistance Reimbursement (IAR) Payment
To Whom It May Concern:
This is to notify you that <insert county="" department="" human="" name="" of="" services="" social=""> collected too much money from the customer identified below during the Interim Assistance Reimbursement process. We are returning the excess money to your office as prescribed in the Government Services Online handbook for appropriate disbursement to the customer. If you have any questions, please contact the County Department Contact listed below.</insert>
Customer Name:
Customer Social Security Number:
Reason for check: Excess IAR payment
GR Code:
County Department Name:
County Department Address:
County Department Phone/fax number:
County Department Contact for Questions about Payment:
(Separate cover letter must be used for each check mailed to SSA)
Excess IAR_Cover_Letter_V1.2018.docx