



Electronic
Interim Assistance
Reimbursement
(eIAR)

Internet User's Guide

Release Date: October 01, 2011

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I. General Information

A state can enter into an agreement with the Commissioner of Social Security so the state can be reimbursed for qualifying Interim Assistance (IA) payments from an individual's retroactive Supplemental Security Income (SSI) benefits. The individual must sign a form authorizing the Social Security Administration (SSA) to pay the state. The state may pay an individual for a period of time while SSA is determining the individual's eligibility for SSI. If the individual becomes eligible to receive SSI benefits, the state can claim reimbursement for State and local payments paid wholly from state or local funds.

The Electronic Interim Assistance Reimbursement (eIAR) service provides a mechanism for IA State agencies to access and communicate interim assistance reimbursement (IAR) information to the Social Security Administration (SSA) electronically.

Depending on your level of access, with the November 2010 implementation of the eIAR service, you can:

- Acknowledge communications from SSA
- Report payments for approved SSI cases
- Query IA cases

You can find more information about the IAR program in the IAR Handbook at:

http://www.ssa.gov/gso/eiar/eIAR_InternetHandbook.pdf

II. Accessing eIAR

eIAR Registrations

Since the eIAR service is part of the Government-to-Government Services Online (GSO) suite, you must fill out a GSO registration form and request access under one of the following user roles:

State Worker

- Mostly case workers
- Can log on to the eIAR system and acknowledge receipt of SSA communications
- Can query IAR cases within their IA State Agency's jurisdiction

State Accounting

- Authorized to request IA reimbursement for cases within their IA State Agency's jurisdiction
- Certifies and submits IA payments to SSA
- Same access as State Workers plus they can report IA payment amounts to SSA

State Oversight

- Usually managers or other State employees overseeing the IAR program for their entire State
- Query access
- Additional query functions

Once registered, you will receive a user account to access the eIAR service through GSO. Each user must have his/her own login information including a user id and password. Login information cannot be shared.

Contact your SSA Regional Office Coordinator for assistance with your GSO.

Send an email to UIT.Edata.mailbox@ssa.gov if you forgot your password or need your password reset.

eIAR Availability

The eIAR service normally operates during the following hours and may be available at other times as well:

<u>Day</u>	<u>Time</u>
Monday – Friday	5:00 a.m. to 01:00 a.m. (Eastern Time)
Saturday	5:00 a.m. to 11:00 p.m. (Eastern Time)
Sunday	8:00 a.m. to 11:30 p.m. (Eastern Time)

Note: eIAR is not available for limited times when SSA is in the process of implementing changes to its system. Whenever possible, advance notice of such occasions will be announced on the GSO website. In addition, during website down times, informational messages are displayed when a user attempts to access the system.

Logging on to eIAR

1. Point your browser to the Government to Government Services Online (GSO) home page: <http://www.socialsecurity.gov/gso/gsowelcome.htm>
2. The system displays the Welcome to Government to Government Services Online page.

Social Security Online
www.socialsecurity.gov

Government to Government Services Online

Welcome to Government to Government Services Online

Government to Government Services Online (GSO) is a suite of applications enabling governmental organizations and authorized individuals to conduct business with and submit confidential information to the Social Security Administration. You must be registered to use any service included in the GSO suite of applications.

Log in to GSO Select the **Log In** button

GSO Information

Government to Government Services	
<p>Birth and Death Reporting A mechanism for state and jurisdiction bureaus of vital statistics to submit birth and death information to SSA.</p>	<p>Fugitive Felon Reporting Fugitive Felon reporting provides a mechanism for law enforcement agencies to submit arrest warrant information to SSA. Outstanding felony warrants and parole/probation violation warrants may lead to the suspension of social security benefits and SSI payments.</p>
<p>Interim Assistance Reimbursement Reporting A mechanism for state agencies that pay interim disability benefits to submit applicant information to SSA. The states require that applicants apply to SSA within 60 days of applying locally, and states must report IAR benefits authorization to SSA within 30 days.</p>	<p>Prisons Reporting Prison reporting provides a mechanism for correctional institutions to submit inmate information to SSA. Legislation requires SSA to stop paying benefits while social security beneficiaries are confined for specific periods of time.</p>
<p>Office of Child Support Reporting: FPLS, New Hire, and Quarterly Wage A mechanism for registered federal agencies to submit information to the Office of Child Support Enforcement.</p>	<p>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.</p>
<p>Sheltered Workshop A mechanism for Sheltered Workshop employers to submit monthly earnings reports to SSA Field Offices for SSI recipients who work for them.</p>	<p>OIG FRATS Upload A mechanism for the SSA Office of the Inspector General to upload law enforcement agency updates from the FBI to the Fugitive Reporting Agreement Tracking System (FRATS).</p>
<p>Pension Benefits Guaranty Corp Upload A mechanism for the Pension Benefits Guaranty Corp. (PBGC) to submit pension plan information to SSA.</p>	

Have a question about GSO Services? Please contact GSO via email: UIT.Edeta.mailbox@ssa.gov

3. Select the Log In button.

4. The system displays the Government to Government Services Online Login page.

Government to Government Services Online

Social Security Online
www.socialsecurity.gov

Home Questions? How to Contact Us Search

Government to Government Services Online Login

Acknowledgement for Website Access

I understand that the Social Security Administration will validate the information I provide against the information in Social Security Administration's systems.

I certify that:

- I understand that I may be subject to penalties if I submit fraudulent information.
- I agree that I am responsible for all actions taken with my User ID.
- I am aware that any person who knowingly and willfully makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business under this User ID.

By entering your User ID, Password and clicking on the "Login" button you certify that you have read, understand and agree to the following statements.

User ID

Password

Note: -Password is case sensitive
-System will time-out after a period of inactivity

If you need assistance with **Government to Government Services Online**, please contact **GSO** via email: UIT.Edata.mailbox@ssa.gov.

Information about Social Security's Online Policies

The privacy of our customers has always been of utmost importance to the Social Security Administration. Our first regulation, published in 1937, was written and published to ensure your privacy. Our concern for your privacy is no different in the electronic age.

- [Details of Social Security's Online Privacy Policy](#)
- [Details of Social Security's Online Security Policy](#)
- [The Privacy Act and The Freedom of Information Act](#)

USA.gov Privacy Policy | Accessibility Policy | Linking Policy | Site Map | Help Benefits.gov

5. After reading the GSO service's terms and conditions on the page, enter your User ID and Password.
6. Select the Login button to proceed. Send email to UIT.Edata.mailbox@ssa.gov if you require assistance with your login.
7. The system displays the Welcome to Government to Government Services Online page.

Government Services Online (GSO) Main Menu

After login into the GSO Main Menu, the system displays a list of GSO services accessible to you. The “Interim Assistance Reimbursement (IAR)” link may be the only one displayed if that is the only service you have registered for in GSO.



1. Select the “Interim Assistance Reimbursement (IAR)” link.
2. The system displays the Interim Assistance Reimbursement (IAR) Home page.

III. IAR Home Page

The “IAR Home” page contains links to different IAR functions. Depending on your role, you may have access to one or more of the following IAR functions (see screenshots below):

<u>IAR Function</u>	<u>Description</u>
Acknowledge SSA Communications	<u>link</u> to view and acknowledge communications from SSA
Report IA Payments for Approved SSI Cases	<u>link</u> to report IA payments for approved SSI cases
Query IA Cases	<u>link</u> to perform queries

Interim Assistance Reimbursement (IAR) Home page - (Worker Role)

Social Security Online

Government to Government Services Online

IAR Home

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Interim Assistance Reimbursement (IAR) Home

The following IAR functions are available to you:

- [Acknowledge SSA Communications](#)
- [Query IA Cases](#)

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IAR Handbook
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IAR Tutorial
FAQs

Logout

OMB Control Number: 0960-0546
Expiration Date: 02/29/2012
[Paperwork Reduction Act Statement](#)

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Interim Assistance Reimbursement (IAR) Home page - (Accounting Role)

Social Security Online

Government to Government Services Online

IAR Home

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Interim Assistance Reimbursement (IAR) Home

The following IAR functions are available to you:

- [Acknowledge SSA Communications](#)
- [Report IA Payments for Approved SSI Cases](#)
- [Query IA Cases](#)

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OMB Control Number: 0960-0546
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Interim Assistance Reimbursement (IAR) Home page - (Oversight Role)

Social Security Online

Government to Government Services Online

IAR Home

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Interim Assistance Reimbursement (IAR) Home

The following IAR functions are available to you:

- [Query IA Cases](#)

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[Paperwork Reduction Act Statement](#)

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You may also select the following from the “IAR Home” page:

<u>Option</u>	<u>Description</u>
Main Menu	link to return to the GSO Main Menu page
IAR Handbook	link to display the IAR Handbook for IAR policy instructions
IAR User Guide	link to display the eIAR User Guide for help on the screens
IAR Tutorial	link to display tutorial videos and Power Point presentation
Paperwork Reduction Act Statement	link to display the Paperwork Reduction Act and Privacy Act statements for eIAR

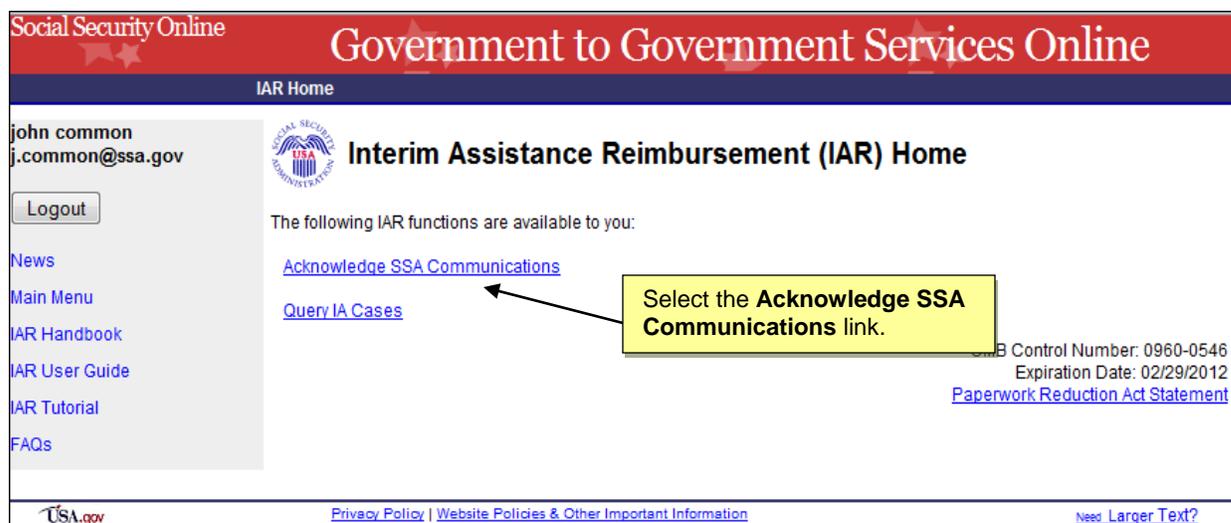
Note: Select the IAR User Guide link on any page of the IAR service to view this user guide.

IV. Acknowledging SSA Communications

The “Acknowledge SSA Communications” option, available from the IAR Home page, allows you to acknowledge receipt of new communications from SSA regarding your agency’s IAR cases.

This option is available to users with “worker” and “accounting” roles.

1. Select the “Acknowledge SSA Communications” link from the IAR Home page.



2. The system displays the “Acknowledge SSA Communications” page.

Acknowledge SSA Communications Page

The “Acknowledge SSA Communications” screen displays a list of communications from SSA regarding your IAR cases needing receipt confirmation (i.e. acknowledgement).

Refer to the [IAR Handbook](#) for an explanation of each communication.

Select this checkbox to mark all communications on this page for acknowledgment.

Select the **Details link for more information on this communication.**

Select an individual checkbox to mark a specific communication for acknowledgment.

Select the **Acknowledge Selected button to acknowledge you received the selected communication.**

You may select the following from the “Acknowledge SSA Communications” page:

<u>Option</u>	<u>Description</u>
IAR Home	button to return to the IAR homepage
Print List	<u>link</u> to print the list of unacknowledged SSA Communications displayed on the screen(s)
< Previous	when active, displays the previous set of SSA communications needing acknowledgement
Next >	when active, displays the next set of SSA communications needing acknowledgement
Display	dropdown box where you can select viewing either ALL unacknowledged communications or only unacknowledged communications of a selected type
Comm. Per Page	drop down box where you can select from a pre-defined number of communications (25, 50, 100, 250 and 500) to be displayed per page
Show	button to customize the display of communications presented

<u>Option</u>	<u>Description</u>
SSN	<u>link</u> to display the case history for the selected case Refer to Query 3: IA Case History
Details	<u>link</u> , where available, to display additional information on that communication
Acknowledge Selected	button to acknowledge you received the selected communication(s)

To acknowledge communications:

1. Select the checkbox(es) for the SSA communication(s) you would like to acknowledge.
2. Select the “Acknowledge Selected” button, located at the bottom of the page, to acknowledge that you have received the selected communication(s). Acknowledged communications will no longer be shown on this page; however, they can be viewed by querying the SSN on the case history screen. Refer to [Query 3: IA Case History](#)

SSA Communications Details

Certain communications contain a link under the communication details. When the user selects the link, the system displays a page with more information for that specific communication.

1. On the Acknowledge SSA Communications page, select the Details link for a specific communication.
2. The system displays either the “SSA Communications – Details” or the “IA Reimbursement – Details” page based on the communication selected.

SSA Communications – Details Page

SSA Communication - Details

Public: PUBLIC, JANE
 SSN: XXX-XX-XXXX (View Case History) GR Code: 21130
 Date of Communication: 11/01/2010

GR code added - SSI record showing a denial
 The SSI application for the claimant has been denied. The reason is countable income is too high.

Denial Code: N01 - NON-PAY-CLAIMANT HAS EXCESS INCOME OR SECTION 1619(B) ELIGIBLE - NO PAYMENT DUE.

IA Reimbursement Details Page

Refer to

[IA Payments Reported](#) Details

IA Reimbursement - Details

Public: PUBLIC, JANE
 SSN: XXX-XX-XXXX (View Case History) GR Code: 49011
 Date Reimbursed: 06/02/2011
 Total Reimbursed: \$325.00

Eligibility Month: 09/2006
 1st Month of Recurring SSI Payment: 10/2009
 Amount of Recurring SSI Payment: \$505.50

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)
Oct-06	\$50.00	\$50.00	\$452.00	
Nov-06	\$50.00	\$50.00	\$452.00	
Dec-06	\$50.00	\$50.00	\$452.00	
Jan-07	\$50.00	\$50.00	\$467.00	
Feb-07	\$50.00	\$50.00	\$467.00	
Mar-07	\$50.00	\$50.00	\$467.00	
Apr-07	\$5.00	\$5.00	\$467.00	
May-07	\$5.00	\$5.00	\$467.00	
Jun-07	\$5.00	\$5.00	\$467.00	
Jul-07	\$5.00	\$5.00	\$467.00	
Aug-07	\$0.00	\$0.00	\$0.00	Not eligible for reimb.
Sep-07	\$5.00	\$5.00	\$467.00	
Total	\$325.00	\$325.00	\$5,092.00	

You may select the following from the “Details” page:

<u>Option</u>	<u>Description</u>
View Case History	link to display the case history for the selected case
Print Report or Print Communication	link to print the Details page
<Back	button to return to the previous page (Do not use the browser back button)
IAR Home	button to return to the IAR homepage

V. Reporting IA Payments for Approved SSI Cases

The “Report IA Payments for Approved SSI Cases” option, available from the IAR Home page, allows you to request IA reimbursement from SSA.

This option is available ONLY to State Accounting users. If you are registered in eIAR as a “State Accounting” user, you will see this option on the IAR Home page.

Remember: You have up to 25 working days to request reimbursement on a given case from the date SSA requests your IA payment input on the eIAR website.

Refer to the [IAR Handbook](#) for more information on SSA’s policy regarding requesting IA reimbursement from SSA.

1. From the “IAR Home” page, select the “Report IA Payments for Approved SSI Cases” link.

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Government to Government Services Online

IAR Home

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The following IAR functions are available to you:

- [Acknowledge SSA Communications](#)
- [Report IA Payments for Approved SSI Cases](#)
- [Query IA Cases](#)

Select the **Report IA Payments for Approved SSI Cases** link.

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2. The system displays the “Approved SSI Cases” page.

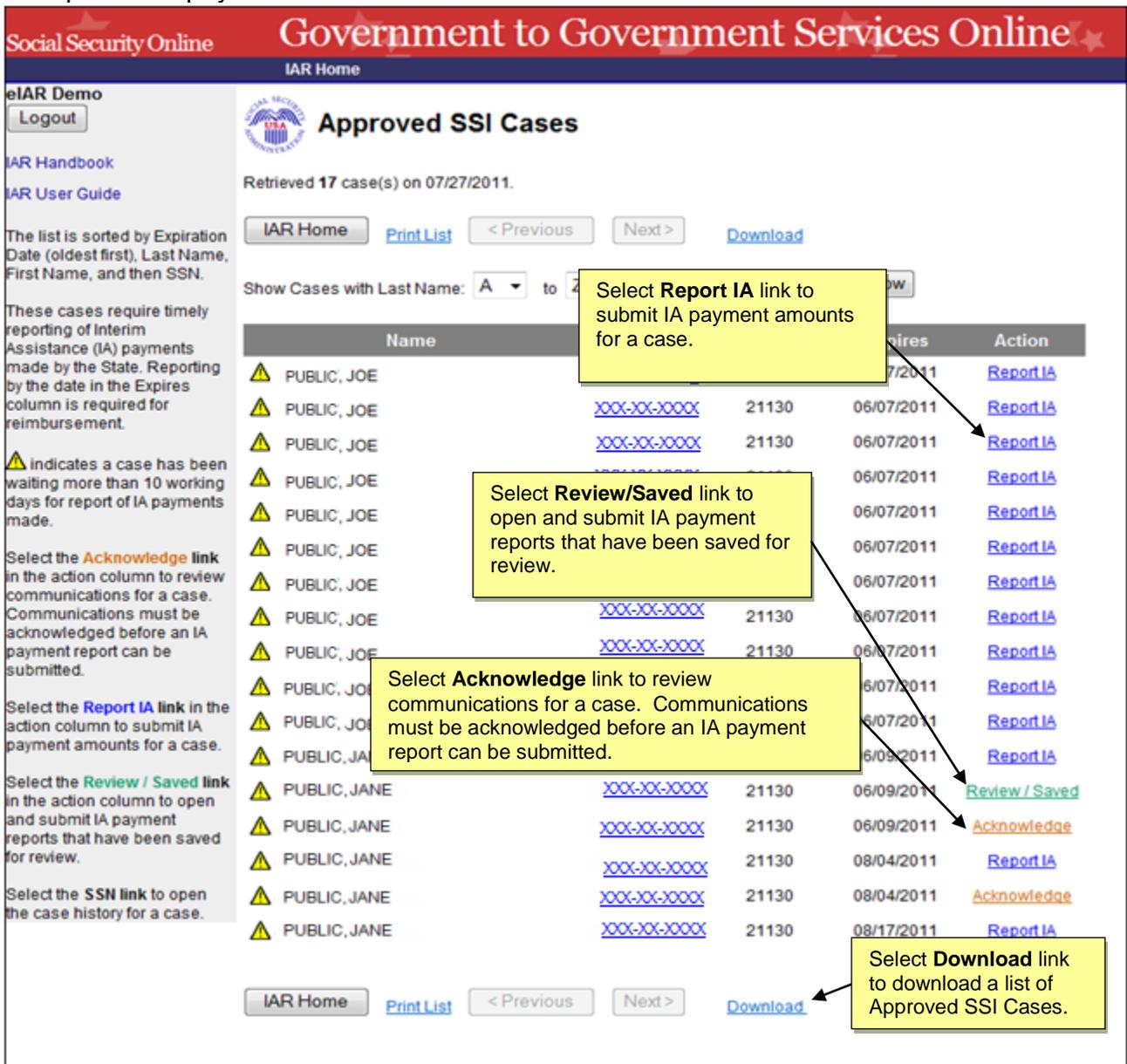
Approved SSI Cases Page

This screen lists the cases SSA has approved for payment from which your State agency can request IAR.

These cases require timely reporting of Interim Assistance (IA) payments made by the State. Reporting by the date in the Expires column is required for reimbursement. All cases older than 25 working days will be dropped from this list. Refer to the [eIAR Availability](#) section for eIAR business hours.

Cases are sorted by expiration date (oldest through latest), last name, first name, and then SSN.

 The warning sign indicates a case that has been waiting more than **10** working days for report of IA payments made.



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The list is sorted by Expiration Date (oldest first), Last Name, First Name, and then SSN.

These cases require timely reporting of Interim Assistance (IA) payments made by the State. Reporting by the date in the Expires column is required for reimbursement.

 indicates a case has been waiting more than 10 working days for report of IA payments made.

Select the **Acknowledge** link in the action column to review communications for a case. Communications must be acknowledged before an IA payment report can be submitted.

Select the **Report IA** link in the action column to submit IA payment amounts for a case.

Select the **Review / Saved** link in the action column to open and submit IA payment reports that have been saved for review.

Select the **SSN** link to open the case history for a case.

Retrieved 17 case(s) on 07/27/2011.

IAR Home Print List < Previous Next > Download

Show Cases with Last Name: A to Z

Name	SSN	Expires	Action
 PUBLIC, JOE		06/07/2011	Report IA
 PUBLIC, JOE	XXX-XX-XXXX	21130 06/07/2011	Report IA
 PUBLIC, JOE	XXX-XX-XXXX	21130 06/07/2011	Report IA
 PUBLIC, JOE		06/07/2011	Report IA
 PUBLIC, JOE		06/07/2011	Report IA
 PUBLIC, JOE		06/07/2011	Report IA
 PUBLIC, JOE	XXX-XX-XXXX	21130 06/07/2011	Report IA
 PUBLIC, JOE	XXX-XX-XXXX	21130 06/07/2011	Report IA
 PUBLIC, JOE		06/07/2011	Report IA
 PUBLIC, JOE		06/07/2011	Report IA
 PUBLIC, JOE	XXX-XX-XXXX	21130 06/07/2011	Report IA
 PUBLIC, JOE	XXX-XX-XXXX	21130 06/07/2011	Report IA
 PUBLIC, JANE	XXX-XX-XXXX	21130 06/09/2011	Review / Saved
 PUBLIC, JANE	XXX-XX-XXXX	21130 06/09/2011	Acknowledge
 PUBLIC, JANE	XXX-XX-XXXX	21130 08/04/2011	Report IA
 PUBLIC, JANE	XXX-XX-XXXX	21130 08/04/2011	Acknowledge
 PUBLIC, JANE	XXX-XX-XXXX	21130 08/17/2011	Report IA

IAR Home Print List < Previous Next > Download

Select **Report IA** link to submit IA payment amounts for a case.

Select **Review/Saved** link to open and submit IA payment reports that have been saved for review.

Select **Acknowledge** link to review communications for a case. Communications must be acknowledged before an IA payment report can be submitted.

Select **Download** link to download a list of Approved SSI Cases.

You may select the following from the “Approved SSI Cases” page:

<u>Option</u>	<u>Description</u>
Action column: Acknowledge	link to review and acknowledge communications for a case. The “Acknowledge” option under the “Action” column indicates the case has communications pending acknowledgement. You must acknowledge all pending communications for a case before reporting IA payments to SSA.
Action column: Report IA	link to submit IA payment amounts for a case to SSA. The “Report IA” option under the “Action” column indicates the case is ready for you to submit IA payments made and request IA reimbursement from SSA.
Action column: Review / Saved	link to review IA payment reports previously saved and submit them to SSA. The “Review/Saved” option under the “Action” column indicates your IA agency has previously saved IA payments made for this case but has NOT yet submitted them to SSA for IA reimbursement. Remember: Even though you may have saved the monthly IA payment amounts, you still only have until the expiration date listed under the “Expires” column to submit the reimbursement request to SSA.
SSN	link to display the case history for the selected case Refer to Query 3: IA Case History
IAR Home	button to return to the IAR homepage
Print List	link to print list of Approved SSI Cases
< Previous	when active, displays the previous set of Approved SSI Cases
Next >	when active, displays the next set of Approved SSI Cases
Download	link to download a list of Approved SSI Cases (only displayed on the first page) Remember: States are responsible for ensuring that its employees properly safeguard any downloaded information from loss, theft or inadvertent disclosure according to the Privacy Act.
Show Cases with Last Name	dropdowns to filter cases by the first letter of the claimant’s last name
Show	dropdown to display the number of cases to display per page

Note 1: Upon selection of the **Download** link, the system will display a **File Download dialog box**. The file may contain up to 500 records.

Note 2: If **java Script is enabled**, the data in the file will match the selection made in the “Show Cases with Last Name:” fields. If **java Script is not enabled**, the data in the file will show all records available from A to Z.

To acknowledge communications for a listed case:

1. Select the “Acknowledge” link under the “Action” column for a given case.
2. The system displays the “Acknowledge SSA Communications” page. Only communications for the selected case are displayed on this page.

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Select one or more checkboxes and then the **Acknowledge Selected** button to acknowledge SSA communications.

Communications are removed from the list as soon as they are acknowledged. They can be viewed later by submitting a query.

Acknowledge SSA Communications

The following communications must be acknowledged before any IA payments made can be reported for this case.

PUBLIC, JOHN
SSN: XXX-XX-XXXX ([View Case History](#)) GR Code: 21130

Select this checkbox to select all communications on this page.

Date	Communication
<input type="checkbox"/> 02/10/2011	GR code added to SSI record

Cancel & Return to List

Acknowledge Selected

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3. After reviewing the communications listed, select the checkbox next to each or select all communications using the option at the top of the screen.
4. Select the “Acknowledge Selected” button.
5. The system acknowledges the communication(s) selected and returns the user back to the “Approved SSI Cases” page.

To request IA reimbursement for a listed case:

1. Select the “Report IA” or the “Review/Saved” link under the “Action” column for a given case.
2. The system displays the “Enter IA Payments made” page.

Enter IA Payments Made Page

This screen provides SSI payment eligibility information for the selected case along with the months that your State Agency can request interim assistance reimbursement.

In the example below, the months listed cover the entire IAR period from the month after the eligibility month, 01/2011, through the first month of the recurring SSI payment, 03/2011. Refer to the “IA Reimbursement Guidelines” link at the top of the screen or the [IAR Handbook](#) for more information on the IAR period.

IMPORTANT:

If you have made prorated payments for any month(s) in the IAR period, **DO NOT** complete the “Enter IA Payments Made” screen. You must contact your SSA Regional Coordinator. Refer to the [IAR Handbook](#) for more information on processing proration cases.

You may select the following from the “Enter IA Payments Made” page:

<u>Option</u>	<u>Description</u>
Cancel & Return to List	button to go back to the “Approved SSI Cases” list
Review	button to review the payments entered and submit IA payments made

On the “Enter IA Payments Made” screen:

1. Enter IA payment amounts made for the listed months. If you did not make a payment for a listed month, you still need to enter \$0 for that month.
2. Select the “Review” button.
3. The system displays the “Review & Submit IA Payments Made” page.

Review & Submit IA Payments Made Page

This screen allows you to review the total IA payments reported and the monthly payment amounts entered. You can then submit this information to SSA to request IA reimbursement.

Government to Government Services Online

Review & Submit IA Payments Made

Please carefully review the payment information entered for any errors.

PUBLIC, JOHN
 SSN: XXX-XX-XXXX GR Code: 21130
 Post-Eligibility Report Due by: 08/17/2011 Suspense Month: 01/2011
 1st Month of Recurring SSI Payment: 03/2011
 Total IA Payments Reported: **\$600.00** Amount of Recurring SSI Payment: \$0.00

2011	IA Payment Made	2011	IA Payment Made
Jan.	\$200.00	Feb.	\$200.00
March	\$200.00		

What happens next?
 Once this report is submitted, SSA will compute the total amount reimbursable. You will receive an email, from SSA, notifying you that the request has been processed and a payment has been issued.

Agreement
 I certify that the amounts entered for this case are an accurate statement of the amount of assistance paid and the amount of reimbursement claimed in accordance with the agreement negotiated pursuant to P.L. 93-368, as amended.

I, eIAR Demo, have read and agree with the above statement.

Submit

Check the **Agreement** box to certify the payments amounts entered.

Select the submit button to submit payments to SSA for IAR determination.

You may select the following from the “Review & Submit IA Payments Made” page:

<u>Option</u>	<u>Description</u>
Agreement	checkbox to certify the payment amounts entered before submission to SSA
Cancel & Return to List	button to go back to the “Approved SSI Cases” list If you select the “Cancel & Return to List” button, any payments that have not been saved for review will be lost.
Edit Information	button to go back to the “Enter IA Payments Made” and edit the payment amounts entered

<u>Option</u>	<u>Description</u>
Save for Review	button to save form for later review If you are not ready to submit these payment amounts to SSA, you can save them for later review by selecting the “Save for Review” option. The monthly payment amounts will be saved and the case will remain on the “Approved SSI Cases” list.
Submit	button to submit payments to SSA for IAR determination

To complete the IA Reimbursement request, on the “Review & Submit IA Payments Made” page:

1. Select the “Submit” button.
2. The system displays the “Confirmation of IA Payments Submitted” page.

Confirmation of IA Payments Submitted

Once you request reimbursement for a case by using the “Submit” option, you will see a confirmation with the date and time of the submission and report of the payments submitted. You may print this confirmation receipt for your records.

When SSA has successfully received your reimbursement request, the case will no longer be listed in the Approved SSI cases list.

After submitting an IAR request to SSA, there is nothing additional that is required from your State Agency. Your reimbursement request will be processed at the close of the business day. You will receive a communication in the “Acknowledge SSA Communications” screen when SSA makes a reimbursement determination.

You may select the following from the “Confirmation of IA Payments Submitted” page:

<u>Option</u>	<u>Description</u>
Return to List	button to go back to the “Approved SSI Cases” list
Print a Confirmation Receipt	<u>link</u> to print the Confirmation of IA Payments Submitted
IAR Home	button to return to the IAR homepage

VI. Querying IA Cases

The “Query IA Cases” option, available from the IAR Home page, allows you to access information on your IAR Cases through pre-defined queries.

You have different query options depending on your role.

Note:

Query results display up to 500 records at a time. eIAR will display a message at the top of the query results page whenever there are more than 500 records meeting your query search criteria. You may need to refine your search criteria, where needed, to see additional cases.

To Query IA Cases:

1. From the “IAR Home” page, select the “Query IA Cases” link.

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IAR Home

john common
j.common@ssa.gov

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The following IAR functions are available to you:

[Acknowledge SSA Communications](#)
[Report IA Payments for Approved SSI Cases](#)
[Query IA Cases](#)

Select the **Query IA Cases** link.

OMB Control Number: 0960-0546
Expiration Date: 02/29/2012
[Paperwork Reduction Act Statement](#)

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2. The system displays the “Query IA Cases” page according to the user’s role.

Query IA Cases: Worker & Accounting Roles

Users with the “Worker” and “Accounting” roles have available four pre-defined queries:

- Query 1: IA Reimbursements from SSA
- Query 2: IA Reports Not Yet Reimbursed
- Query 3: IA Case History
- Query 4: Cases Pending SSI Determination

A red asterisk (*) indicates a required field.

You may select the following from the “Query IA Cases” page:

<u>Option</u>	<u>Description</u>
IAR Home	button to return to the IAR homepage
Search	button to search IA information based on each pre-defined query listed

To search IAR information:

1. Fill in all required fields for the query you wish to request.
2. Select the **Search** button for that query.

Query 1: IA Reimbursements from SSA

This query allows you to retrieve a list of all IAR payments received from SSA within a specific period.

1. In the Date text boxes, enter valid dates.
2. Select Search button to begin the search.

Remember: The system will only return IA reimbursements made through the eIAR process implemented on November 20, 2010.

Query 1: IA Reimbursements from SSA

* From Date: * To Date:
 mm/dd/yyyy mm/dd/yyyy

Select the **Search** button to begin query.

Enter "From" and "To" dates

Search

3. The system displays the "IA Reimbursements from SSA" page.

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The list is sorted by Date (oldest first), SSN.

Select the Reimbursed link to open the reimbursement details for a case.

Select the SSN link to open the case history for a case.

Retrieved 3 payment(s) from 01/02/2009 to 07/01/2011.

Total IA Payments Reported: \$1,239.00
Total Amount Reimbursed: \$1,189.00

New Query IAR Home Print List

Date	Reimbursed	Reported	GR	SSN	Name
02/22/2011	\$414.00	\$414.00	49011	XXX-XX-XXXX	PUBLIC, JOE
04/15/2011	\$450.00	\$500.00	49011	XXX-XX-XXXX	PUBLIC, JOE
06/02/2011	\$325.00	\$325.00	49011	XXX-XX-XXXX	PUBLIC, JANE

New Query IAR Home Print List

Select **New Query** button to return to the Query IA Cases page.

Select the **Reimbursed** link to open the reimbursement details for a case.

Select the **SSN** link to open the case history for a case.

You may select the following from the "IA Reimbursements from SSA" page:

<u>Option</u>	<u>Description</u>
New Query	button to return to the Query IA Cases page
IAR Home	button to return to the IAR homepage
Print List	link to print the list of IA Reimbursements from SSA
Reimbursed	link to open the reimbursement details for a case
SSN	link to display the case history for the selected case Refer to Query 3: IA Case History

Query 2: IA Reports Not Yet Reimbursed

This query allows you to see a list of all the reimbursement requests you have submitted to SSA for which a reimbursement determination is still pending.

While the majority of the IARs will be determined at the close of each business day, a small number of cases will require SSA Field Office intervention. These intervention cases will remain in the “IA Reports Not Yet Reimbursed” page, until the SSA Field Office resolves them and SSA can determine your IA reimbursement. If a case is referred to the SSA Field Office, there is nothing additional that is required of your State Agency.

1. Select the Search button to begin the search.

Query 2: IA Reports Not Yet Reimbursed

View all reports not yet reimbursed.

Select the **Search** button to begin the search.

2. The system displays the “IA Reports Not Yet Reimbursed” page.

The screenshot shows the 'IA Reports Not Yet Reimbursed' page. The page title is 'IA Reports Not Yet Reimbursed' and it shows 'Retrieved 2 case(s) as of 07/25/2011'. The total IA Payments Reported is \$328,908.00. The page contains a table with columns: Submitted, Reported, GR, SSN, Name, and Action. The table lists two cases: one submitted on 03/01/2011 for \$20.00 and another on 07/12/2011 for \$328,888.00. Callouts point to the 'Reported' link, the 'SSN' link, the 'Delete' link, the 'New Query' button, and the 'IAR Home' button.

Select the **Reported** link to open the IA report submitted for a case.

Select the **SSN** link to open the case history for a case.

Accounting users: Select the **Delete** link to discard all payment data reported for a case. The case will appear again on the Approved SSI Cases list to submit a new report.

Select **New Query** button to return to the Query IA Cases page.

You may select the following from the “IA Reports Not Yet Reimbursed” page:

<u>Option</u>	<u>Description</u>
New Query	button to return to the Query IA Cases page
IAR Home	button to return to the IAR homepage
Print List	<u>link</u> to print the list of IA Reports Not Yet Reimbursed
Reported	<u>link</u> to view the IA Payments reported details for a case

<u>Option</u>	<u>Description</u>
SSN	link to display the case history for the selected case Refer to Query 3: IA Case History
Delete	link to discard all payment data reported for a case This option is only available to “Accounting” users on IA payment reports made within the same day.

IA Payments Reported Details

After submitting an IAR request to SSA, you can view the details of the report made through the “IA Reports Not Yet Reimbursed” query page.

1. From the “IA Reports Not Yet Reimbursed” page, select the link on the amount under the “Reported” column for a specific case.
2. The system displays the “IA Report – Details” for the selected case.

The screenshot shows the 'IA Report - Details' page for a user named JOHN PUBLIC. The page includes a navigation bar with 'Social Security Online' and 'Government to Government Services Online'. The user's name 'john common' and a 'Logout' button are visible. The report details for 2008 and 2009 are as follows:

2008		2008	
	IA Payment Made		IA Payment Made
Jan.	\$0.00	Feb.	\$0.00
March	\$0.00	April	\$0.00
May	\$0.00	June	\$0.00
July	\$0.00	Aug.	\$0.00
Sept.	\$0.00	Oct.	\$0.00
Nov.	\$0.00	Dec.	\$0.00

2009		2009	
	IA Payment Made		IA Payment Made
Jan.	\$10.00	Feb.	\$10.00
March	\$0.00	April	\$0.00
May	\$0.00	June	\$0.00
July	\$0.00	Aug.	\$0.00
Sept.	\$0.00	Oct.	\$0.00
Nov.	\$0.00	Dec.	\$0.00

You may select the following from the “IA Report – Details” page:

<u>Option</u>	<u>Description</u>
< Back	button to return to the previous page (Do not use the browser back button)
IAR Home	button to return to the IAR homepage
Print Report	link to print the IA Reports - Details

Delete IA Payments Reported

If you are an “Accounting” user, the “delete” action will be available to you from the “IA Reports Not Yet Reimbursed” page.

This delete function allows you to “undo” a specific reimbursement request. eIAR will delete all the payment amounts you previously submitted and the case will be listed again on the “Approved SSI Cases” screen so that you can resubmit your reimbursement request.

You are only able to “delete” reimbursement requests made within the same day.

IMPORTANT:

The Expiration date is **not** extended when you delete the payment amounts reported. The IA reimbursement request for the case will still be due by the original expiration date.

1. From the “IA Reports Not Yet Reimbursed” page, select the “delete” link on the “Action” column for a specific case.
2. The system displays the “Confirmation of IA Report Deletion” page.



The screenshot shows the 'Confirmation of IA Report Deletion' page on the Social Security Online portal. The page header includes 'Social Security Online' and 'Government to Government Services Online'. The main content area displays the following information:

- Confirmation of IA Report Deletion**
- You are about to delete all IA payments reported for:
- PUBLIC, JOHN**
- SSN: XXX-XX-XXXX GR Code: 21130
- Report Submitted: 07/26/2011
- Total IA Payments Reported: \$3,911.00

At the bottom of the main content area, there is a confirmation question: "Are you sure you want to delete this payment report?" with two buttons: "Yes, Delete this Report" and "No, Return to List".

The footer of the page includes the USA.gov logo, links for "Privacy Policy" and "Website Policies & Other Important Information", and a "View Larger Text?" link.

3. Select “Yes, Delete this Report” if you want to delete all the IA payment amounts you previously submitted for the selected case,

OR

Select “No, Return to List” if you do NOT want to delete the IA payments amounts.

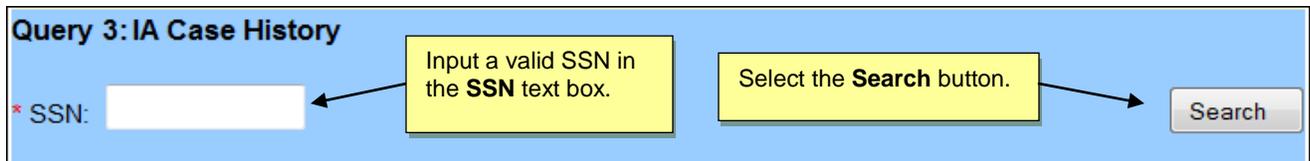
4. The system takes you back to the “IA Reports Not Yet Reimbursed” screen.

Query 3: IA Case History

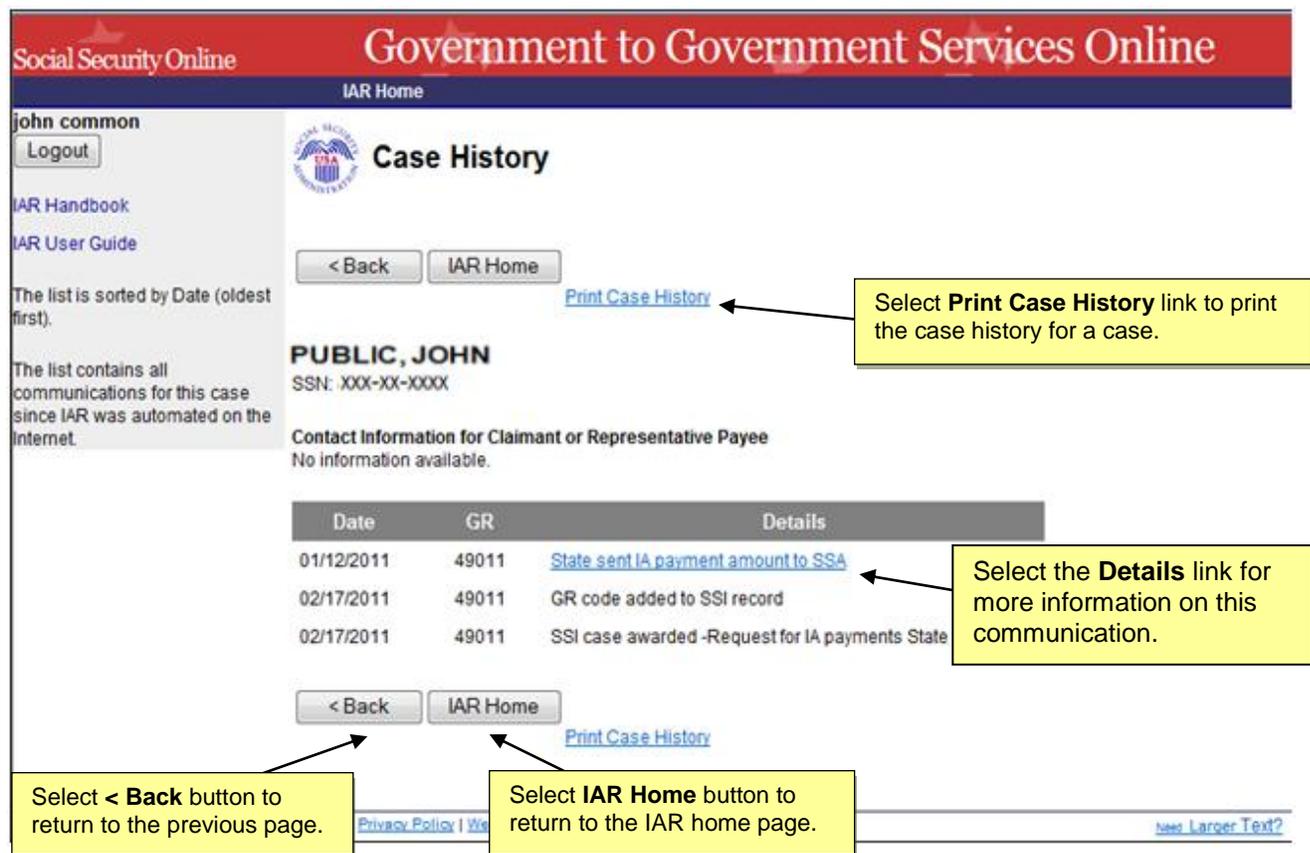
This query allows you to view IAR related history for the SSN entered. Case History is only available for cases within your IA Agency's jurisdiction.

Note: Cases resolved prior to the State's participation in eIAR will not be displayed.

1. In the SSN text box, enter a valid SSN.
2. Select the Search button to begin the search.



3. The system displays the Case History page for the specific SSN.



You may select the following from the "Case History" page:

<u>Option</u>	<u>Description</u>
< Back	button to return to the previous page (Do not use the browser back button)
IAR Home	button to return to the IAR homepage

<u>Option</u>	<u>Description</u>
Print Case History	link to print the Case History page
Details	link , where available, to display the SSA Communication- Details page for additional information on that communication Refer to SSA Communications Details

Query 4: Cases Pending SSI Determination

This query displays all cases, under your IA Agency’s jurisdiction, that are pending SSI determination as follows:

- New SSI applications where an SSI eligibility determination is still pending.
- Cases where SSI is making presumptive disability or blind payments. The payments are made prior to SSA’s final determination of eligibility and are payable for up to 6 months.
- Cases where the claimant is not eligible for SSI benefits and the claimant has appealed SSA’s denial determination.

If you want to start the search at a point other than the beginning of the alphabet, you may enter a single letter or up to 20 letters of a last name.

Example:

You want to display a list starting with all last names “Smith”. You enter “Smith” in the “Begin query with Last Name:” and “End query with Last Name:” field then select the “Search” button. The system displays all cases pending SSI determination starting with the last name “Smith” up to the end of the alphabet or up to 500 records meeting your search criteria.

4. Enter a single letter or up to 20 letters of a last name or leave default last name search to begin with “A” and last name search to end with “Z”.
5. Select the Search button to begin the search.

Query 4: Cases Pending SSI Determination

Select the **Search** button.

* Begin query with Last Name: * End query with Last Name:

6. The system displays the “Cases Pending SSI Determination” page.

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The list is sorted by SSN.

Select the **SSN** link to open the case history for a case.

Retrieved 2 case(s) starting with A and ending with Z on 07/27/2011.

New Query IAR Home [Print List](#)

GR	SSN	Name
49011	XXX-XX-XXXX	PUBLIC, JOE
49011	XXX-XX-XXXX	PUBLIC, JANE

New Query IAR Home [Print List](#)

Select the **SSN** link to view individual case history.

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You may select the following from the “Cases Pending SSI Determination” page:

<u>Option</u>	<u>Description</u>
New Query	button to return to the Query IA Cases page
IAR Home	button to return to the IAR homepage
Print List	link to print the list of Cases Pending SSI Determination
SSN	link to display the case history for the selected case Refer to Query 3: IA Case History

Query IA Cases: Oversight Role

Oversight users have additional querying and reporting functions not available to worker and accounting users. However, oversight users can only view information in eIAR.

Users with the “Oversight” role have available seven pre-defined queries.

- Query 1: IA Reimbursements from SSA
- Query 2: IA Reports Not Yet Reimbursed
- Query 3: IA Case History
- Query 4: Cases Pending SSI Determination
- Query 5: Approved SSI Cases Not Yet Submitted
- Query 6: SSA Communications Not Yet Acknowledged
- Query 7: Activity Report

The first four queries are similar to the queries available to the worker and accounting roles. Therefore, the next sections of this user guide refer to the queries already discussed in the “Query IA Cases: Worker & Accounting roles” chapter wherever the queries functionalities are the same.

Queries available to Oversight users are mainly different from those available to the workers and accounting users in that oversight users have the option to query information for their entire State or by specific GR Codes within their State’s jurisdiction as follows:

The screenshot shows a form titled “* Show Cases for:” with two radio button options. The first option, “Selected State: State Name - XX***”, is selected. The second option is “Specified GR Code only:”. A “Search” button is located to the right of the form. Three yellow callout boxes provide instructions: one points to the “Selected State” dropdown, another points to the “Specified GR Code only” input field, and a third points to the “Search” button.

Select **State** option to filter by state

Select the **Search** button to begin your search

OR Select **GR Code** option and enter a GR Code to filter by that specific GR Code

Oversight users have additional filtering options available when querying IA cases. Refer to the explanations for each query in the next sections of this user guide.

To search IAR information:

1. Fill in all required fields for the query you wish to request.
2. Select the **Search** button for that query.

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Query IA Cases

Enter your search criteria and then select the Search button for that query.
* indicates a mandatory field.

IAR Home

Query 1: IA Reimbursements from SSA

* From Date: * To Date:
mm/dd/yyyy mm/dd/yyyy

* Show Reimbursements for:

Selected State: Virginia - 49***
 Specified GR Code only:

Search

Query 2: IA Reports Not Yet Reimbursed

Show only reports that have been pending for more than 1 day.

* Show Reports for:

Selected State: Virginia - 49***
 Specified GR Code only:

Search

Query 3: IA Case History

* SSN:

Search

Query 4: Cases Pending SSI Determination

* Begin query with Last Name: A * End query with Last Name: Z

* Show Cases for:

Selected State: Virginia - 49***
 Specified GR Code only:

Search

Query 5: Approved SSI Cases Not Yet Submitted

Show Cases Pending for:

More than days

* Show Cases for:

Selected State: Virginia - 49***
 Specified GR Code only:

Search

Query 6: SSA Communications Not Yet Acknowledged

Show Cases with Communications Pending for:

More than days

* Show Cases for:

Selected State: Virginia - 49***
 Specified GR Code only:

Search

Query 7: Activity Report

* Show the following Communications:

All Communications

* From Date: * To Date:
mm/dd/yyyy mm/dd/yyyy

* Begin query with Last Name: A * End query with Last Name: Z

* Generate Activity Report for:

Selected State: Virginia - 49***
 Specified GR Code only:

Search

IAR Home

Query 1: IA Reimbursements from SSA

This query allows you to retrieve a list of all IAR payments received from SSA within a specific period.

1. In the Date text boxes, enter valid dates.
2. Select the State option or select the GR Code option and enter a specific GR Code on “Show Cases for:”.
3. Select Search button to begin the search.

Remember: The system will only return IA reimbursements made through the eIAR process implemented on November 20, 2010.

Query 1: IA Reimbursements from SSA

* From Date: * To Date:
mm/dd/yyyy mm/dd/yyyy

* Show Reimbursements for:

Selected State: Virginia - 49*** ▼

Specified GR Code only:

4. The system displays the “IA Reimbursements from SSA”.

Page functionality: Refer to section Query IA Cases: Worker & Accounting Roles - [Query 1: IA Reimbursements from SSA](#)

Query 2: IA Reports Not Yet Reimbursed

This query allows you to see a list of all the reimbursement requests you have submitted to SSA for which a reimbursement determination is still pending.

While the majority of the IARs will be determined at the close of each business day, a small number of cases will require SSA Field Office intervention. These intervention cases will remain pending in the “IA Reports Not Yet Reimbursed” page for more than 1 day, until the SSA Field Office resolves them and SSA can determine your IA reimbursement.

Additional filtering option:

This query also allows Oversight users to request a full list of IA Reports Not Yet Reimbursed all reports or only reports that have been pending for more than 1 day.

1. Uncheck the checkbox next to “Show only reports that have been pending for more than 1 day” if you want to request a full list of IA Reports Not Yet Reimbursed.

OR

Check this option if you want to request only reports that have been pending for more than 1 day.

2. Select the State option or select the GR Code option and enter a specific GR Code on “Show Cases for:”.
3. Select Search button to begin the search.

Query 2: IA Reports Not Yet Reimbursed

Show only reports that have been pending for more than 1 day.

* Show Reports for:

Selected State:

Specified GR Code only:

4. The system displays the “IA Reports Not Yet Reimbursed” page.

Page functionality: Refer to section Query IA Cases: Worker & Accounting Roles - [Query 2: IA Reports Not Yet Reimbursed](#)

Query 3: IA Case History

This query allows you to view IAR related history for the SSN entered. Case History is only available for cases within your State’s jurisdiction.

Query 3: IA Case History

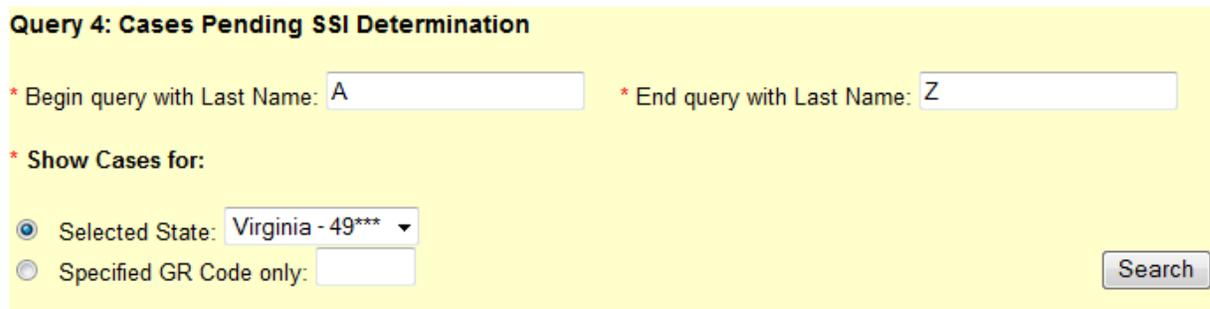
* SSN:

Page functionality: Refer to section Query IA Cases: Worker & Accounting Roles - [Query 3: IA Case History](#)

Query 4: Cases Pending SSI Determination

This query will display all cases that are pending SSI determination for your State's jurisdiction.

1. Enter a single letter or up to 20 letters of a last name or leave default last name search to begin with "A" and last name search to end with "Z".
2. Select the State option or select the GR Code option and enter a specific GR Code on "Show Cases for:".
3. Select the Search button to begin the search.



4. The system displays the "Cases Pending SSI Determination" page.

Page functionality: Refer to section Query IA Cases: Worker & Accounting roles - [Query 4: Cases Pending SSI Determination](#)

Query 5: Approved SSI Cases Not Yet Submitted

This screen lists the cases SSA has approved for payment from which your State agency can request IAR. This is a display-only screen for Oversight users.

These cases require timely reporting of Interim Assistance (IA) payments made by the State. Reporting by the date in the Expires column is required for reimbursement. All cases older than 25 working days will be dropped from this list.

Additional filtering option:

This query also allows Oversight users to request a list of all Approved SSI Cases Not Yet Submitted that have been pending for your State input for more than a pre-defined number of days (1, 5, 10 and 20).

1. Select a pre-defined number of days from the "More than" drop down box or leave the default selection of 20 days.
2. Select the State option or select the GR Code option and enter a specific GR Code on "Show Cases for:".
3. Select the "Search" button to begin the search.

Query 5: Approved SSI Cases Not Yet Submitted

Show Cases Pending for:

More than days

* Show Cases for:

- Selected State:
- Specified GR Code only:

4. The system displays the “Approved SSI Cases Not Yet Submitted” page.

The screenshot shows the 'Approved SSI Cases Not Yet Submitted' page. It features a table with columns: Name, SSN, GR, Expires, and Action. The table lists several cases for 'PUBLIC, JOE' and 'PUBLIC, JANE'. Callout boxes provide the following information:

- Report IA** means the case is ready to input and submit IA payment amounts to SSA.
- Review/Saved** means your State accounting user have saved IA payment amounts for the case but has not yet submitted them to SSA.
- Acknowledge** means your State accounting user needs to acknowledge communications pending for a case before they can input and submit IA payment amounts to SSA.
- Select **Download** link to download a list of Approved SSI Cases Not Yet Submitted.

Warning signs (yellow triangles) are present next to some rows in the table, indicating cases that have been waiting more than 10 working days for report of IA payments made.

 The warning sign indicates a case that has been waiting more than **10** working days for report of IA payments made.

You may select the following from the “Approved SSI Cases Not Yet Submitted” page:

<u>Option</u>	<u>Description</u>
New Query	button to return to the Query IA Cases page
IAR Home	button to return to the IAR homepage
Print List	<u>link</u> to print list of Approved SSI Cases
Download	<u>link</u> to download a list of Approved SSI Cases Not Yet Submitted (only displayed on the first page) <u>Remember:</u> States are responsible for ensuring that its employees properly safeguard any downloaded information from loss, theft or inadvertent disclosure according to the Privacy Act.
SSN	<u>link</u> to display the case history for the selected case Refer to Query 3: IA Case History

Note 1: Upon selection of the **Download** link, the system will display a **File Download dialog box**. The file may contain up to 500 records.

Note 2: If **java Script is enabled**, the data in the file will match the selection made in the “Show Cases with Last Name:” fields. If **java Script is not enabled**, the data in the file will show all records available from A to Z.

Query 6: SSA Communications Not Yet Acknowledged

This query displays a list of communications from SSA regarding your IAR cases needing receipt confirmation (i.e. acknowledgement). Refer to the [IAR Handbook](#) for an explanation of each communication.

Additional filtering option:

This query also allows Oversight users to request a list of cases that have been pending acknowledgement for a certain number of days.

1. Enter a number, between 0 and 99, in the “More than...days”. If you enter “0”, the system will display all communications from SSA pending State acknowledgement.
2. Select the State option or select the GR Code option and enter a specific GR Code on “Show Cases for:”.
3. Select the “Search” button to begin the search.

Query 6: SSA Communications Not Yet Acknowledged

Show Cases with Communications Pending for:

More than days

Enter a number from 0 to 99.

* Show Cases for:

Selected State:

Specified GR Code only:

Select the **Search** button.

4. The system displays the “SSA Communications Not Yet Acknowledged” page.

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The list is sorted by SSN, GR Code, Dates within SSN (oldest first).

Select the **SSN link** to open the case history for a case.

SSA Communications Not Yet Acknowledged

Retrieved 05 communication(s) pending for more than 98 days as of 07/27/2011 for Virginia.

New Query IAR Home [Print List](#)

Name	SSN	GR
PUBLIC, JANE 04/11/2011 No IA due to state	:XXX-XX-XXXX	49290
PUBLIC, JOHN 04/15/2011 \$450.00 in IA reimbursement paid	:XXX-XX-XXXX	49011
PUBLIC, JOE 02/08/2011 GR code added to SSI record 02/08/2011 Changed from 02/22/2011 \$414.00 in IA reimbursement paid	:XXX-XX-XXXX	49011

New Query IAR Home [Print List](#)

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You may select the following from the “SSA Communications Not Yet Acknowledged” page:

<u>Option</u>	<u>Description</u>
New Query	button to return to the Query IA Cases page
IAR Home	button to return to the IAR homepage
Print List	link to print the list of unacknowledged SSA Communications displayed on the screen(s)
SSN	link to display the case history for the selected case Refer to Query 3: IA Case History
Details	link , where available, to display additional information on that communication Refer to SSA Communications Details

Query 7: Activity Report

This query displays a list of communications from SSA according to the following selected criteria:

- eIAR communication category
- Communications date range
- Claimants beginning with specific last name - If you want to start the search at a point other than the beginning of the alphabet, you may enter a single letter or up to 20 letters of a last name.

Example:

You want to display a list starting with all last names "Smith". You enter "Smith" in the "Begin query with Last Name:" and "End query with Last Name:" field then select the "Search" button. The system displays all cases pending SSI determination starting with the last name "Smith" up to the end of the alphabet or up to 500 records meeting your search criteria.

- Entire State or specific GR code

To request an IAR Activity Report:

1. Select a specific communication category from the dropdown box or leave the default selection of "All Communications".

Query 7: Activity Report

* Show the following Communications:

- No Reimbursement Due
- All Communications
- * Appeals
- GR Code Posted to SSI Record
- IAR Accounting Period Expired
- * Late GR Code Posted
- No Reimbursement Due
- * Pending GR Code Deleted
- Pending GR Code Replaced
- Presumptive Disability
- Reimbursement Paid
- Returned Payment
- SSI Awarded Underpayment Review Pending
- SSI Claim Denied
- SSI Record Terminated

* End query with Last Name: Z

Search

2. In the Date text boxes, enter valid dates.
3. Enter a different single letter or up to 20 letters of a last name or leave default last name search to begin with "A" and last name search to end with "Z".
4. Select the State option or select the GR Code option and enter a specific GR Code on "Show Cases for:".

5. Select the Search button to generate the report.

Query 7: Activity Report

* Show the following Communications:
 No Reimbursement Due

* From Date: 02/04/2011 * To Date: 03/25/2011
 mm/dd/yyyy mm/dd/yyyy

* Begin query with Last Name: A * End query with Last Name: Z

* Generate Activity Report for:
 Selected State: Virginia - 49***
 Specified GR Code only:

6. The system displays the “Activity Report” page.

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The list is sorted by SSN, GR Code.
 Select the SSN link to open the case history for a case.

Activity Report

Retrieved 4 communication(s) from 02/04/2011 to 03/25/2011 for cases starting with last name A and ending with Z for Virginia.

[Print List](#)

Name	SSN	GR
PUBLIC, JANE 03/25/2011 SSI case awarded -Request for IA payments State paid	XXX-XX-XXXX	49290
PUBLIC, JOE 03/18/2011 State sent IA payment amount to SSA	XXX-XX-XXXX	49011
PUBLIC, JANE 03/21/2011 Changed to 05461	XXX-XX-XXXX	49290
PUBLIC, JOHN 03/21/2011 Changed to 05461	XXX-XX-XXXX	49290

[Print List](#)

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You may select the following from the “Activity Report” page:

<u>Option</u>	<u>Description</u>
New Query	button to return to the Query IA Cases page
IAR Home	button to return to the IAR homepage
Print List	<u>link</u> to print the Activity Report

SSN	link to open the case history for a selected case
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VII. Access Key Shortcuts

An access key, also known as a hotkey, is a uniquely assigned key that allows users quick keyboard access to hyperlinks and form controls on an application/page.

Access keys provide significant ease of use advantages, especially for disabled users, allowing them to move more easily to the repeated links and form controls on a page by simultaneously selecting the Alt key and the access key.

The following table contains the access keys that used in eIAR:

Access Key	Function
Alt and 'c'	<u>C</u> ancel and Return to list
Alt and 'e'	<u>E</u> dit Information
Alt and 'i'	<u>I</u> AR Home
Alt and 'k'	A <u>k</u> nowledge Selected
Alt and 'l'	<u>L</u> ogout
Alt and 'm'	Sub <u>m</u> it
Alt and 'n'	<u>N</u> ext >
Alt and 'o'	Sh <u>o</u> w
Alt and 'p'	< <u>P</u> revious or < Back
Alt and 'q'	New <u>Q</u> uery
Alt and 'r'	<u>R</u> eturn to List
Alt and 'w'	Re <u>w</u> iew
Alt and 'x'	Close
Alt and 'z'	Search

VIII. Help

IAR Handbook

The [IAR handbook](#) is a guide for States participating in the Social Security Administration's (SSA) Interim Assistance Reimbursement (IAR) program.

The handbook contains SSA policy and procedures needed by the States to properly administer the IAR program.

The **IAR Handbook** link is in the upper left-hand corner of each IAR Web page and opens in a new browser window.

Contacting SSA

Contact your SSA Regional Office IAR representative with any questions regarding eIAR.

Send e-mail to UIT.Edata.mailbox@ssa.gov only if you forgot your password or need your password reset.