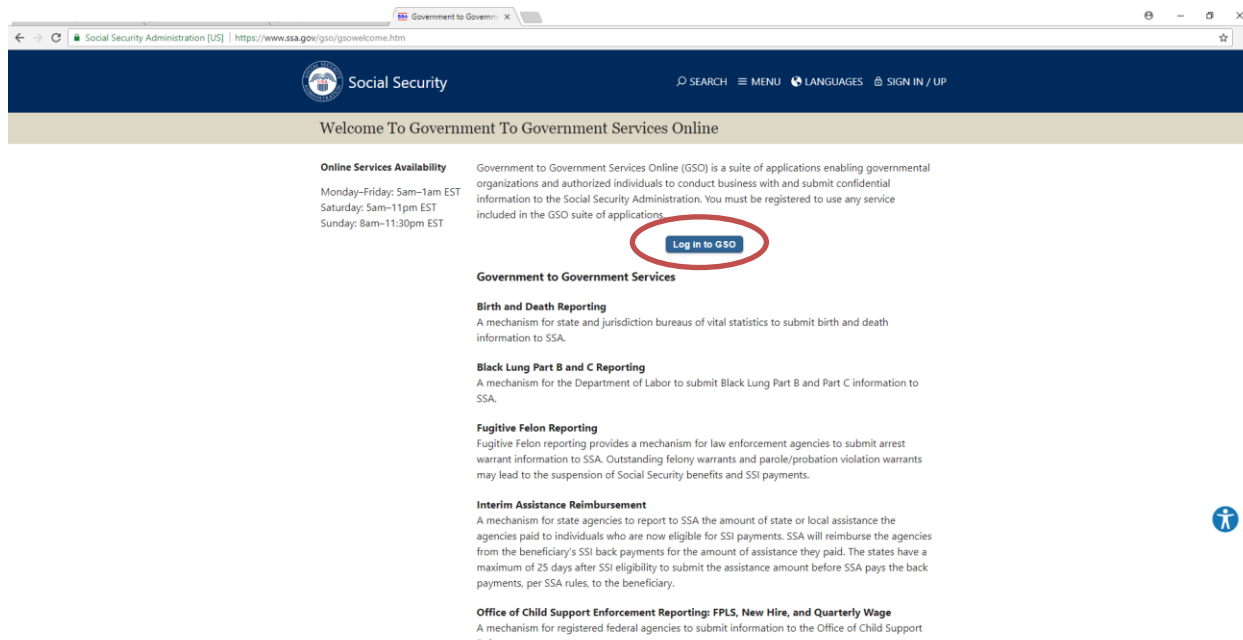


Interim Assistance Reimbursement (IAR) Processing Manual

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 <http://www.socialsecurity.gov/gso/gsowelcome.htm>. 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.

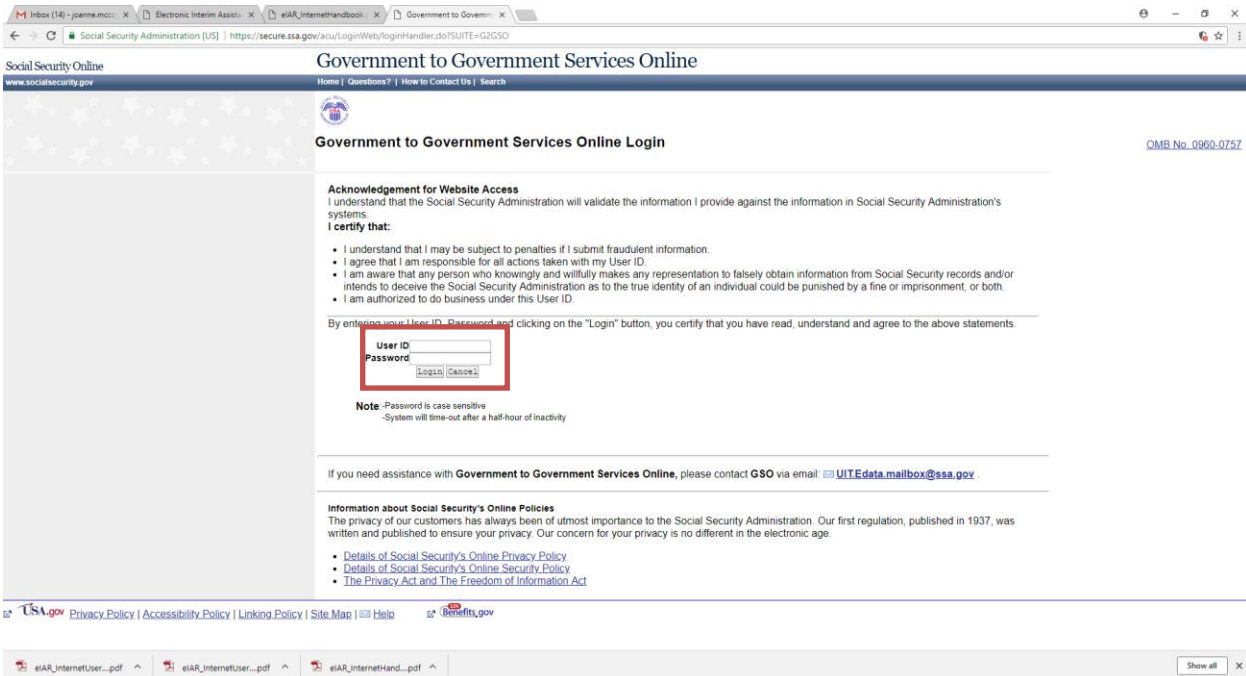
Log in to Government Services Online <http://www.socialsecurity.gov/gso/gsowelcome.htm>



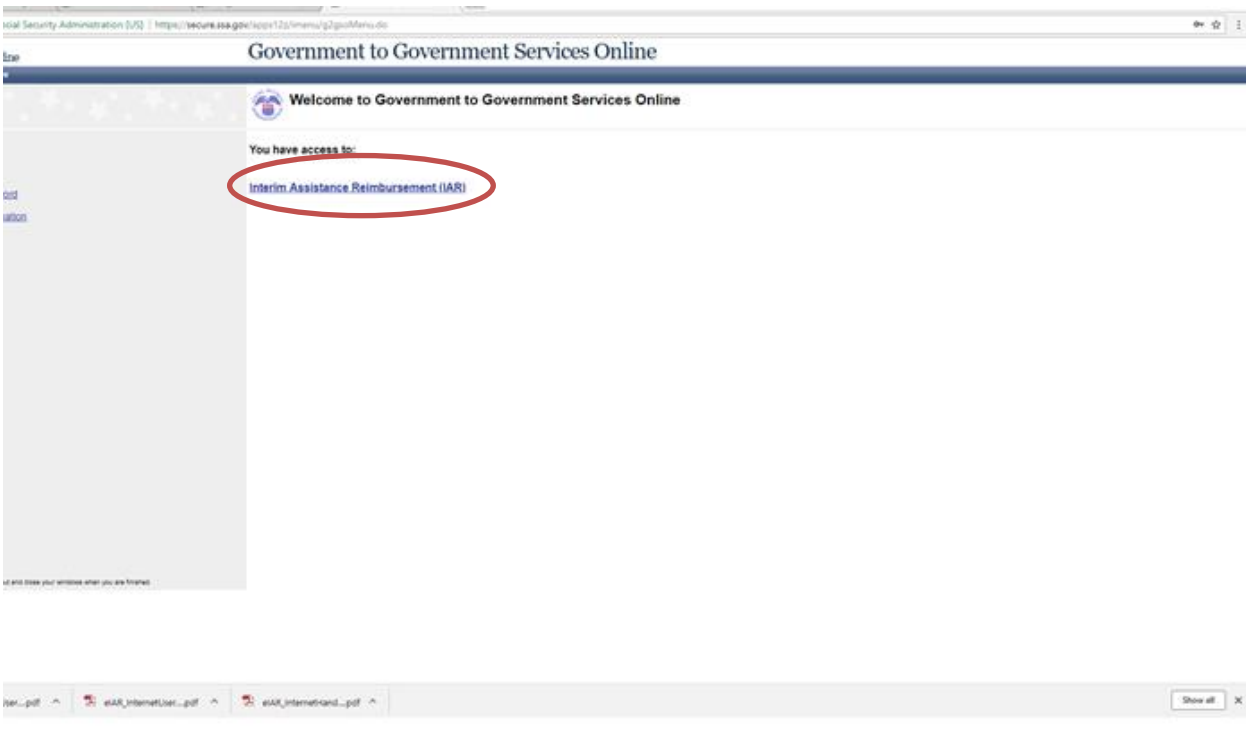
The screenshot shows the SSA GSO website interface. At the top, there is a navigation bar with the Social Security logo, a search bar, and links for 'MENU', 'LANGUAGES', and 'SIGN IN / UP'. Below the navigation bar, the main heading reads 'Welcome To Government To Government Services Online'. The page content is organized into several sections:

- Online Services Availability:** Lists operating hours for Monday-Friday (5am-1am EST), Saturday (5am-11pm EST), and Sunday (8am-11:30pm EST).
- Government to Government Services:** A central section with a red circle around the 'Log In to GSO' button.
- Birth and Death Reporting:** A mechanism for state and jurisdiction bureaus of vital statistics to submit birth and death information to SSA.
- Black Lung Part B and C Reporting:** A mechanism for the Department of Labor to submit Black Lung Part B and Part C information to SSA.
- Fugitive Felon Reporting:** Provides a mechanism for law enforcement agencies to submit arrest warrant information to SSA.
- Interim Assistance Reimbursement:** A mechanism for state agencies to report to SSA the amount of state or local assistance paid to individuals eligible for SSI payments.
- Office of Child Support Enforcement Reporting: FPLS, New Hire, and Quarterly Wage:** A mechanism for registered federal agencies to submit information to the Office of Child Support Enforcement.

Click Log in to GSO



Enter User ID and Password



Click the Interim Assistance Reimbursement (IAR) link



There will be three options available:

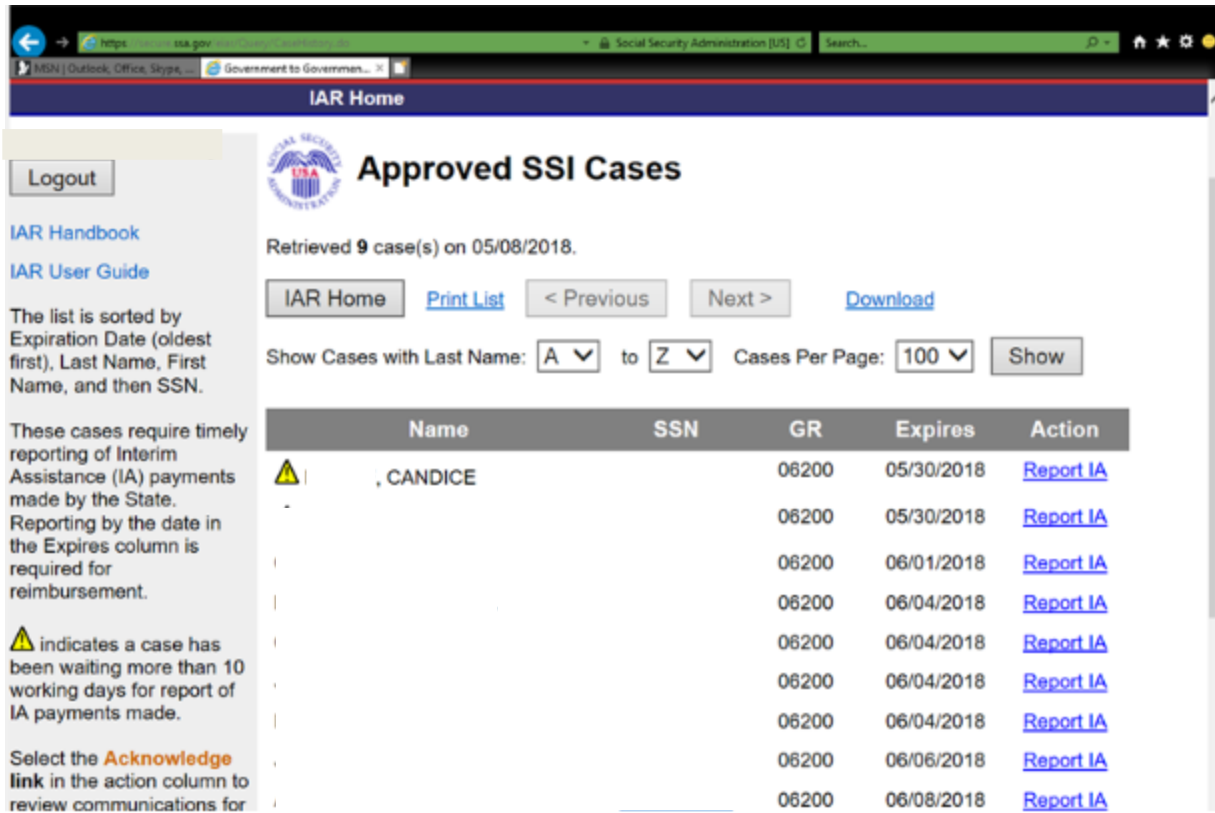
1. Acknowledge SSA Communications will allow the user to view and acknowledge communications from SSA.
2. Report IA Payments for Approved SSI Cases will allow the user to report IA payments for approved SSI cases.
3. Query IA Cases will allow the user to perform queries.

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****




IAR Home

Approved SSI Cases

Retrieved 9 case(s) on 05/08/2018.

IAR Home [Print List](#) < Previous Next > [Download](#)

Show Cases with Last Name: to Cases Per Page: [Show](#)

Name	SSN	GR	Expires	Action
 , CANDICE		06200	05/30/2018	Report IA
		06200	05/30/2018	Report IA
		06200	06/01/2018	Report IA
		06200	06/04/2018	Report IA
		06200	06/04/2018	Report IA
		06200	06/04/2018	Report IA
		06200	06/04/2018	Report IA
		06200	06/06/2018	Report IA
		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 **Government to Government Services Online**

IAIR Home

Logout

IAIR Handbook
IAIR User Guide

All fields must be completed. Enter 0 for any month in which no IA payments was made.
You may enter the payment amounts as \$555.44 or \$555 and the system will add .00 for you.

Enter IA Payments Made

Please enter only Interim Assistance payments made on this case as described in the [IA Reimbursement Guidelines](#).

CANDICE

SSN: [View Case History](#) GR Code: 06200

Initial Claim Eligibility Month: 11/2016
Report Due by: 05/30/2018 1st Month of Recurring SSI Payment: 02/2018
Amount of Recurring SSI Payment: \$0.00

2016	IA Payment Made	2016	IA Payment Made
Dec.	\$		
2017	IA Payment Made	2017	IA Payment Made
Jan.	\$	Feb.	\$
March	\$	April	\$
May	\$	June	\$
July	\$	Aug.	\$
Sept.	\$	Oct.	\$
Nov.	\$	Dec.	\$
2018	IA Payment Made	2018	IA Payment Made
Jan.	\$	Feb.	\$

Cancel & Return to List **Review >**

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.

Social Security Online **Government to Government Services Online**

IAIR Home

Logout

IAIR Handbook
IAIR User Guide

< Back IAIR Home [Print Report](#)

IA Report - Details

CANDICE

SSN: [View Case History](#) GR Code: 06200

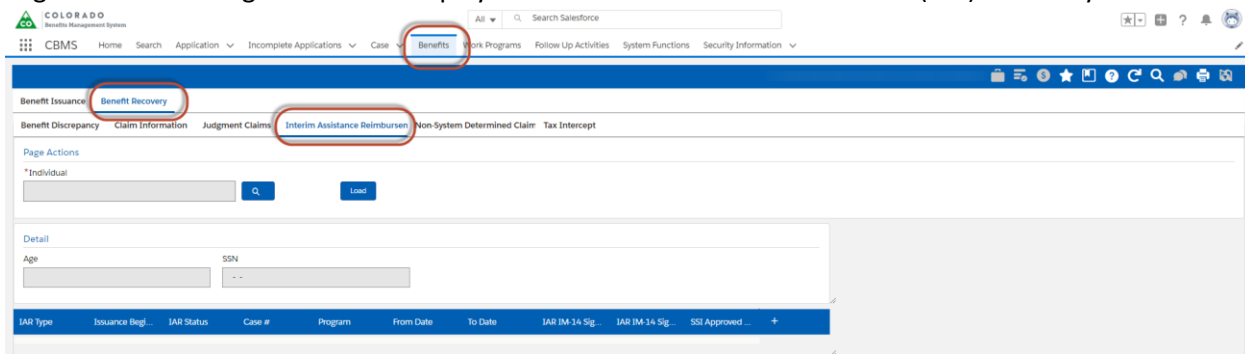
Initial Claim Eligibility Month: 11/2016
Report Submitted: 05/09/2018 1st Month of Recurring SSI Payment: 02/2018
Total IA Payment Reported: \$1,890.00 Amount of Recurring SSI Payment: \$0.00

2016	IA Payment Made	2016	IA Payment Made
Dec.	\$189.00		
2017	IA Payment Made	2017	IA Payment Made
Jan.	\$189.00	Feb.	\$189.00
March	\$189.00	April	\$189.00
May	\$189.00	June	\$189.00
July	\$189.00	Aug.	\$189.00
Sept.	\$189.00	Oct.	\$0.00
Nov.	\$0.00	Dec.	\$0.00
2018	IA Payment Made	2018	IA Payment Made
Jan.	\$0.00	Feb.	\$0.00

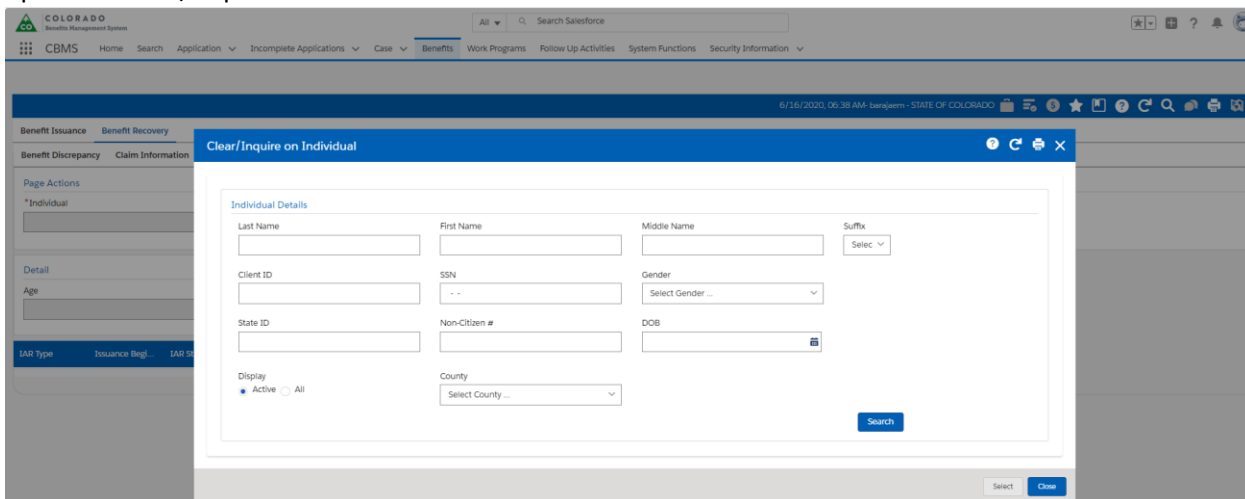
< Back IAIR Home **Print Report**

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.

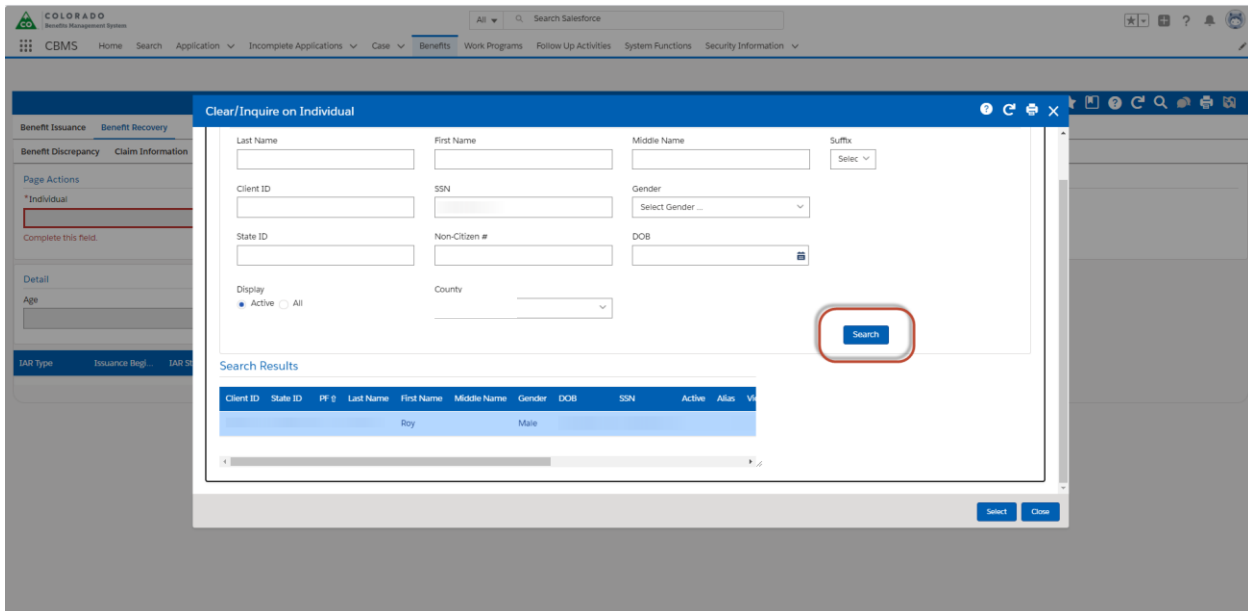
Log in to CBMS and go to the the Display Interim Assistance Reimbursement (IAR) Summary Screen.



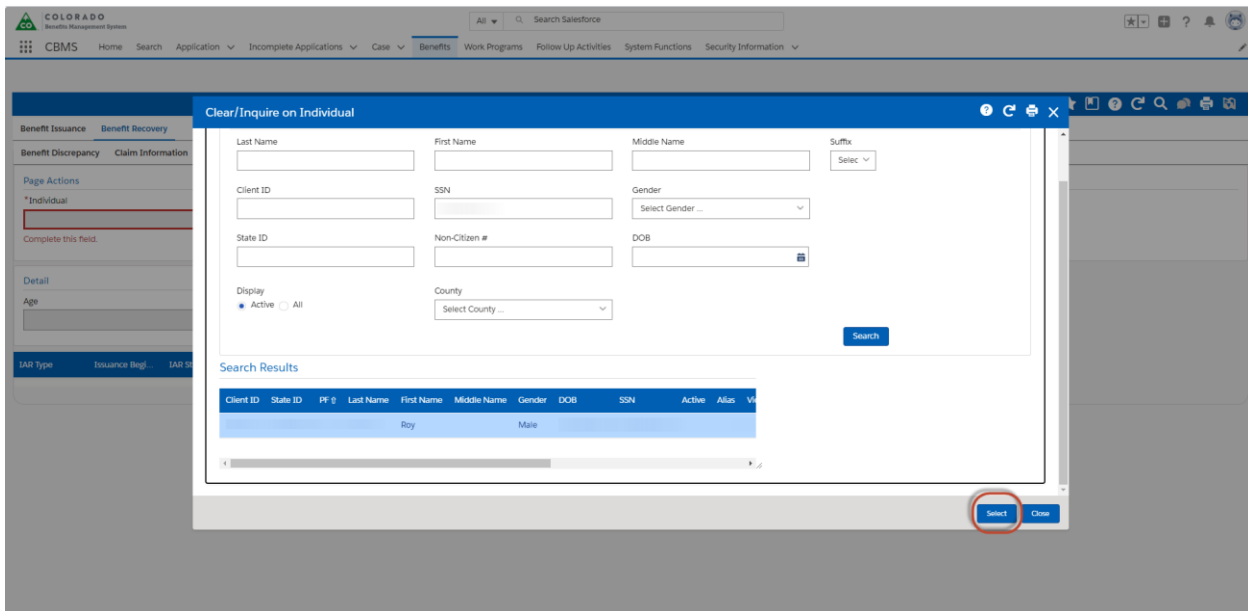
Use the magnifying glass to the right corner of the 'individual' field to search for the customer. This will open the Clear/Inquire on Individual screen.



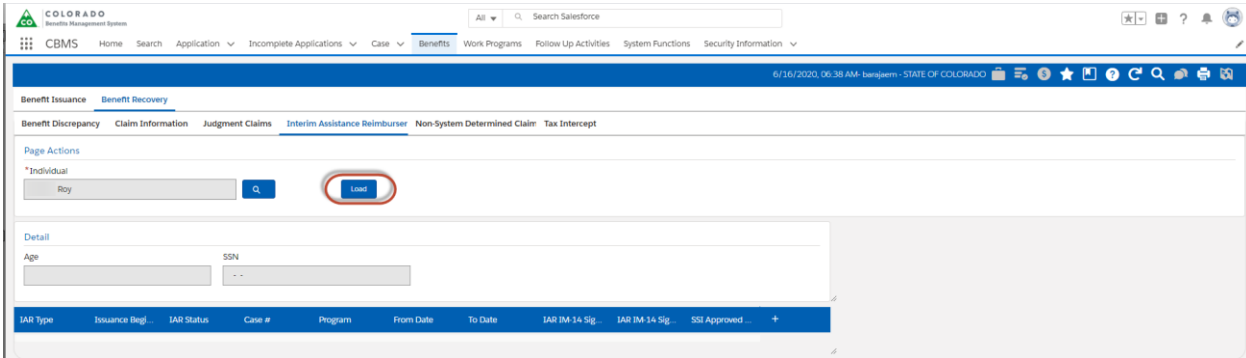
Enter the customer's SSN and click Search.



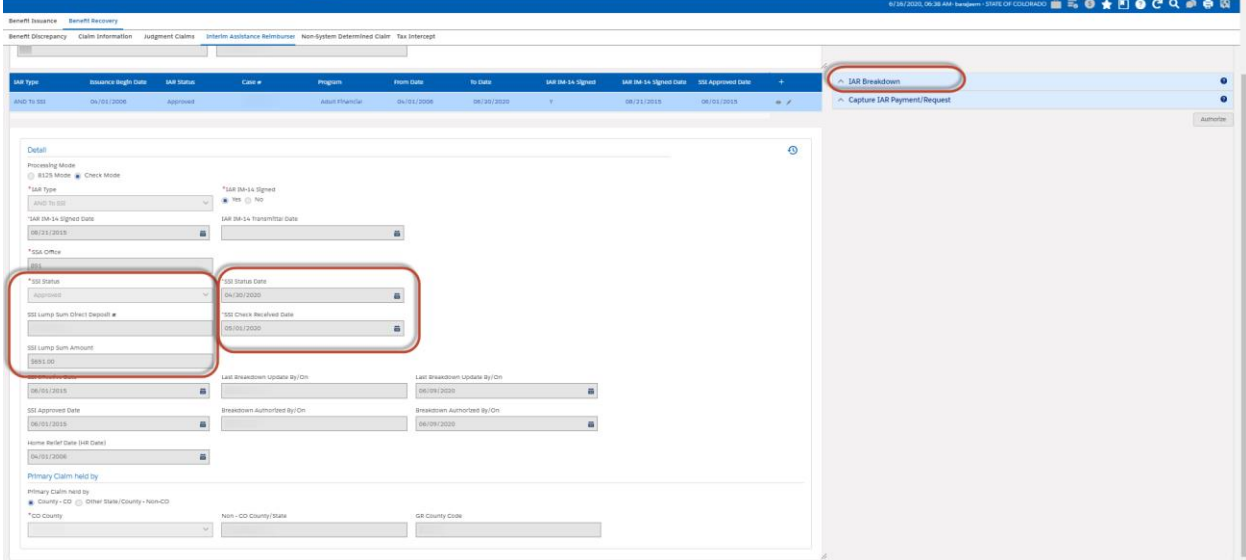
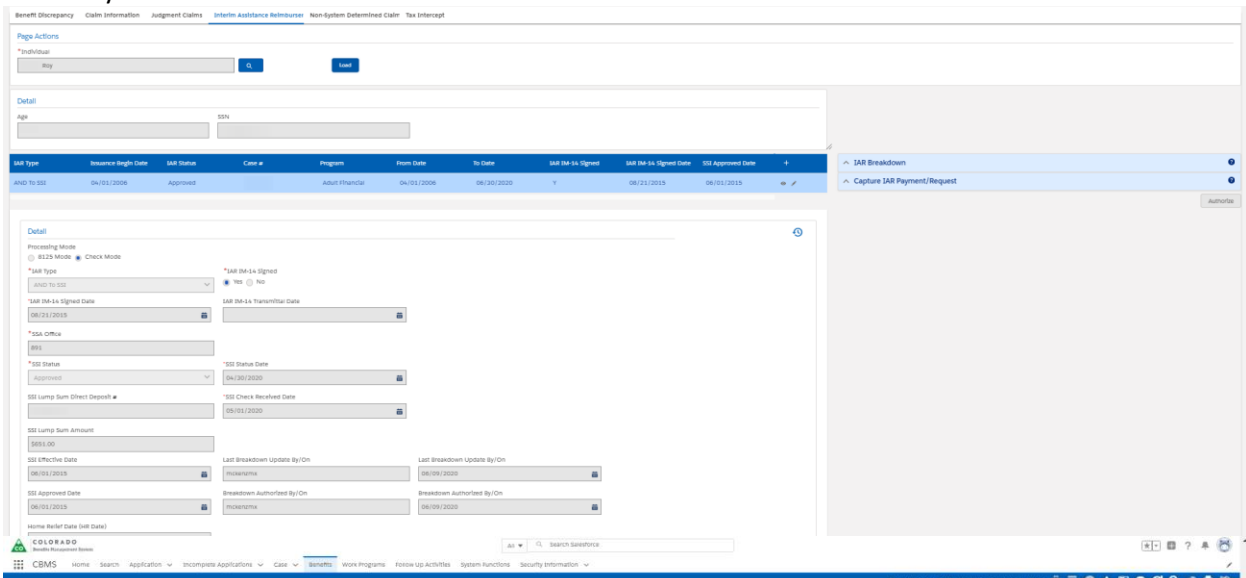
Review the results displayed on the screen and highlight the correct record for the customer. Then click 'select'.



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



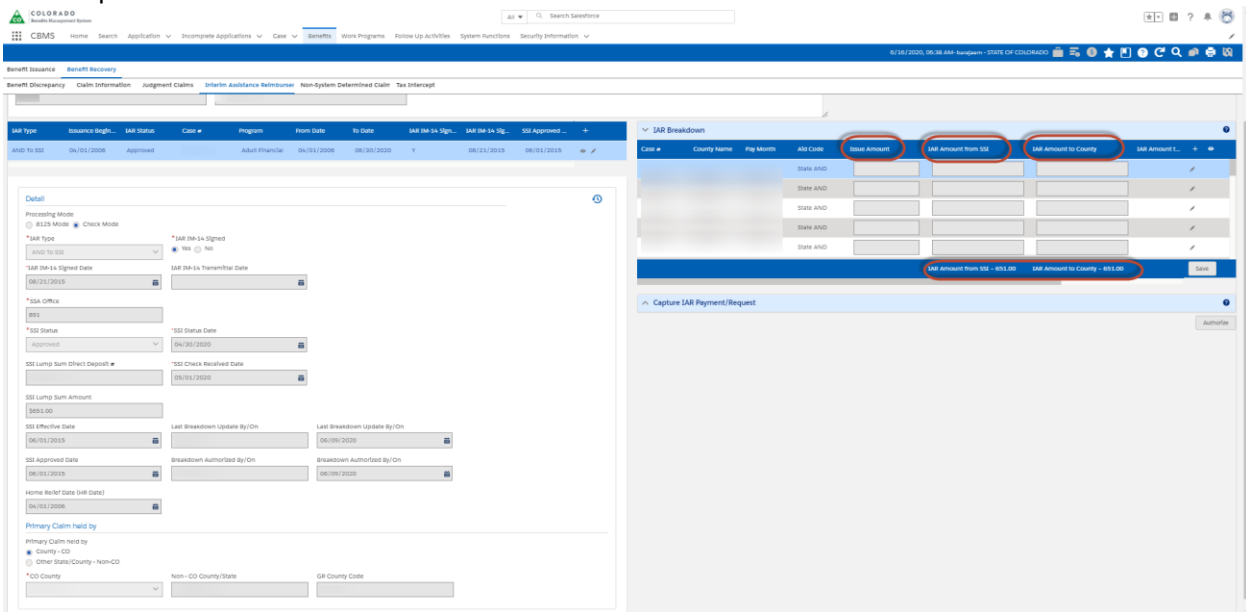
This will populate the customer's information into the Display Interim Assistance Reimbursement (IAR) Summary screen.



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

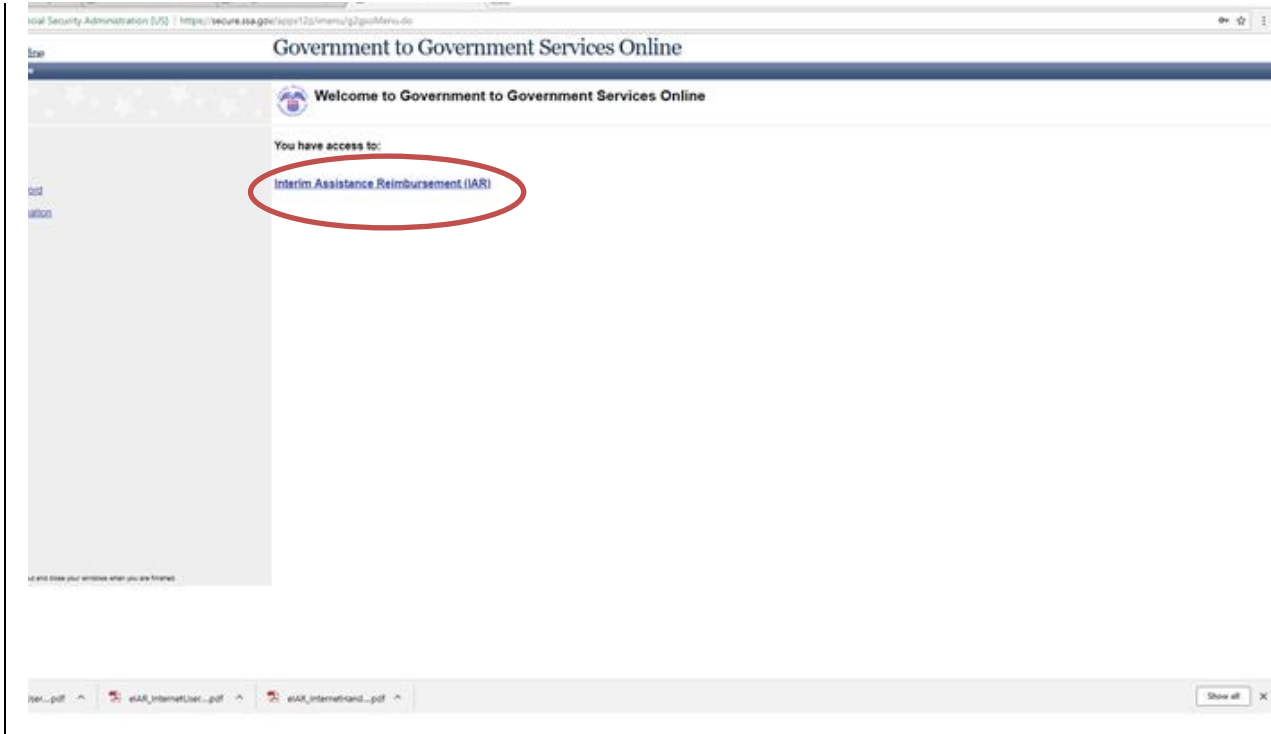
amount you are collecting in the 'SSI Lump Sum Amount' field. Save the page and go to the 'IAR Breakdown' related list.

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.

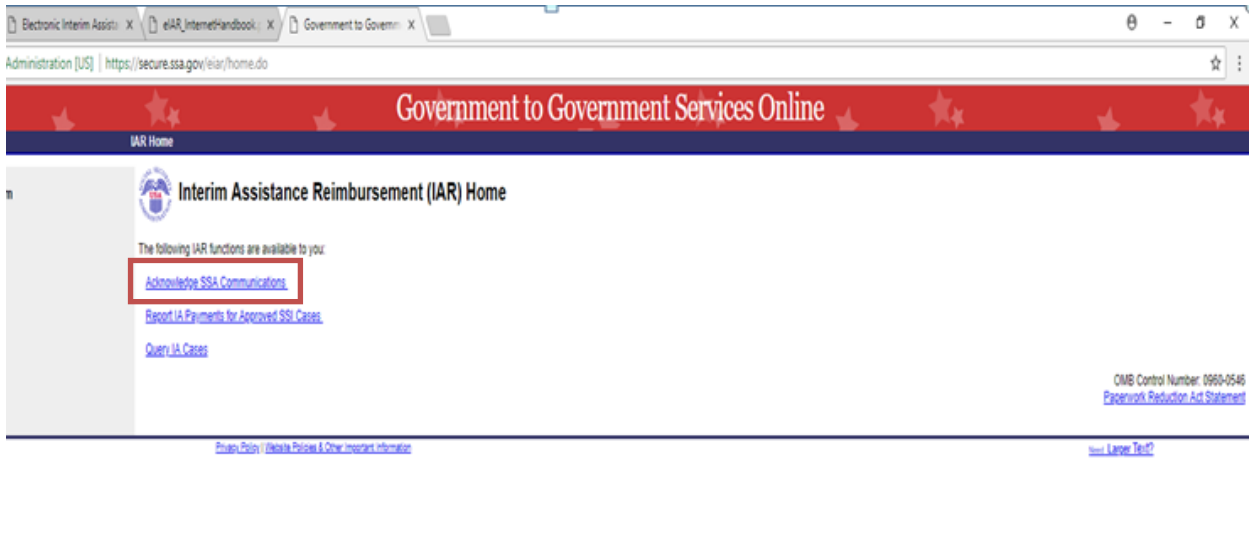


Day Two

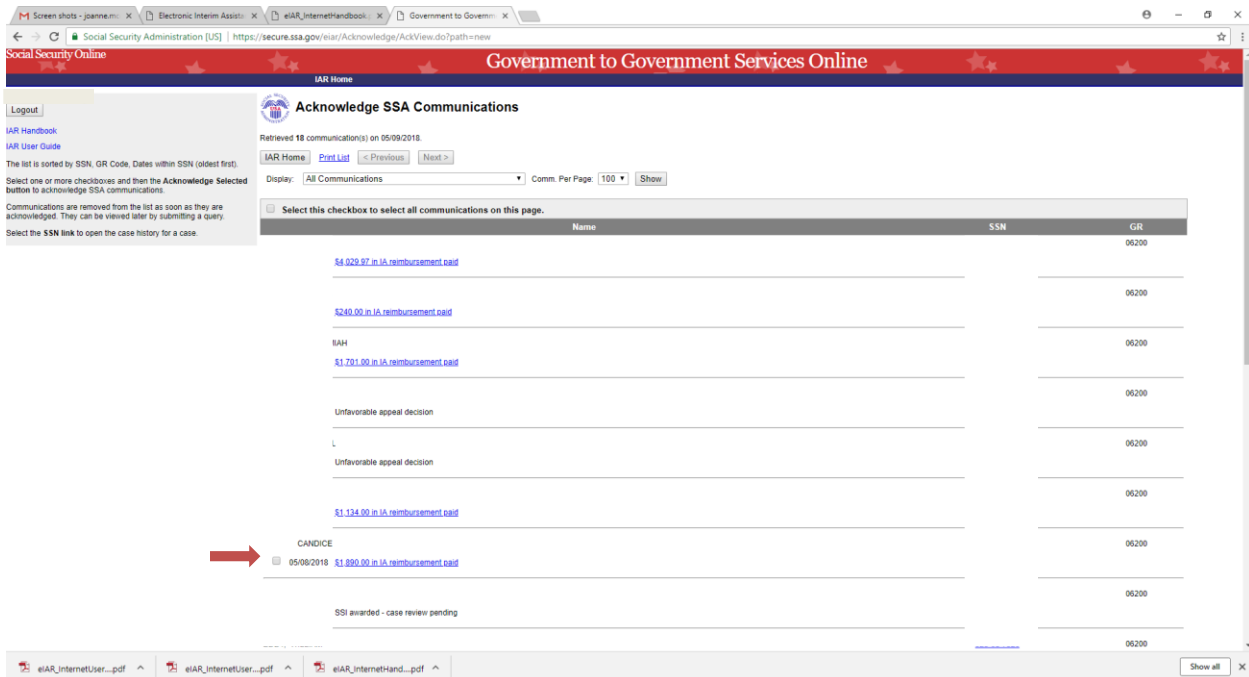
Log in to Government Services Online (GSO) <http://www.socialsecurity.gov/gso/gsowelcome.htm>



Click the Interim Assistance Reimbursement (IAR) link



Click the Acknowledge SSA Communications link



Select the blue IA reimbursement paid link for the customer

Government to Government Services Online

IA Reimbursement - Details

CANDICE

GR Code: 06200
Eligibility Month: 11/2016
1st Month of Recurring SSI Payment: 02/2018
Amount of Recurring SSI Payment: \$0.00

Date Reimbursed: 09/09/2018
Total Reimbursed: \$1,990.00

Reimbursement Paid is Total of Column: Eligible for Reimbursement

Month Year	IA Payment Reported	Eligible for Reimbursement	Amount of SSI Available	Reason for Reduction (if any)
Dec-16	\$189.00	\$189.00	\$490.00	
Jan-17	\$189.00	\$189.00	\$490.00	
Feb-17	\$189.00	\$189.00	\$490.00	
Mar-17	\$189.00	\$189.00	\$490.00	
Apr-17	\$189.00	\$189.00	\$490.00	
May-17	\$189.00	\$189.00	\$490.00	
Jun-17	\$189.00	\$189.00	\$490.00	
Jul-17	\$189.00	\$189.00	\$490.00	
Aug-17	\$189.00	\$189.00	\$735.00	
Sep-17	\$189.00	\$189.00	\$735.00	
Oct-17	\$0.00	\$0.00	\$0.00	Not eligible for reimb.
Nov-17	\$0.00	\$0.00	\$0.00	Not eligible for reimb.
Dec-17	\$0.00	\$0.00	\$0.00	Not eligible for reimb.
Jan-18	\$0.00	\$0.00	\$0.00	Not eligible for reimb.
Feb-18	\$0.00	\$0.00	\$0.00	Not eligible for reimb.
Total	\$1,990.00	\$1,990.00	\$5,388.67	

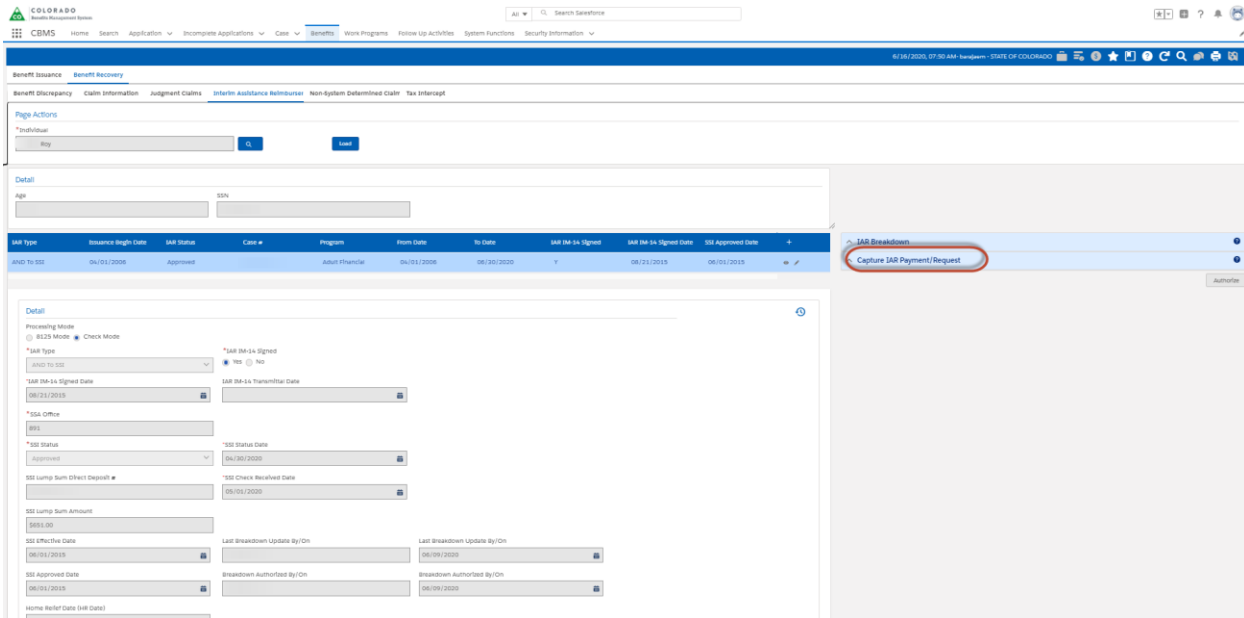
Review the IA Reimbursement – Details displayed on the screen. This screen displays details for the month and year of reimbursement, IA Payments Reported, Eligible amount for Reimbursement, Amount of SSI Available and the Reason for Reduction (if any). The dates and amounts displayed on GSO should match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

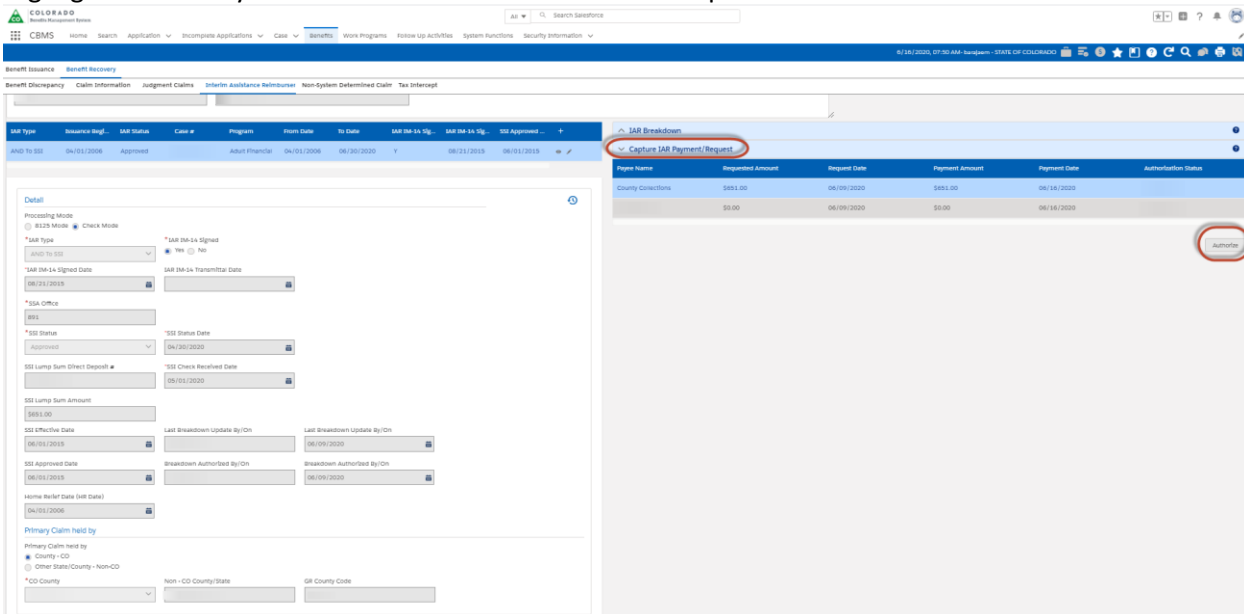
Review the IAR Breakdown screen to verify the amounts in CBMS match GSO. Make any necessary changes. Save and close the screen. You should not receive any errors since the amounts now match.

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



The screenshot shows the 'IAR Breakdown' section of the CBMS system. A table with the following columns is visible: Request Name, Requested Amount, Request Date, Payment Amount, Payment Date, and Authorization Status. There is one row with the following data: County Collections, \$653.00, 06/09/2020, \$653.00, 06/16/2020. An 'Authorize' button is located to the right of the table. A red circle highlights the 'Capture IAR Payment/Request' link above the table.

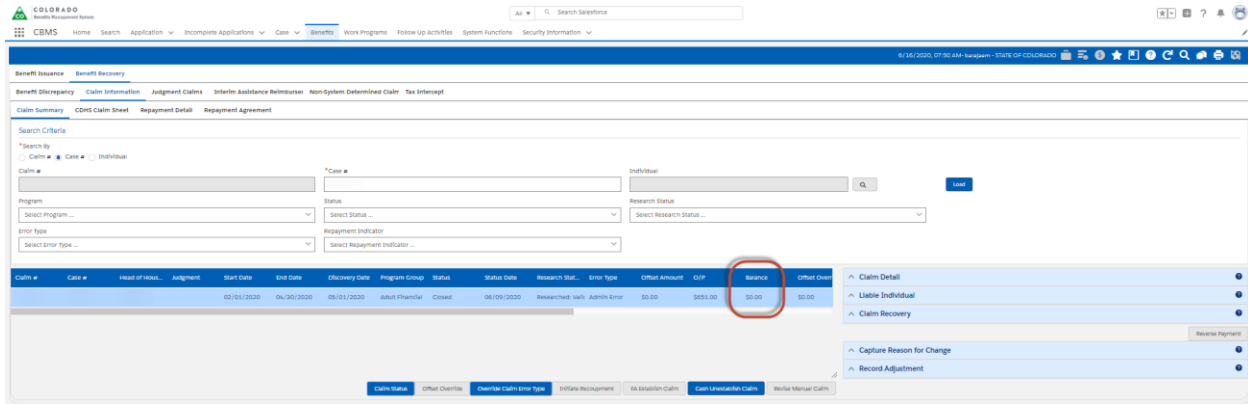
Highlight the County Collections record with the correct requested amount and click authorize.



This screenshot is similar to the previous one but shows the 'County Collections' row highlighted in blue. The 'Authorize' button is now circled in red. The 'Capture IAR Payment/Request' link is also circled in red.

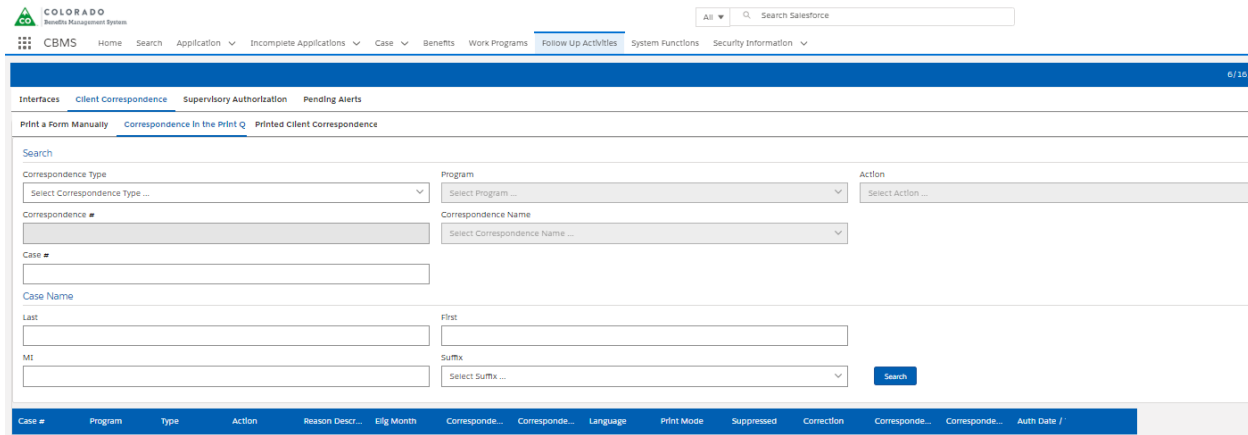
Once authorized, CBMS will automatically mail out an apportionment notice (IM-19) to the customer.

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



The screenshot shows the 'Benefits Recovery System' interface. At the top, there are navigation tabs: 'Benefits Recovery', 'Benefit Discrepancy', 'Claim Information', 'Judgment Claims', 'Interim Assistance Reimburse', 'Non-System Determined Claim', and 'Tax Intercept'. Below these are sub-tabs: 'Claim Summary', 'CDHS Claim Sheet', 'Payment Detail', and 'Payment Agreement'. A search criteria section includes fields for 'Claim #', 'Case #', 'Individual', 'Program', 'Error Type', 'Research Status', and 'Repayment Indicator'. A table below displays various claim details. The 'Benefits' column in the table is circled in red. The table has columns for 'Claim #', 'Case #', 'Head of HH...', 'Judgment', 'Start Date', 'End Date', 'Eligibility Date', 'Program Group', 'Status', 'Status Date', 'Research Stat...', 'Error Type', 'Offset Amount', 'EIP', 'Benefits', and 'Offset Date'. The 'Benefits' column contains the value '\$0.00'.

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



The screenshot shows the 'Client Correspondence' search form in the 'Benefits Recovery System'. The page title is 'Client Correspondence' and it includes sub-links for 'Print a Form Manually', 'Correspondence in the Print Q', and 'Printed Client Correspondence'. The search form includes fields for 'Correspondence Type', 'Program', 'Action', 'Correspondence #', 'Case #', 'Case Name', 'Last', 'First', 'MI', and 'Suffix'. A 'Search' button is located at the bottom right of the form. Below the search form is a table with columns: 'Case #', 'Program', 'Type', 'Action', 'Reason Descr...', 'Elig Month', 'Corresponde...', 'Corresponde...', 'Language', 'Print Mode', 'Suppressed', 'Correction', 'Corresponde...', 'Corresponde...', and 'Auth Date /'.

STATE OF COLORADO



IM-19 STATE APPORTIONMENT NOTICE FORM
NOTICE OF SSI BENEFITS RECEIVED BY COUNTY

To	Candice [REDACTED]
From	EL PASO PO BOX 2692 COLORADO SPRINGS CO 80901-2692 (719) 444-5544
Date:	05/16/2018

This is to inform you that the County Department of Social/Human Services listed above has received a check on your behalf from the Social Security Administration. This check is all or part of your retroactive Supplemental Security Income (SSI) payment.

Earlier you signed an authorization giving Social Security the authority to reimburse the State (or County Department of Social/Human Services) for assistance given to you under the State Aid to the Needy Disabled State Only (AND-SO) program (3.546, 9 CCR-2503-5) for meeting basic needs while waiting on a decision of SSI eligibility. This notice explains the distribution of the SSI retroactive check. (Comment: Home Care Allowance is not included in this figure since it is not reimbursable.)

We are sending you the excess amount due, if any.

1. Amount of retroactive SSI payment received on: 02/07/2017	\$1890.00
2. Minus amount if payment refunded to the State	\$1890.00
The above amount is the total benefits paid to you beginning with the first month you received SSI and ending with (and including) the month SSI payments began.	
	Subtotal
09/2017	\$189.00
08/2017	\$189.00
07/2017	\$189.00
06/2017	\$189.00

IM-19
IM-19 State Apportionment Notice Form_LIN

05/2017	\$189.00	
04/2017	\$189.00	
03/2017	\$189.00	
02/2017	\$189.00	
01/2017	\$189.00	
12/2016	\$189.00	
11/2016	\$0.00	
3. Amount of check, if any, being sent to you from the county Department of Human/Social Services.		\$0.00

APPEAL RIGHTS ATTACHED


IM-19
IM-19 State Apportionment Notice Form_LIN

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 <https://www.ssa.gov/locator> . 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		
<p>To: Social Security Administration Address: <Insert Street Address of the Customer's Local SSA Office> City, State Zip Code</p>		
<p>RE: Excess Interim Assistance Reimbursement (IAR) Payment</p>		
<p>To Whom It May Concern:</p> <p>This is to notify you that <Insert County Department of Human/Social Services Name> 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.</p>		
<p>Customer Name:</p>		
<p>Customer Social Security Number:</p>		
<p>Reason for check: Excess IAR payment</p>		
<p>GR Code:</p>		
<p>County Department Name:</p>		
<p>County Department Address:</p>		
<p>County Department Phone/fax number:</p>		
<p>County Department Contact for Questions about Payment:</p>		
<p>(Separate cover letter must be used for each check mailed to SSA)</p>		
<p>Excess IAR_Cover_Letter_V1.2018.docx</p>		