Electronic Interim Assistance Reimbursement (eIAR)

Internet User's Guide

Release Date: October 01, 2011

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Table of Contents

Select anywhere on a line in the Table of Contents to go to the desired section

I. General Information 1
II. Accessing eIAR 1
eIAR Registrations 1
eIAR Availability 2
Logging on to eIAR 2
Government Services Online (GSO) Main Menu 5
III. IAR Home Page 5
IV. Acknowledging SSA Communications 7
Acknowledge SSA Communications Page 7
SSA Communications Details 9
V. Reporting IA Payments for Approved SSI Cases 11
Approved SSI Cases Page 12
Enter IA Payments Made Page 15
Review & Submit IA Payments Made Page 16
Confirmation of IA Payments Submitted 17
VI. Querying IA Cases 18
Query IA Cases: Worker & Accounting Roles 19
Query 1: IA Reimbursements from SSA 20
Query 2: IA Reports Not Yet Reimbursed 21
IA Payments Reported Details 22
Delete IA Payments Reported 23
Query 3: IA Case History 24
Query 4: Cases Pending SSI Determination 25
Query IA Cases: Oversight Role 27
Query 1: IA Reimbursements from SSA 29
Query 2: IA Reports Not Yet Reimbursed 29
Query 3: IA Case History 30
Query 4: Cases Pending SSI Determination 31
Query 5: Approved SSI Cases Not Yet Submitted 31
Query 6: SSA Communications Not Yet Acknowledged 33
Query 7: Activity Report 35
VII. Access Key Shortcuts 37
VIII. Help 38
IAR Handbook 38
Contacting SSA 38

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:

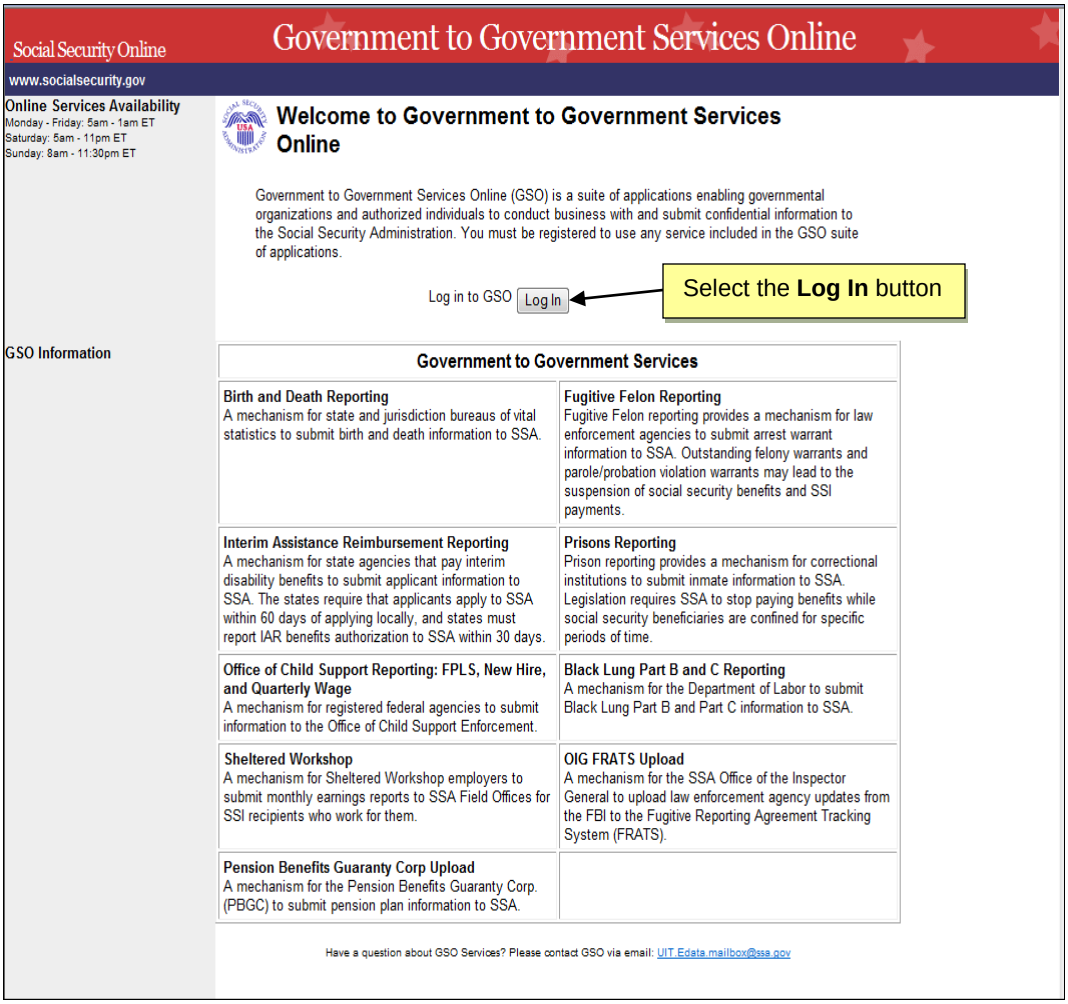
Day	Time
Monday – Friday	5:00 a.m. to 01:00 a.m. (Eastern Time)
Saturday	5:00 a.m. to 11:00 p.m. (Eastern Time)
Sunday	8:00 a.m. to 11:30 p.m. (Eastern Time)

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

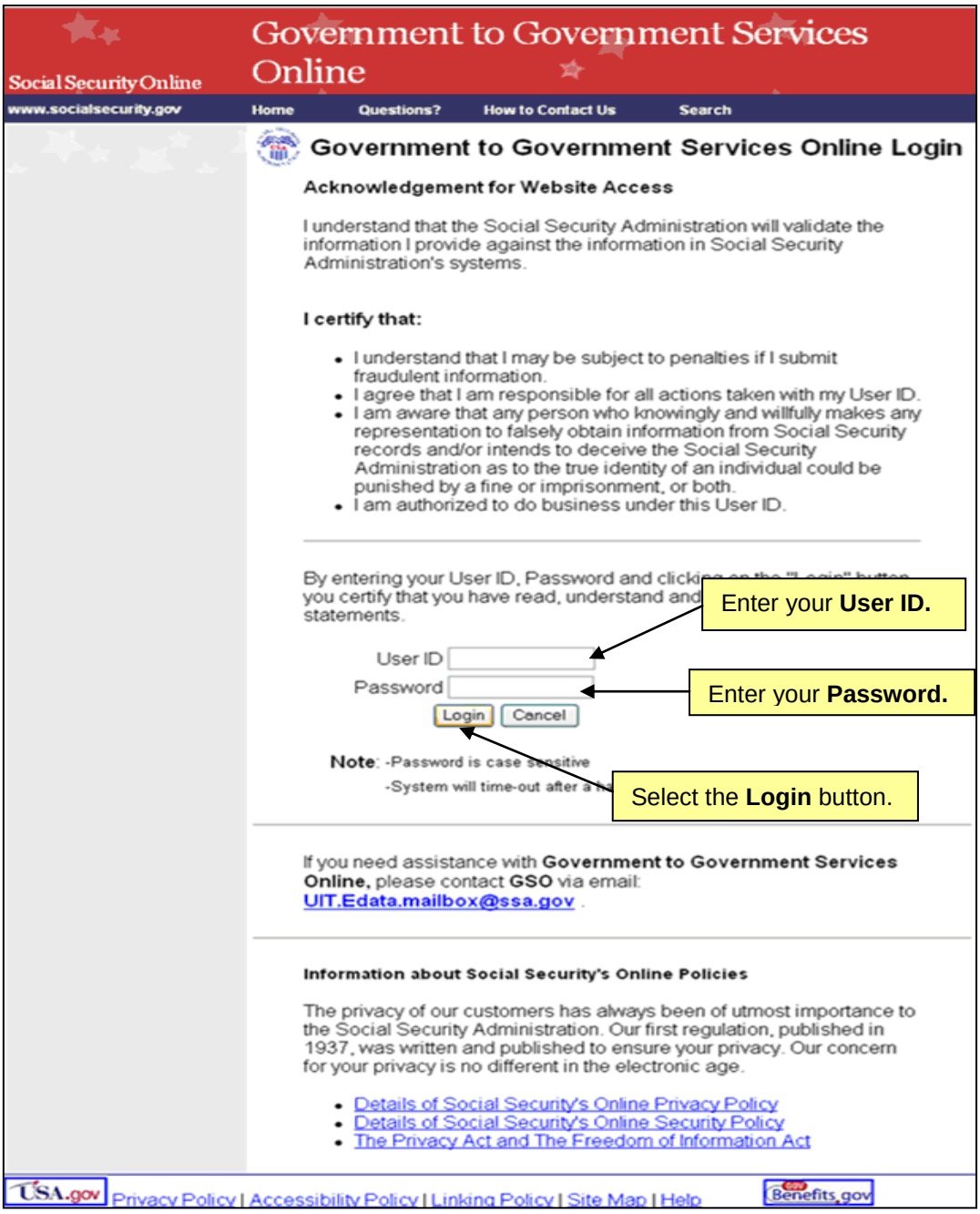
1. Point your browser to the Government to Government Services Online (GSO) home page: http://www.socialsecurity.gov/gso/gsowelcome.htm

2. The system displays the Welcome to Government to Government Services Online page.



3. Select the Log In button.

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



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

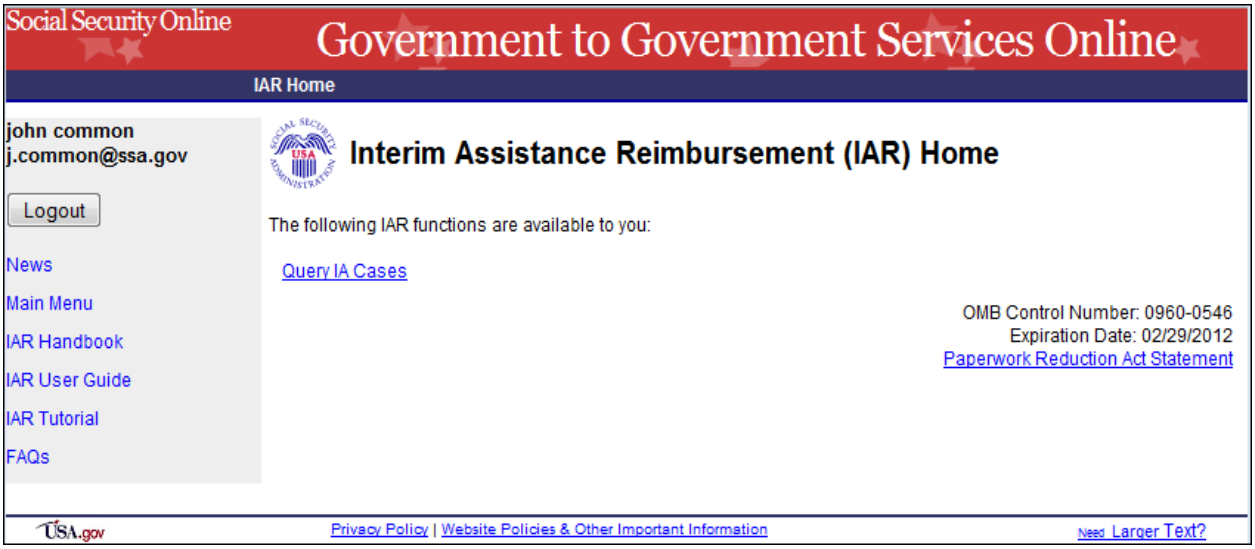
The "IAR Home" page contains links to different IAR functions. Depending on your role, you may have access to one or more of the following IAR functions (see screenshots below):

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

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

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

Interim Assistance Reimbursement (IAR) Home page - **(Oversight Role)**



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

Option	Description
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

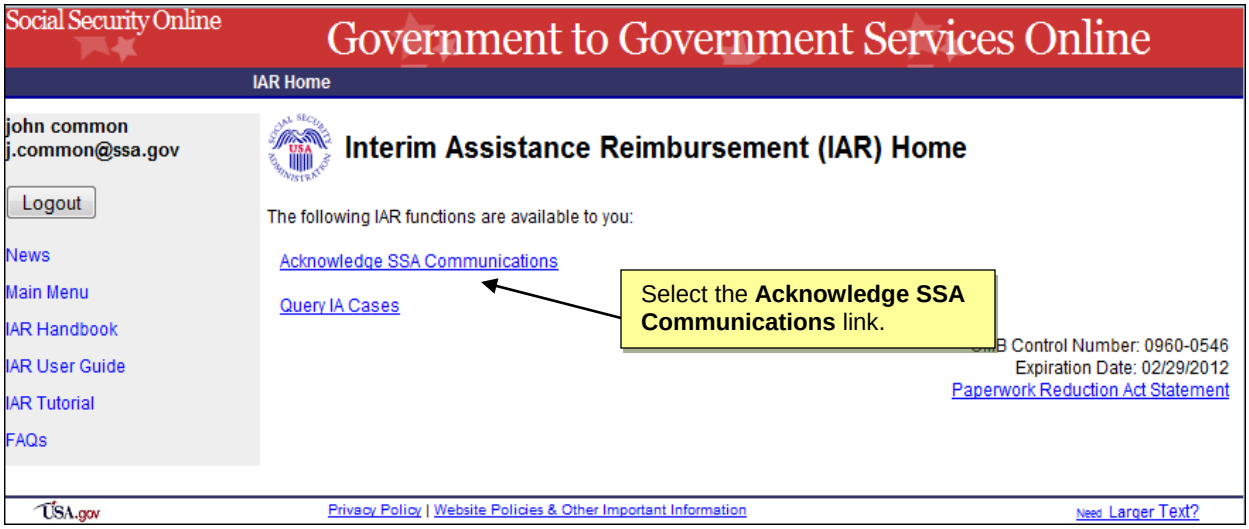
Note: Select the IAR User Guide link on any page of the IAR service to view this user guide.

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.

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

Option	Description
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)
< 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

Option	Description
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
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.

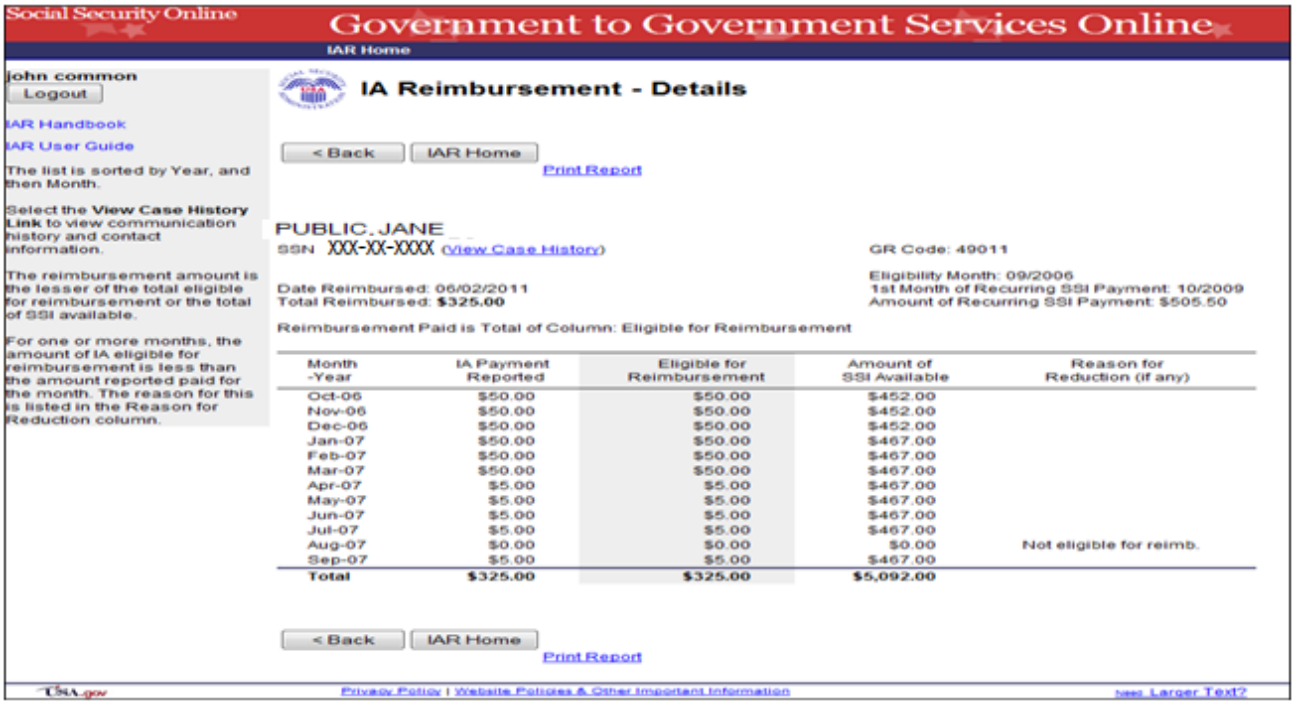
2. The system displays either the "SSA Communications – Details" or the "IA Reimbursement – Details" page based on the communication selected.

SSA Communications – Details Page

IA Reimbursement Details Page

Refer to

IA Payments Reported Details



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

Option	Description
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

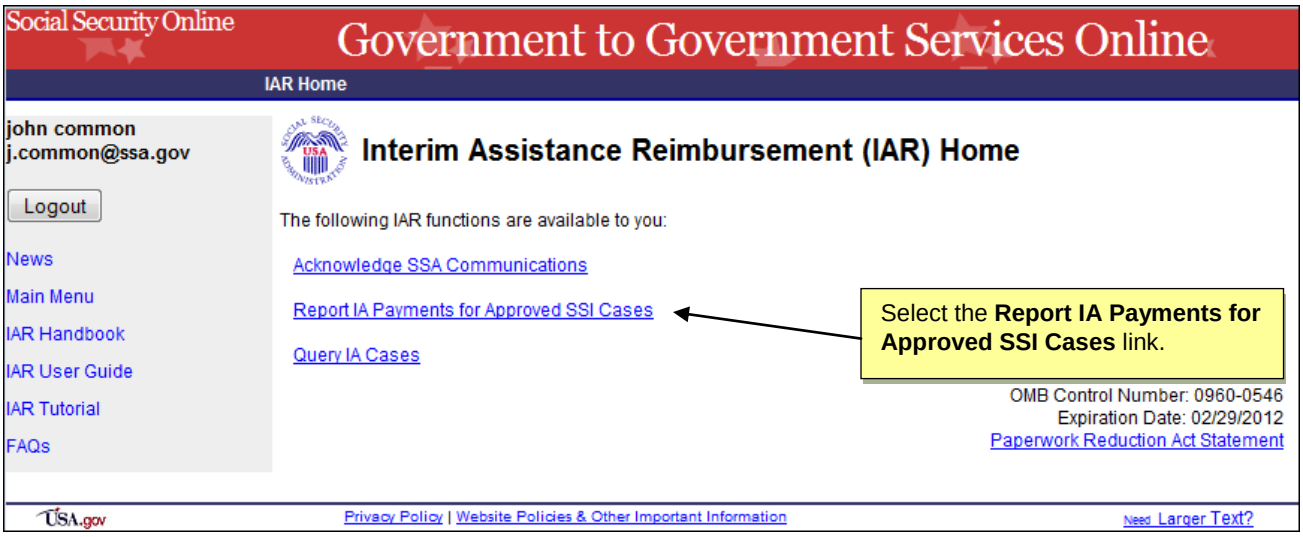
The "Report IA Payments for Approved SSI Cases" option, available from the IAR Home page, allows you to request IA reimbursement from SSA.

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.



2. The system displays the "Approved SSI Cases" page.

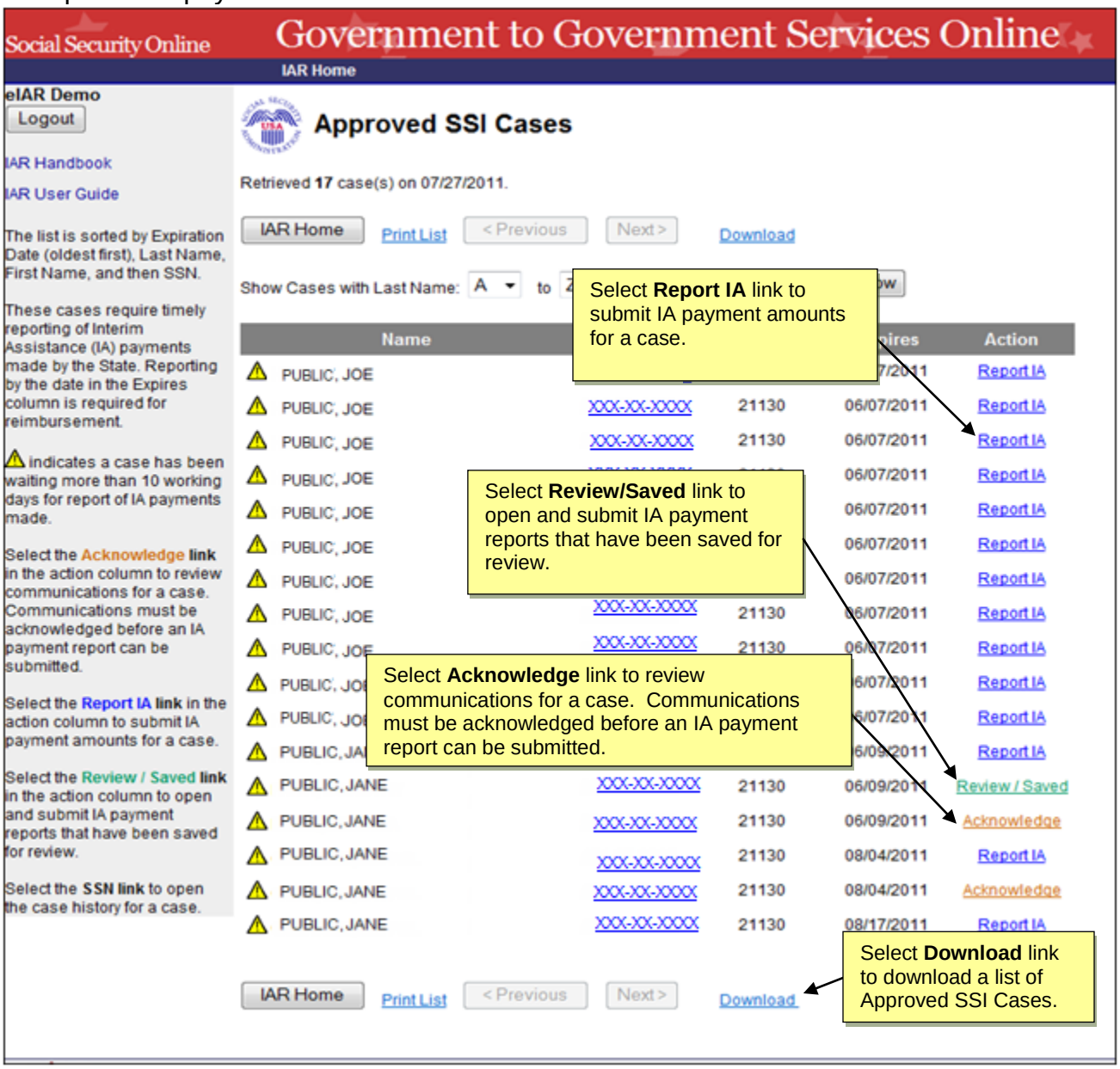
Approved SSI Cases Page

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.



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

Option	Description
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.

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.

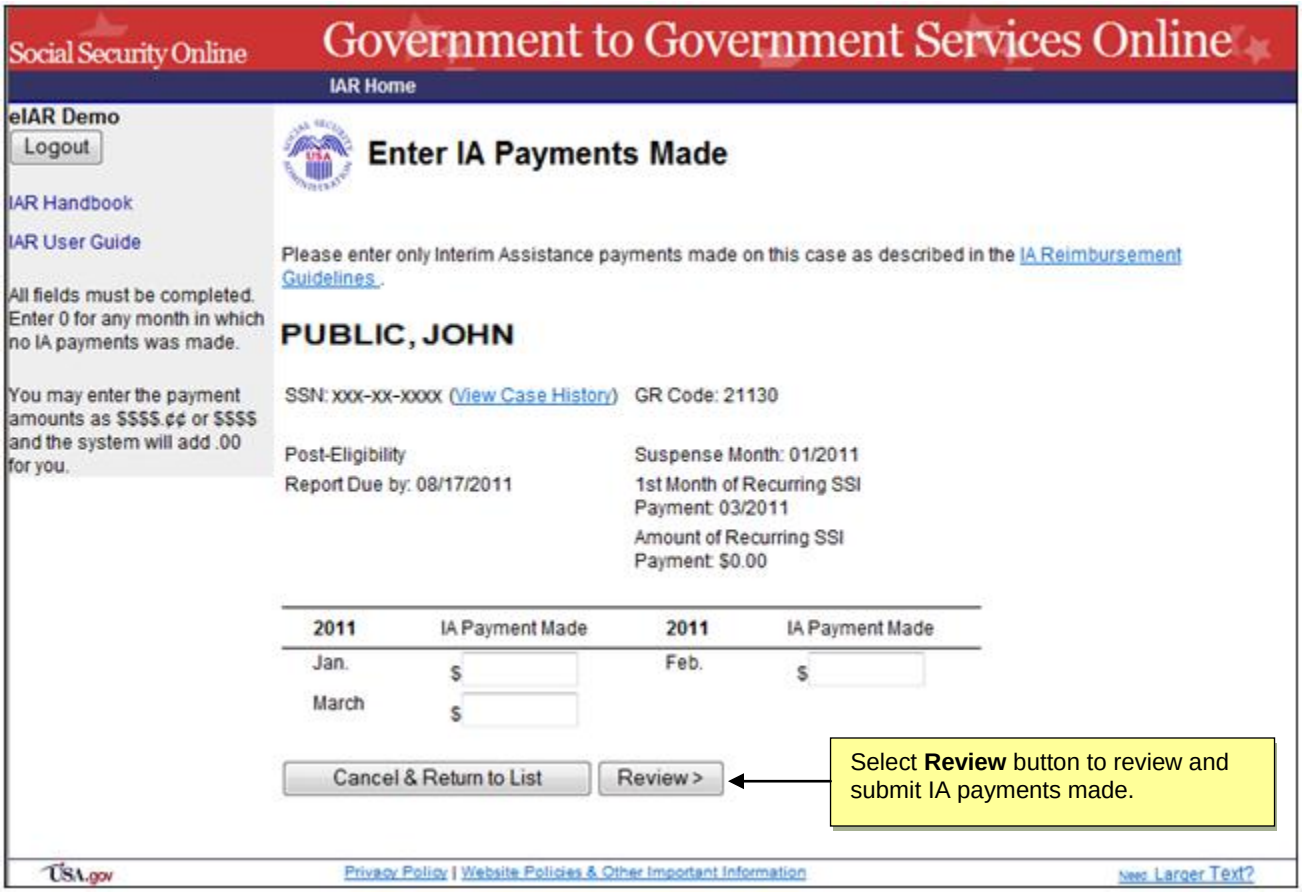
2. The system displays the “Enter IA Payments made” page.

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:

Option	Description
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.

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

Option	Description
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

Option	Description
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:

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

VI. Querying IA Cases

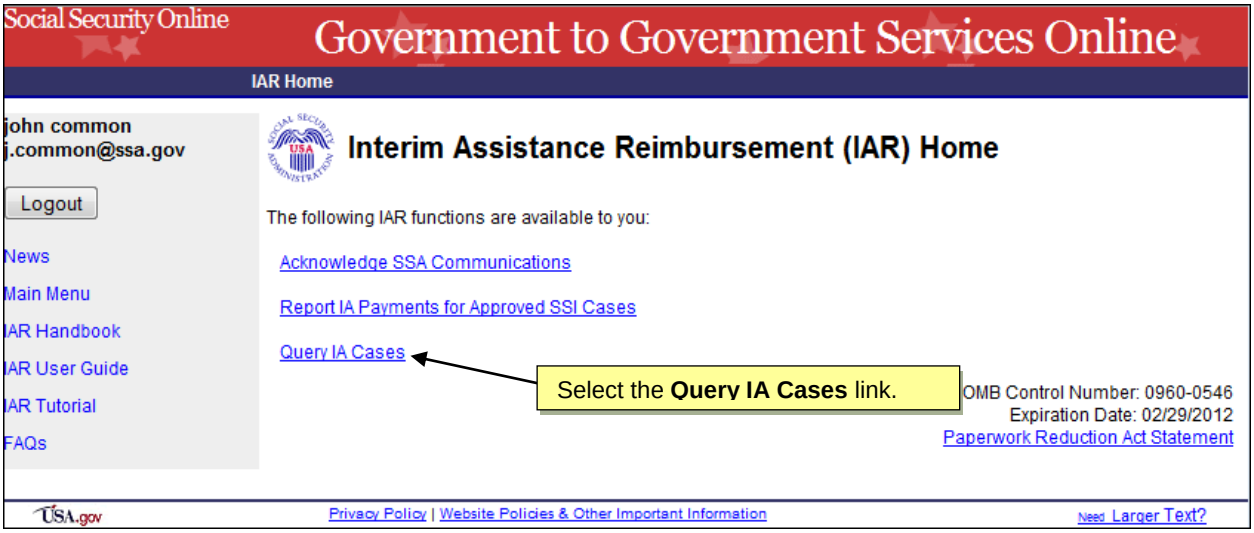
The “Query IA Cases” option, available from the IAR Home page, allows you to access information on your IAR Cases through pre-defined queries.

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.

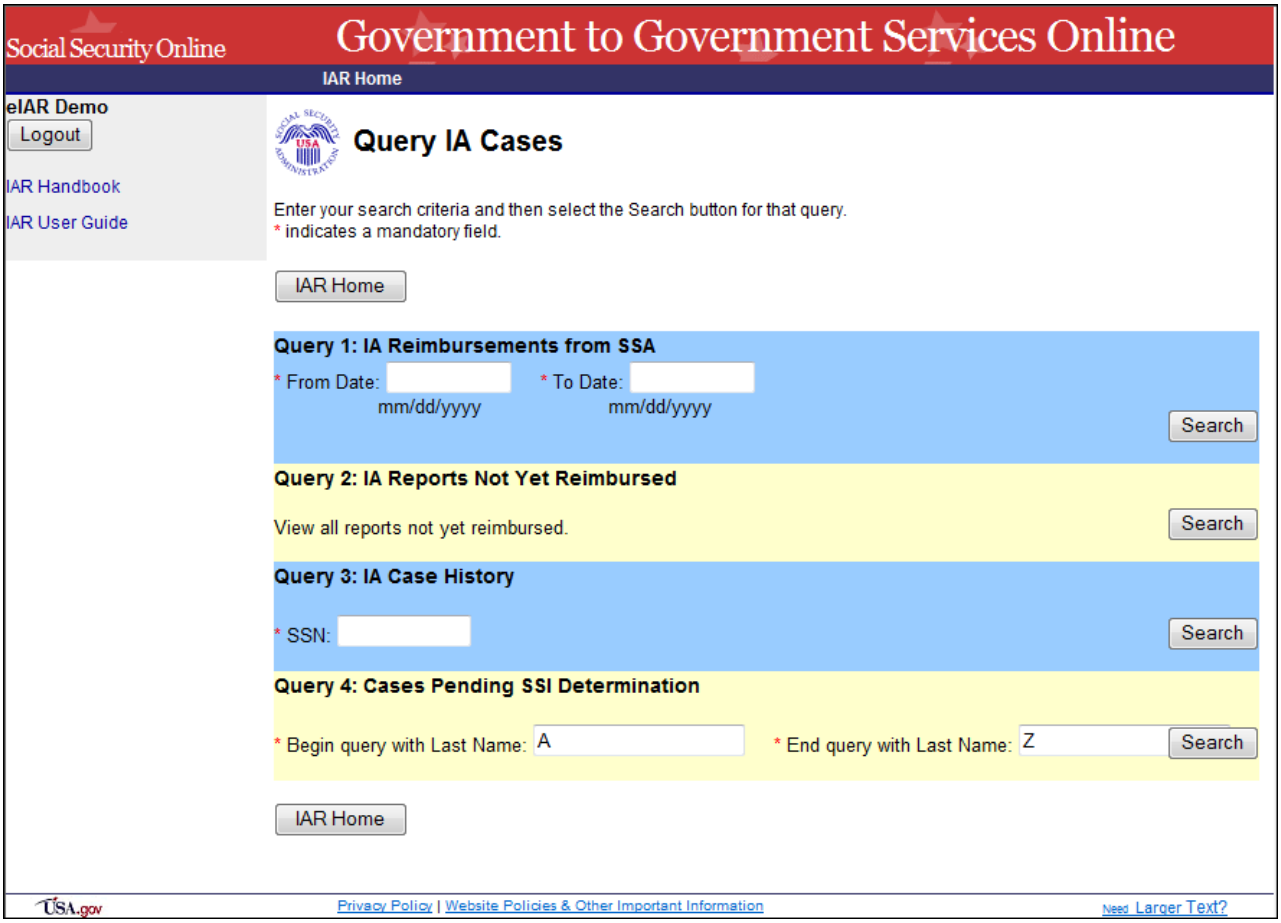


2. The system displays the “Query IA Cases” page according to the user’s role.

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:

Option	Description
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.

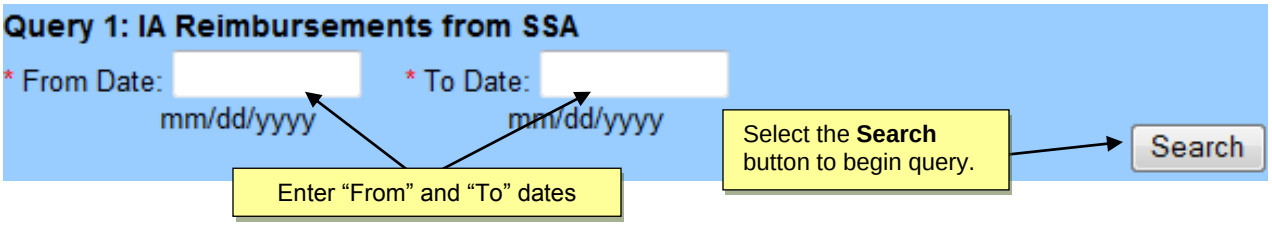
Query 1: IA Reimbursements from SSA

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

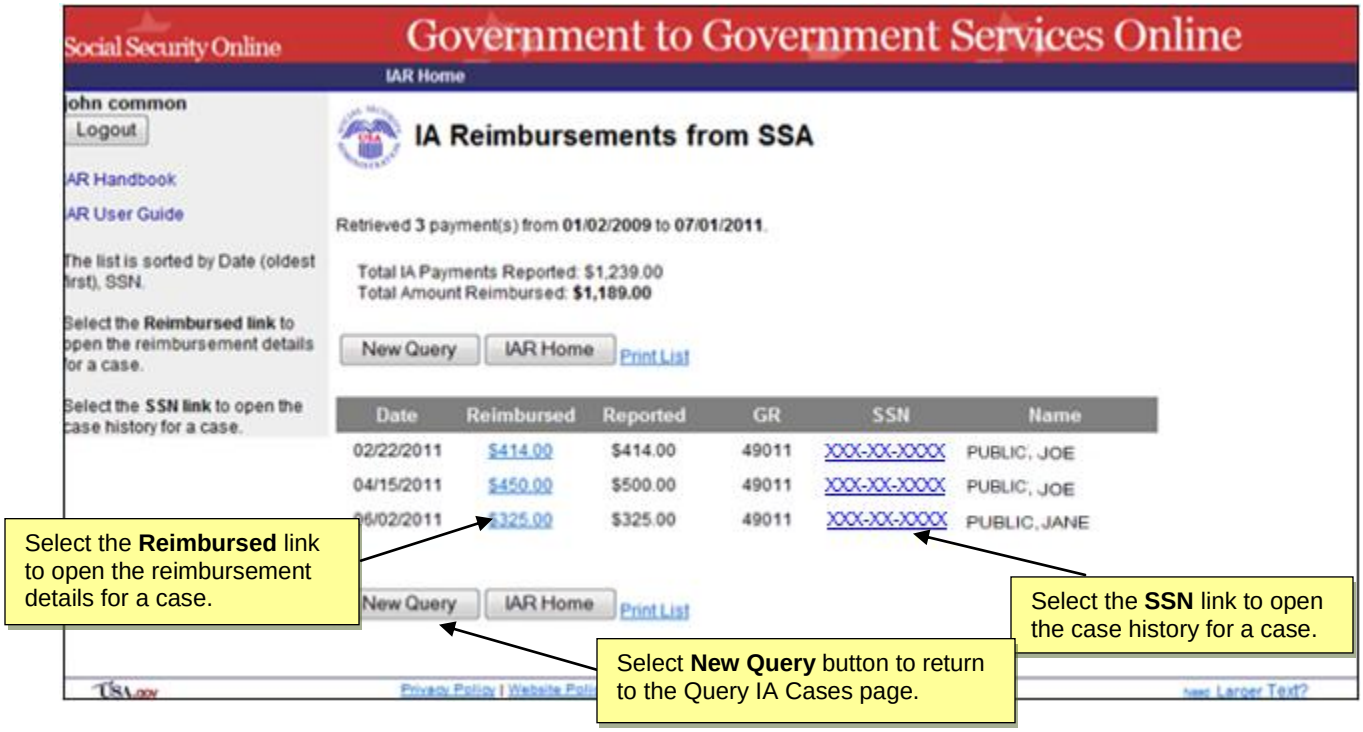
1. In the Date text boxes, enter valid dates.

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.



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



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

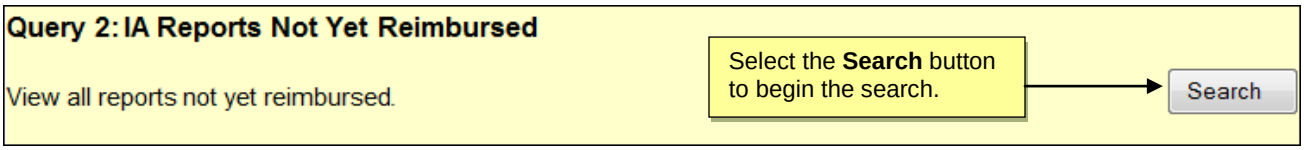
Option	Description
New Query	button to return to the Query IA Cases page
IAR Home	button to return to the IAR homepage
Print List	link to print the list of IA Reimbursements from SSA
Reimbursed	link to open the reimbursement details for a case
SSN	link to display the case history for the selected case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

Query 2: IA Reports Not Yet Reimbursed

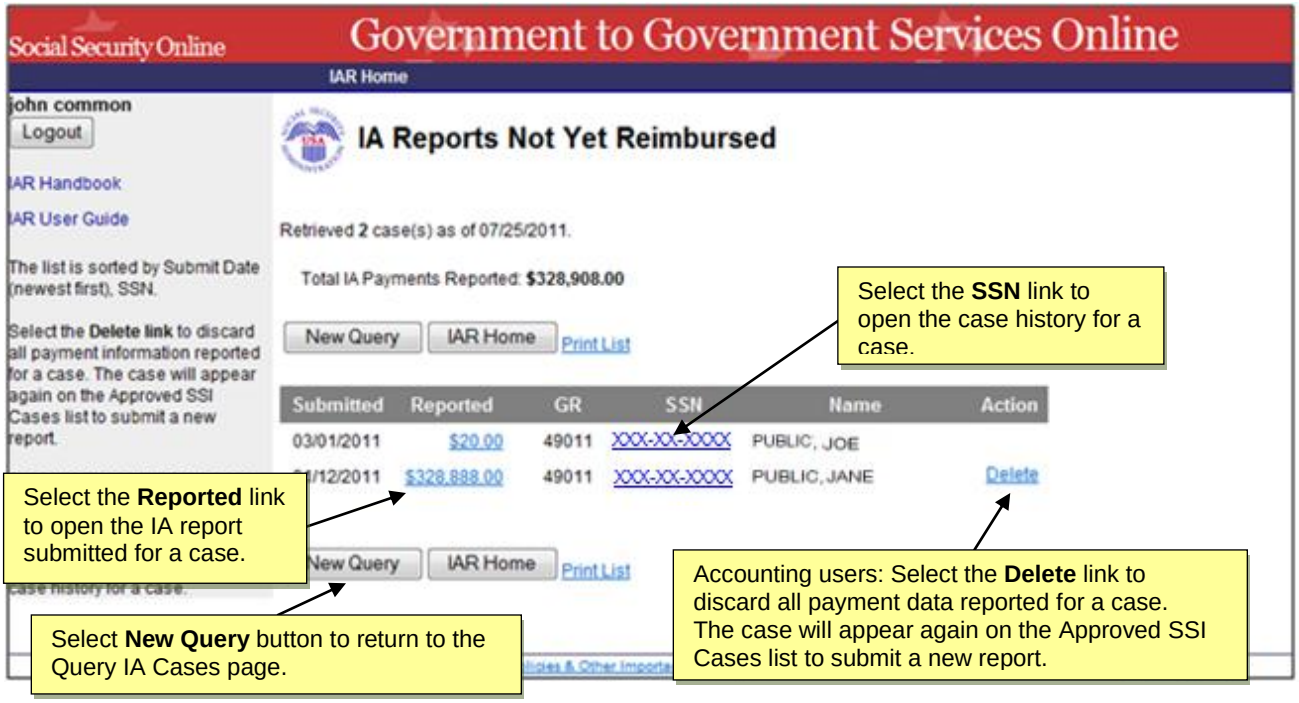
This query allows you to see a list of all the reimbursement requests you have submitted to SSA for which a reimbursement determination is still pending.

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.



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



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

Option	Description
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 Reports Not Yet Reimbursed
Reported	link to view the IA Payments reported details for a case

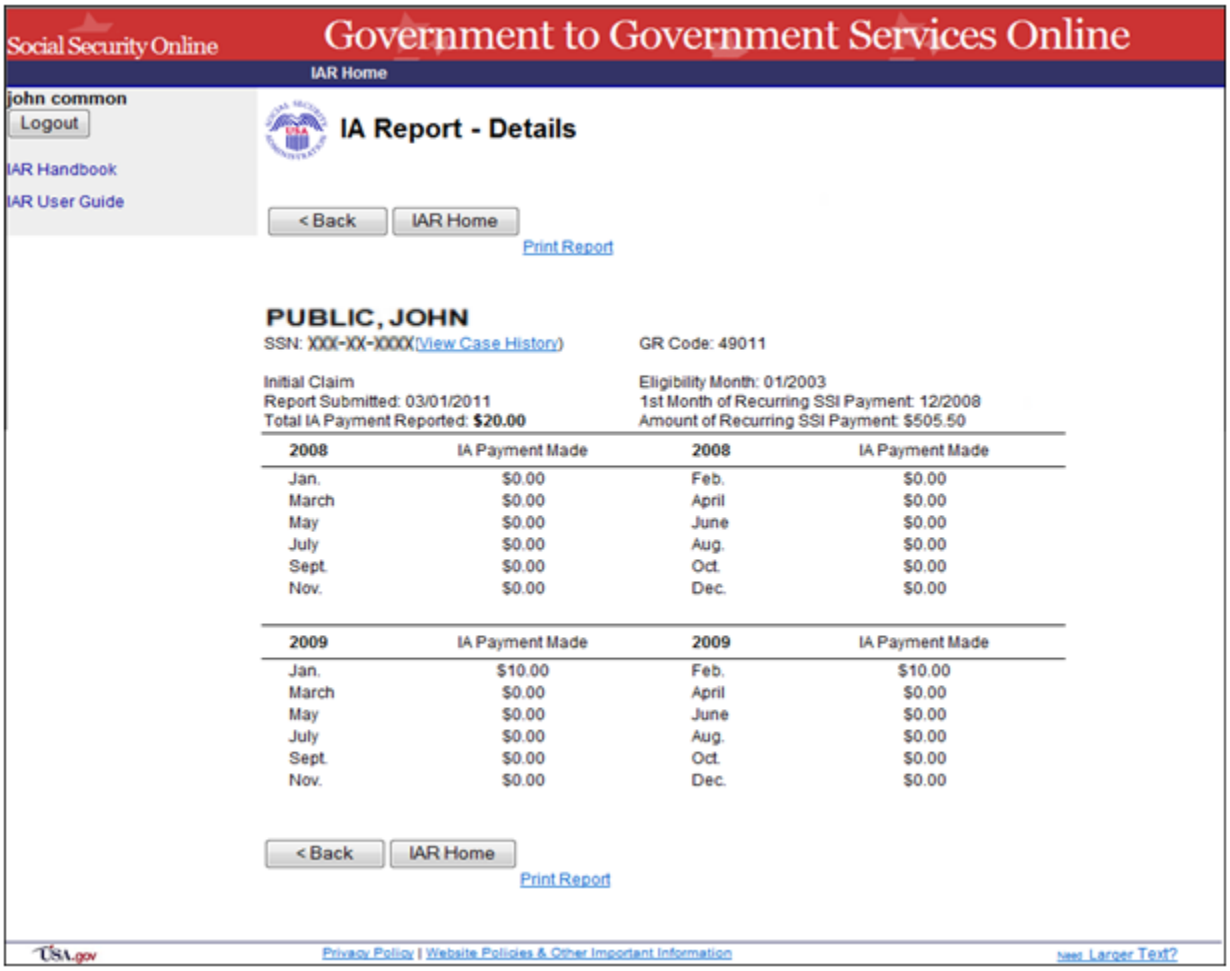
Option	Description
SSN	link to display the case history for the selected case Refer to Query 3: IA Case History
Delete	link to discard all payment data reported for a case This option is only available to "Accounting" users on IA payment reports made within the same day.

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.



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

Option	Description
< 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.

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.

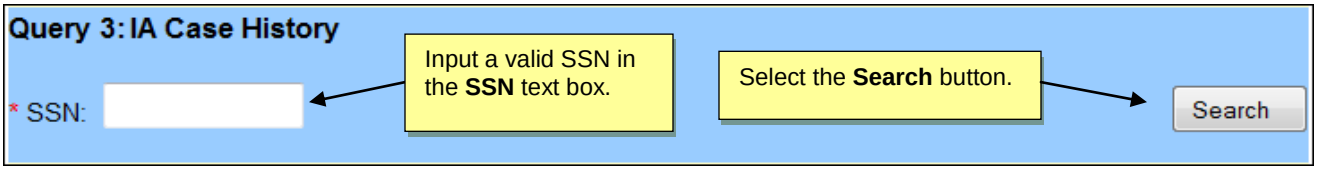
Query 3: IA Case History

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.

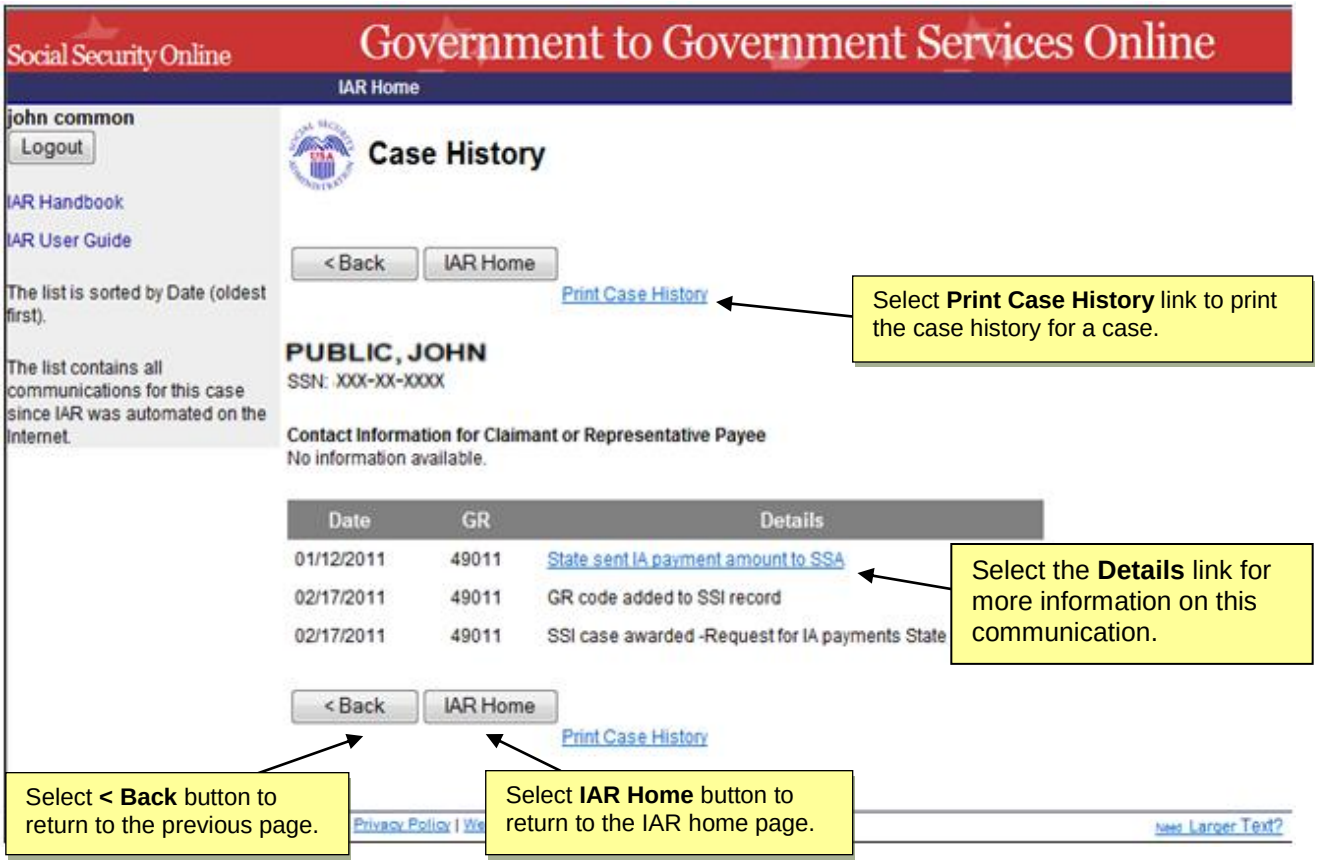
Note: Cases resolved prior to the State's participation in eIAR will not be displayed.

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:

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

Option	Description
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 were the claimant is not eligible for SSI benefits and the claimant has appealed SSA's denial determination.

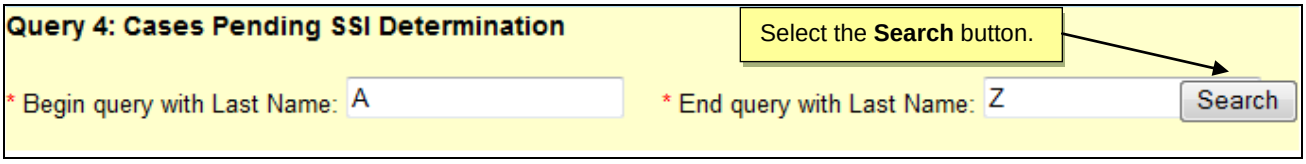
If you want to start the search at a point other than the beginning of the alphabet, you may enter a single letter or up to 20 letters of a last name.

Example:

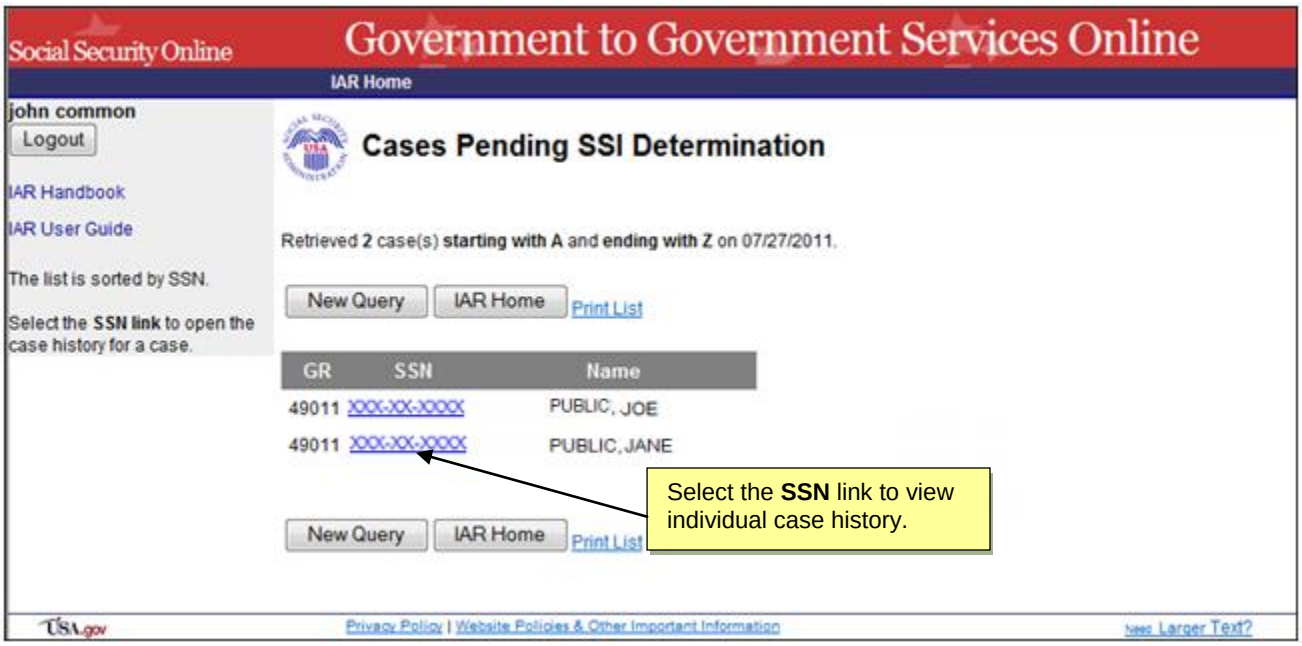
You want to display a list starting with all last names "Smith". You enter "Smith" in the "Begin query with Last Name:" and "End query with Last Name:" field then select the "Search" button. The system displays all cases pending SSI determination starting with the last name "Smith" up to the end of the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



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



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

Option	Description
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

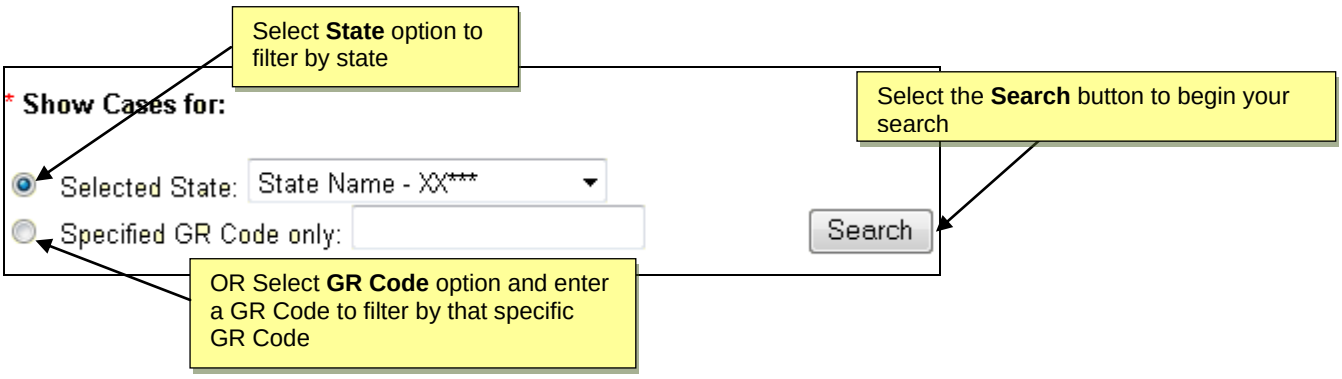
Oversight users have additional querying and reporting functions not available to worker and accounting users. However, oversight users can only view information in eIAR.

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:

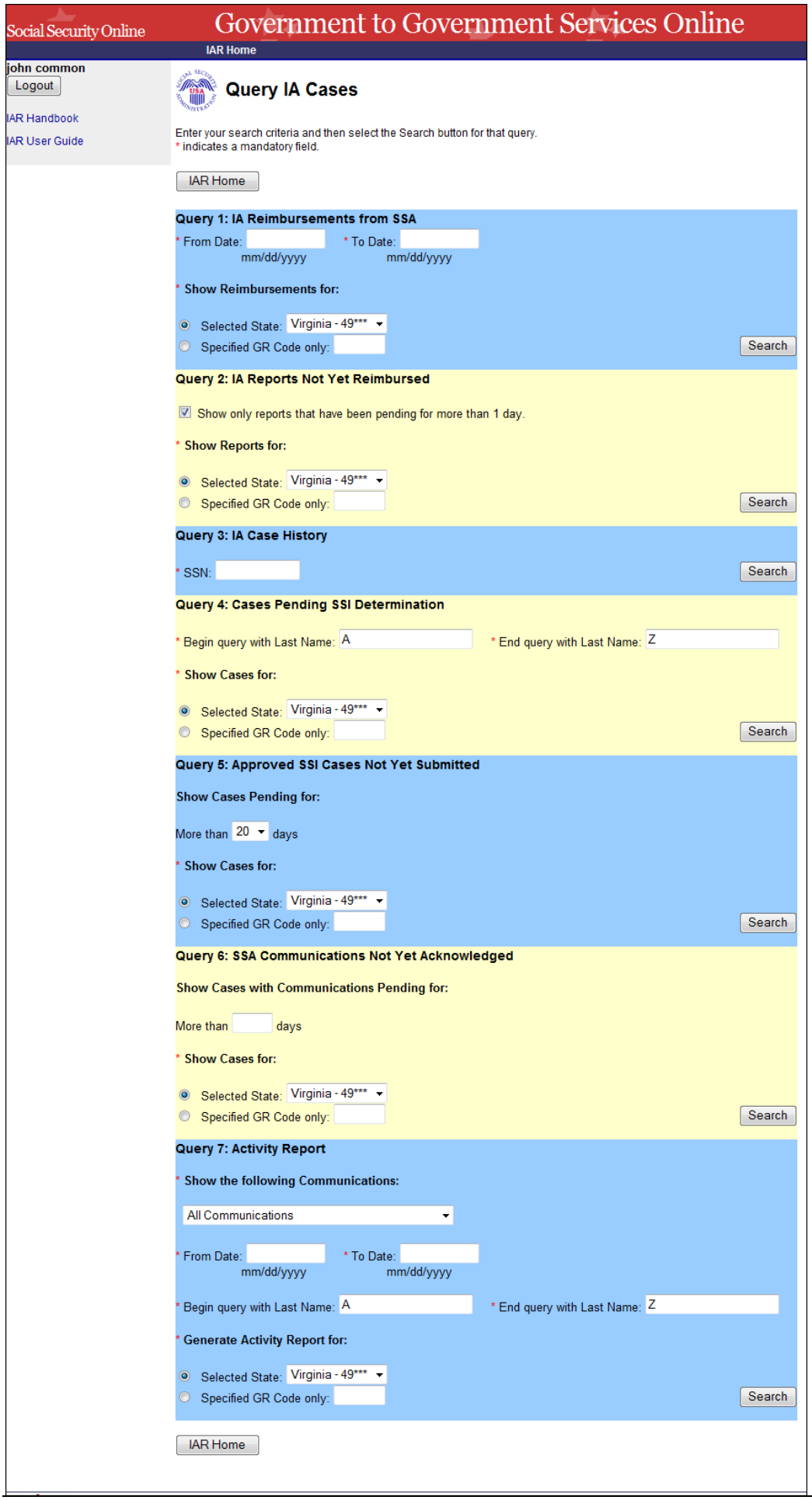


Oversight users have additional filtering options available when querying IA cases. Refer to the explanations for each query in the next sections of this user guide.

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.


Social Security Online
Government to Government Services Online
IAR Home
john common
Logout
IAR Handbook
IAR User Guide
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: mm/dd/yyyy
* To Date: 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 20 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: mm/dd/yyyy
* To Date: 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

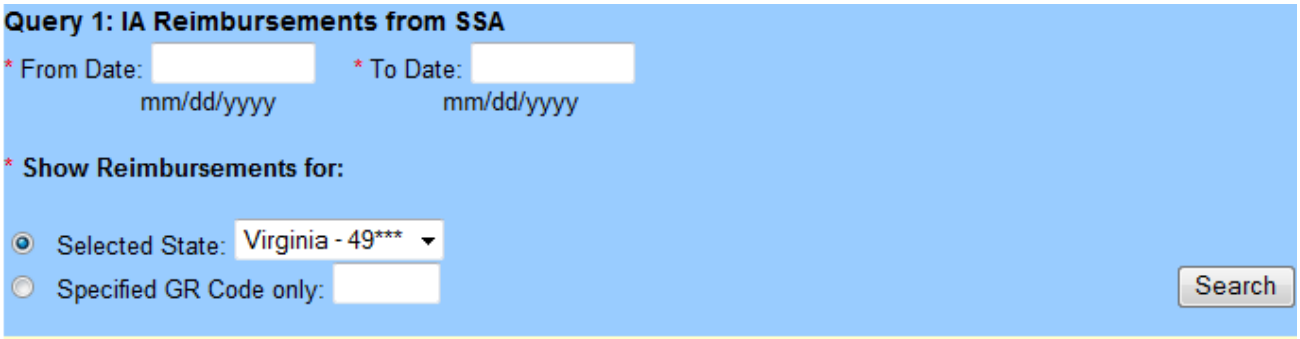
This query allows you to retrieve a list of all IAR payments received from SSA within a specific period.

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.



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.

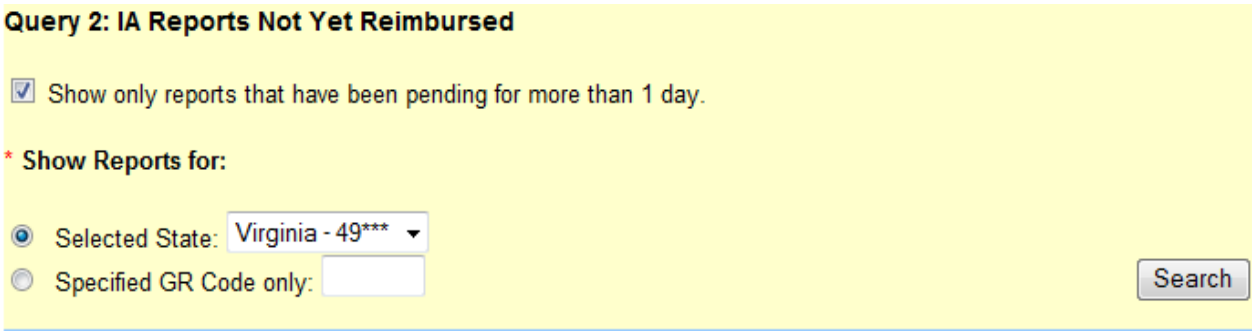
1. Uncheck the checkbox next to “Show only reports that have been pending for more than 1 day” if you want to request a full list of IA Reports Not Yet Reimbursed.

   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.

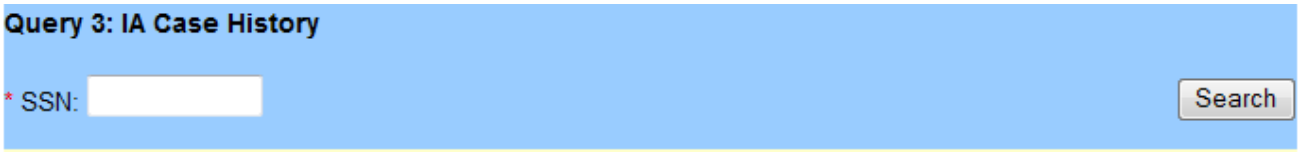


4. The system displays the “IA Reports Not Yet Reimbursed” page.

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.



Page functionality: Refer to section Query IA Cases: Worker & Accounting Roles - Query 3: IA Case History

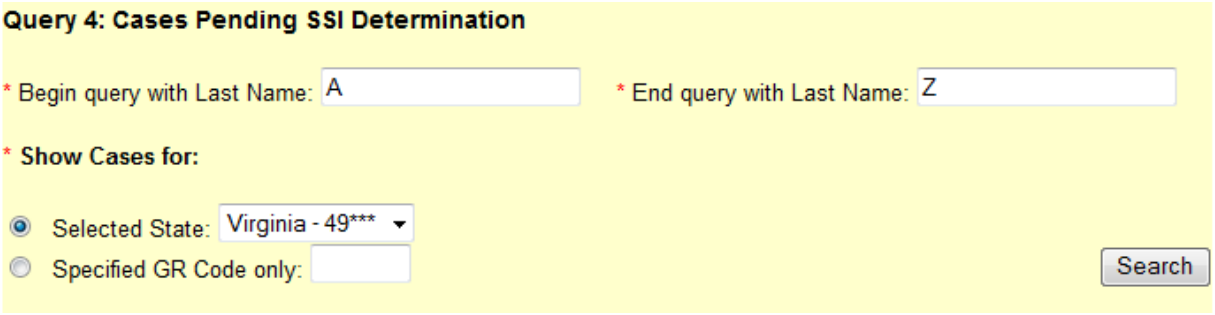
Query 4: Cases Pending SSI Determination

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.

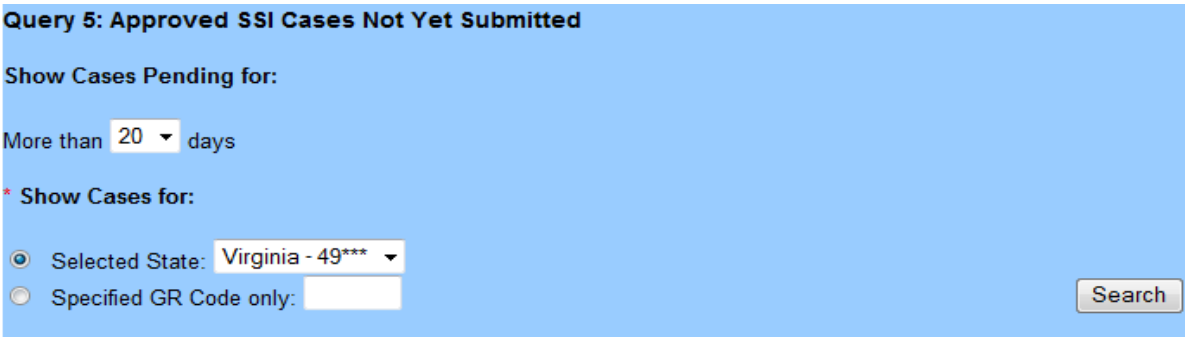
Additional filtering option:

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).

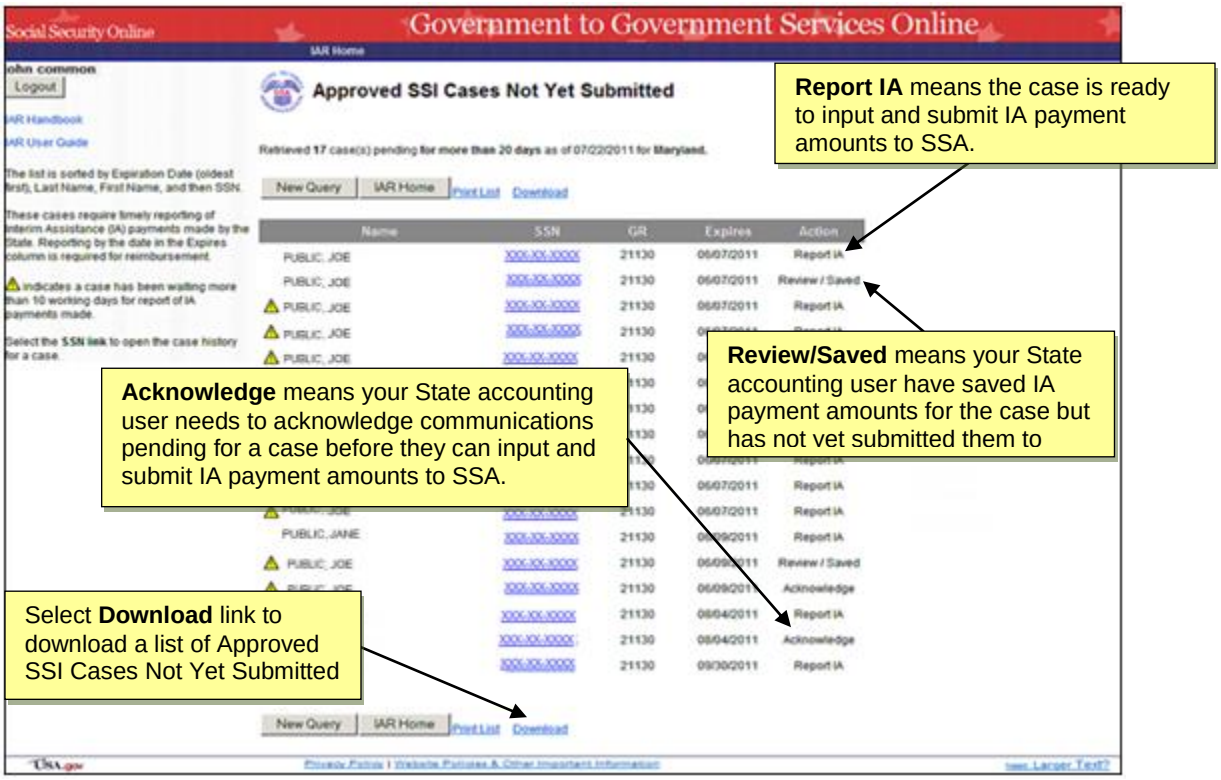
1. Select a pre-defined number of days from the "More than" drop down box or leave the default selection of 20 days.

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.



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


Social Security Online
Government to Government Services Online
IAR Home
Logout
Approved SSI Cases Not Yet Submitted
New Query
IAR Home
Print List
Download
Name
SSN
GR
Expires
Action
Report IA
Review / Saved
Acknowledge
Report IA
Report IA
Report IA

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.

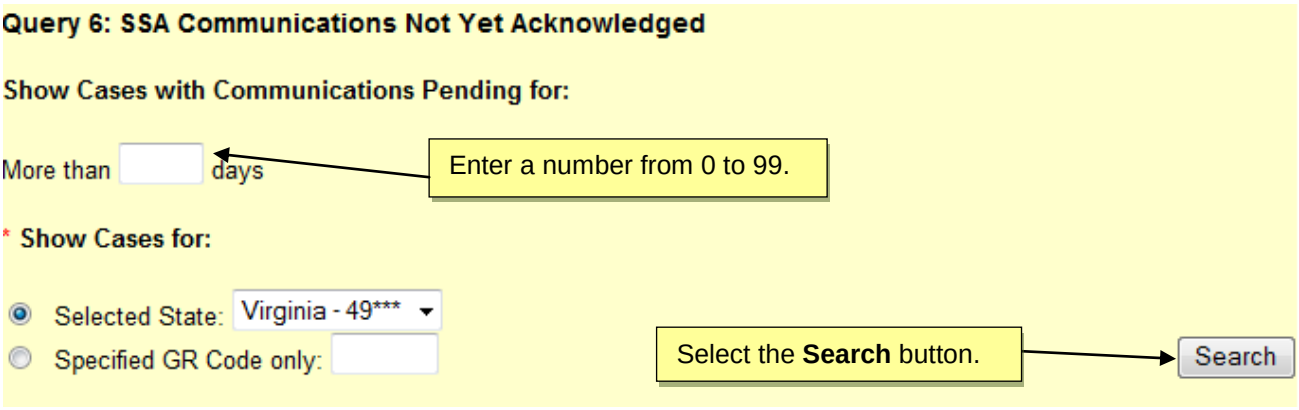
Additional filtering option:

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.



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

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

Option	Description
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:

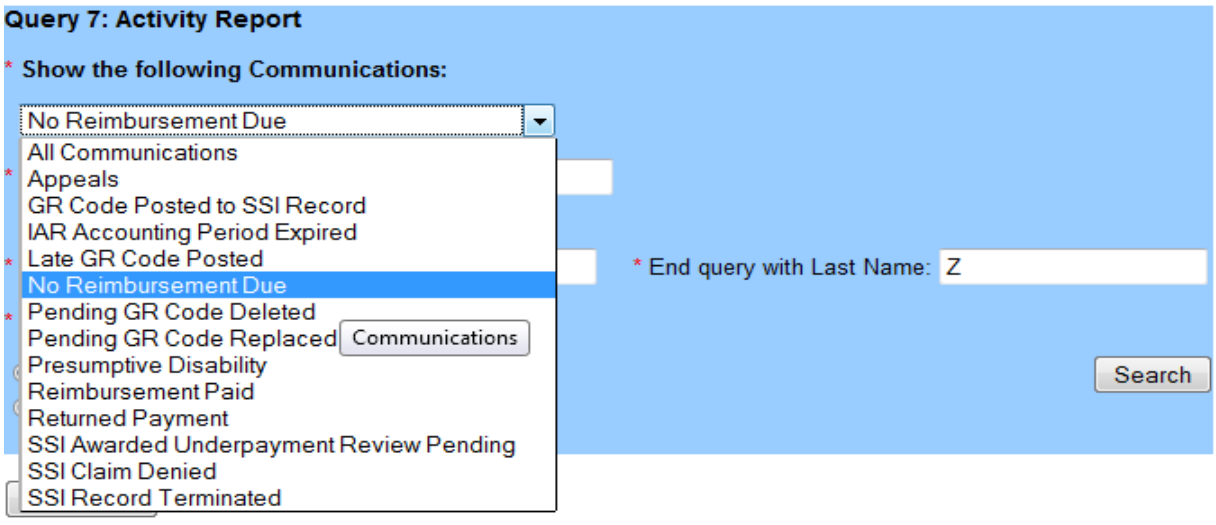
- eIAR communication category
- Communications date range
- Claimants beginning with specific last name - If you want to start the search at a point other than the beginning of the alphabet, you may enter a single letter or up to 20 letters of a last name.

  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

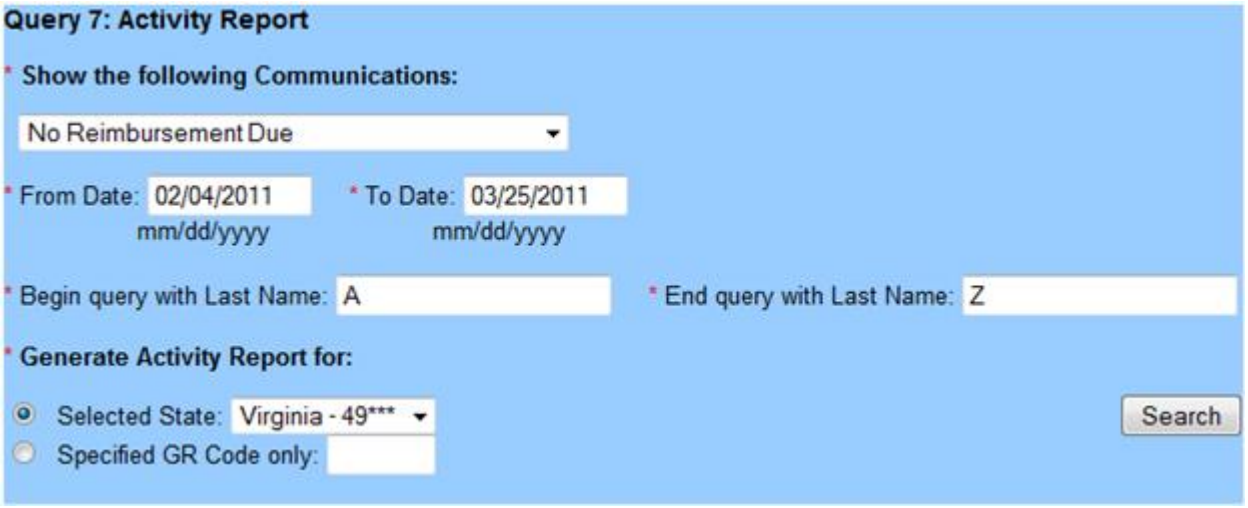
To request an IAR Activity Report:

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



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.



6. The system displays the "Activity Report" page.

You may select the following from the "Activity Report" page:

Option	Description
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 Activity Report

SSN	link to open the case history for a selected case

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’	Cancel and Return to list
Alt and ‘e’	Edit Information
Alt and ‘i’	IAR Home
Alt and ‘k’	Acknowledge Selected
Alt and ‘l’	Logout
Alt and ‘m’	Submit
Alt and ‘n’	Next >
Alt and ‘o’	Show
Alt and ‘p’	< Previous or < Back
Alt and ‘q’	New Query
Alt and ‘r’	Return to List
Alt and ‘w’	Review
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.