

# Title XVI Claims Specialist Basic Training Curriculum



## **Unit 9** **Modules 09 – 11** **PE Issues** **Student**

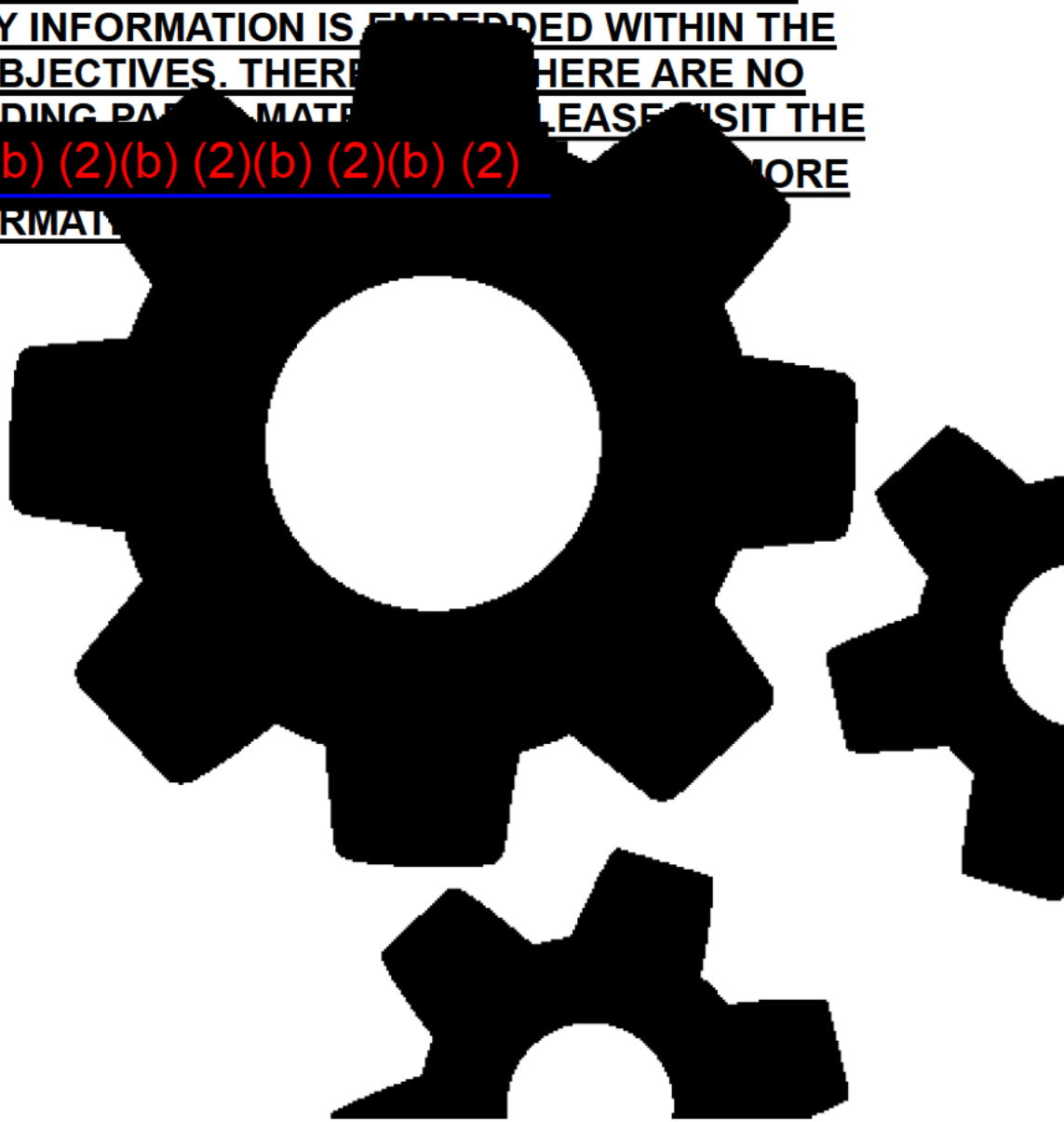
SOCIAL SECURITY ADMINISTRATION,  
Office of Human Resources, Office of Learning  
SSA PUB. No 25-1466

2018-2



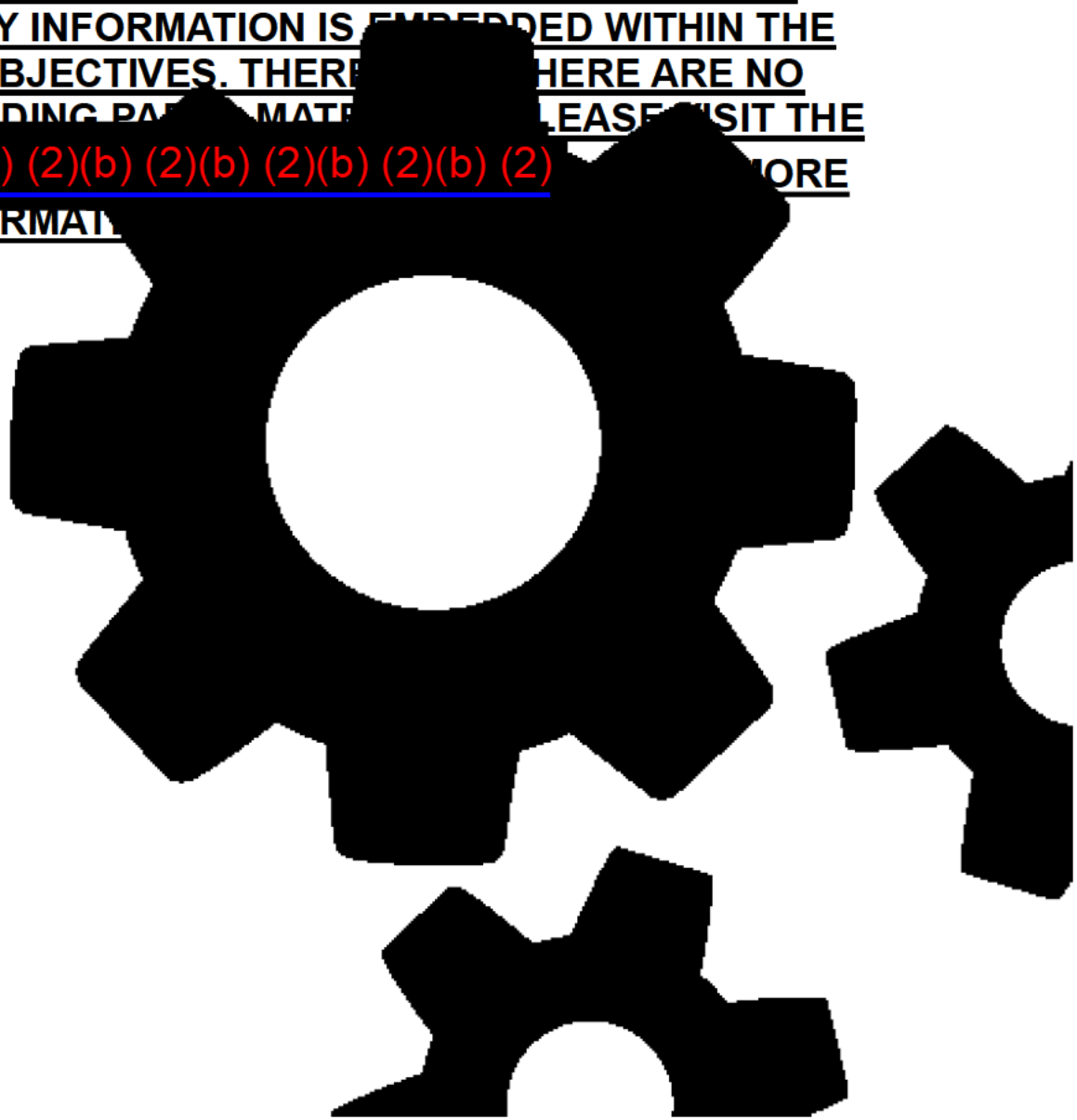
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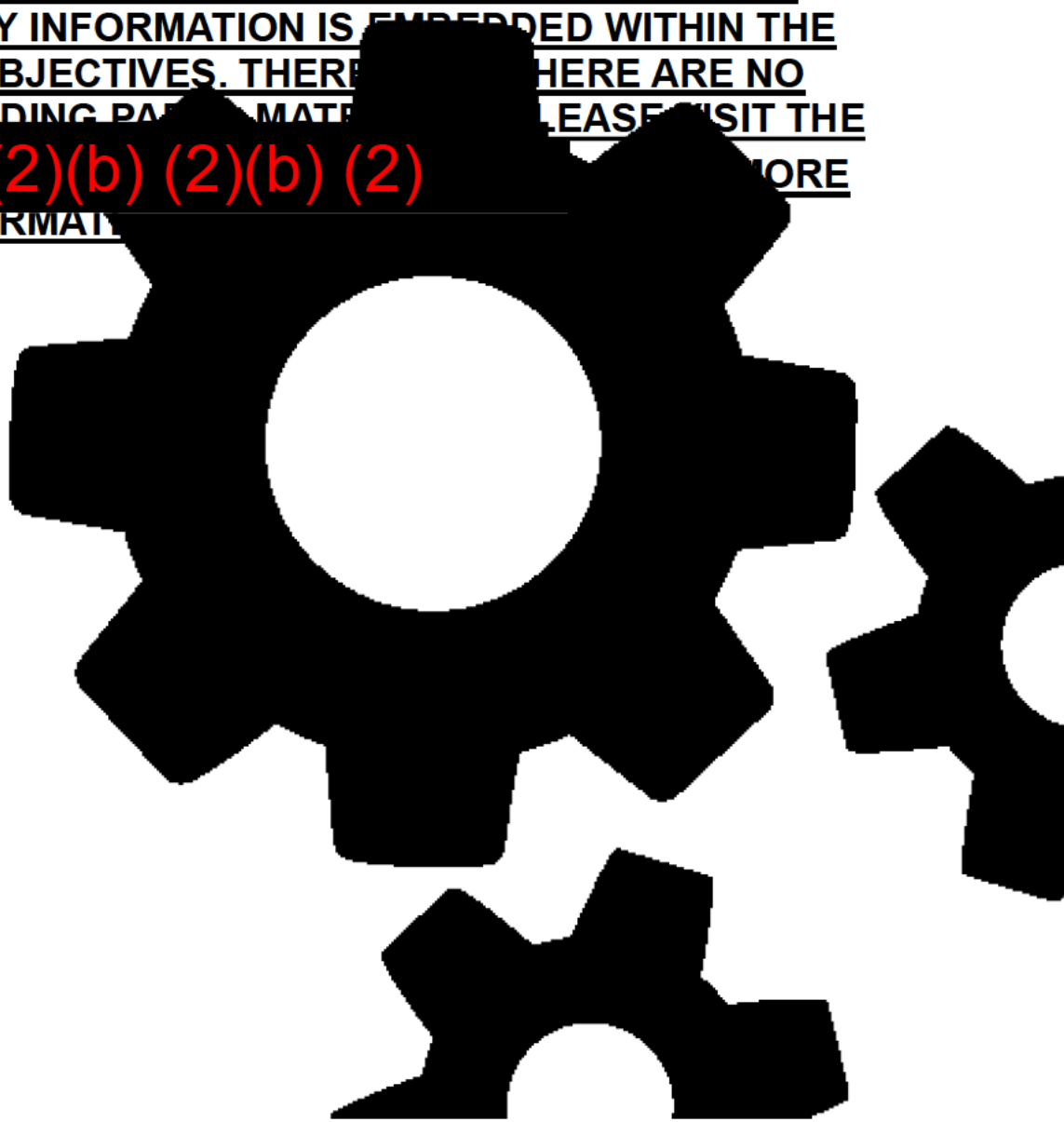


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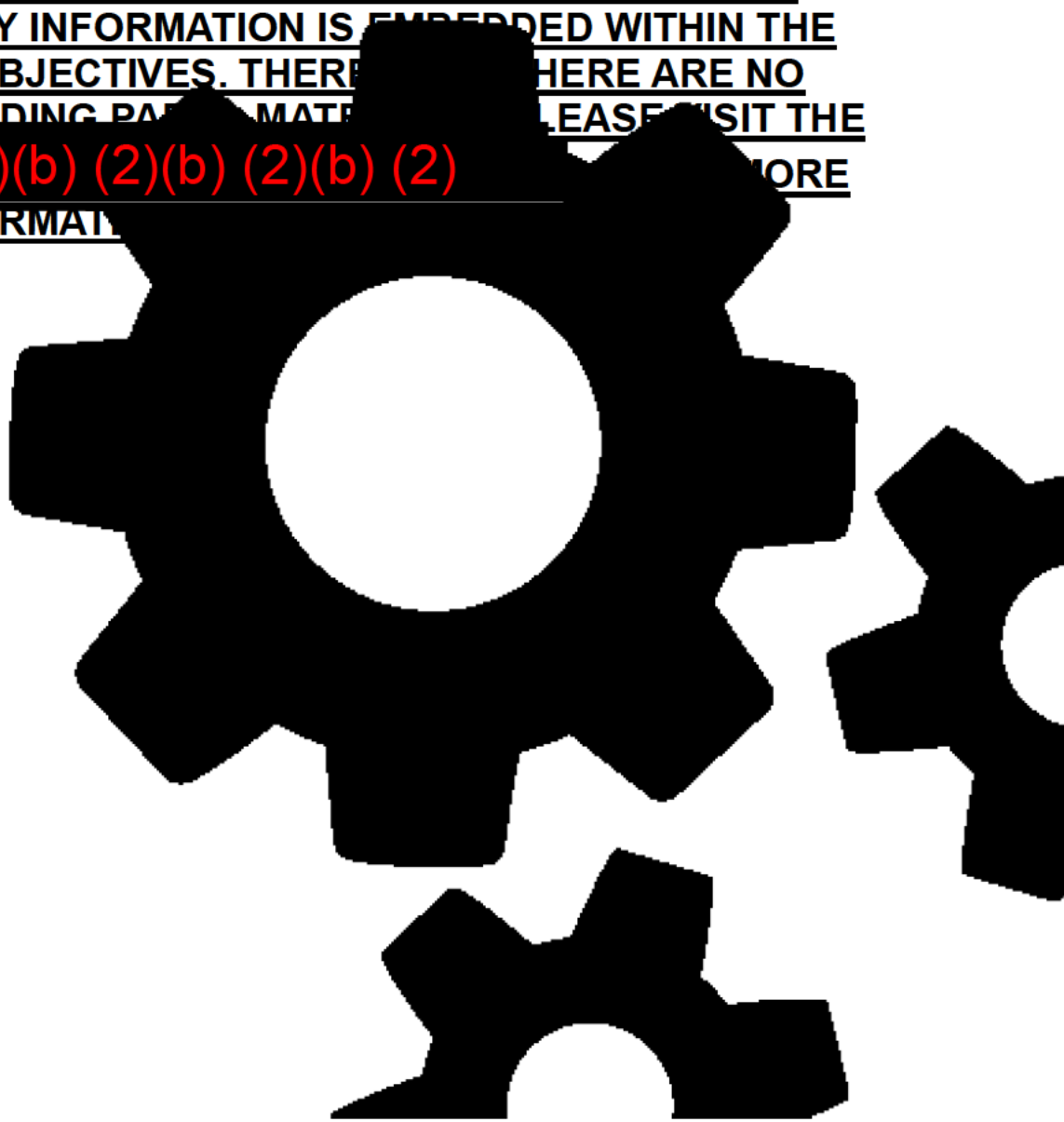
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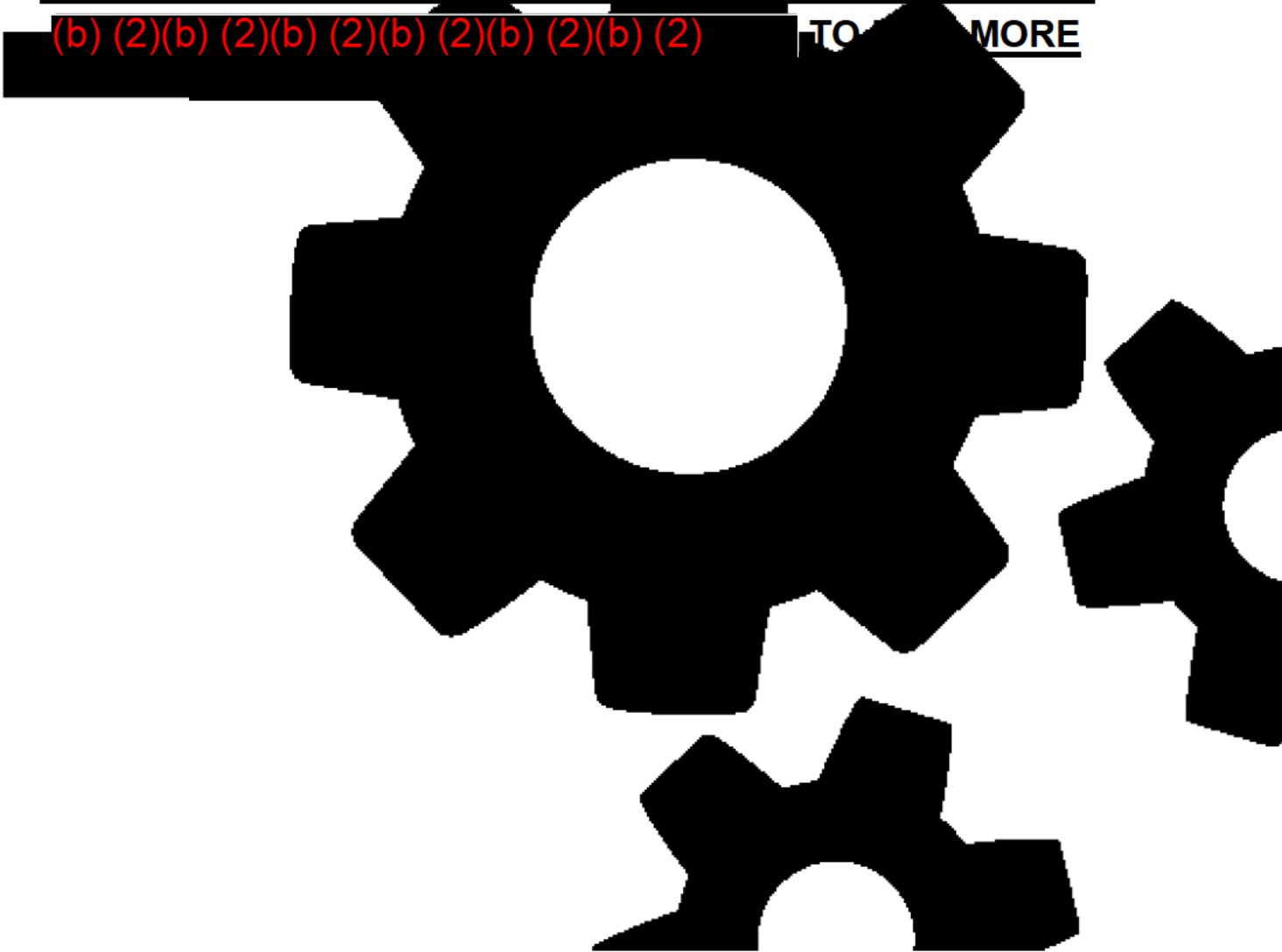
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## **LESSON PLAN**

### **Module Objectives**

At the end of this module, using appropriate references, the trainees will be able to:

1. Understand how to handle changes/events that both can and cannot be routinely processed through the automated system.
2. Understand how to establish a start date record using the SSA-450SI.

### **Length of Module**

8 hours

### **Helpful Resources:**

SSA-450 (paper form)

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## **BACKGROUND AND RATIONALE**

During previous modules, the terms “systems limitation” and “start date” have been mentioned. This module will teach you how to process systems limitations and start date records by using the T33 and the Force Due procedures.

These actions, together with the routine systems procedures, will enable you to process any SSI event. You will learn how to handle changes and events that both can and cannot be routinely processed through the automated system. You will also learn to establish a start date record through the SSI Claims System and by using the SSA-450SI process.



## OBJECTIVE 1:

**Understand how to handle changes/events that both can and cannot be routinely processed through the automated system.**

### Case Structure

[MS 04407.001](#); [MS 00302.001](#); [MS 00302.006](#)

#### General

Case structure refers to the type of master record (TMR) on the SSR; e.g., individual with ineligible spouse (TMR: DX, BX, AX). There are different methods by which the record structure may be changed. In this module we will focus on termination and start date events and case re-structure that may or may not involve a TMR change.

Terminated Record Balancing and Debt Transfer (TREBDET) is an automated process used by the SSI Claims System to balance overpayments on terminated records and transfer debt information from the current (latest) record to the new record being built.

#### Definitions

**Payment Status M02 (Force Due):** Permits posting manually computed due amounts while retaining the record's ability to compute overpayments and underpayments.

**Reconciliation Process:** Permits the system to balance overpayments on certain terminated records and bring the debt forward to the latest record.

**Direct SSR Update:** Allows the use of some TREBDET features on records that do not have an SSI Claims System pending file.

## TREBDET Features

To perform automated record balancing and overpayment transfers, TREBDET has these features in the SSI Claims System:

1. T32 Process: Terminate a record automatically. The T32 process terminates and rebuilds records with a recent redetermination that compute accurately but are approaching maximum size limitations. T32 is an automated process controlled by the system and does not require field office action.
2. T33 Process: Terminate a record manually. The T33 process terminates records that can no longer compute accurately or are approaching maximum system size limitations. The T33 process will automatically build start date records in many cases.

### The T32 Process

[SM 01802.001](#); [SM 01802.003](#)

#### Definition of T32

T32 is an automated system used to terminate and rebuild records that are approaching (but have not exceeded) maximum size limitations when the record has had a recent redetermination.

#### Purpose of T32

When an SSR reaches the maximum occurrence limitations, the SSR will automatically terminate with a payment status code of T32.

This payment status code indicates to all subsequent processes that the record was terminated by the system because it was approaching one of the maximum occurrence limitations. Automated computations and over/underpayment balancing can continue to be performed on such records.

### Automated Start Date

Data from the T32 record is used to establish a new start date record; the start date month will be the current computation month (CCM) with two budget months. Data is transferred beginning with the start date budget month.

**NOTE:** The T32 process occurs during the computation run scheduled each month.

### Exclusions

Certain records are excluded from the T32 process. Permanent exclusions are:

- Records containing a force flag
- SREW records and the Special Couples Computation Code (CSC field in the CMSC segment) equals "I" or "S".

Records that contain temporary exclusions include those in which:

- Claimant and claimant spouse, if present, have a current payment status that does **not** equal E01, E02, or C01.
- Goldberg-Kelly payments are being made (GKC field in CMSC segment has a code of P, S, I, or T.
- Windfall period end date (WIN field in the RCRD segment) is not at least one month prior to CCM.
- The record contains an excess overpayment decision for either the claimant or the claimant spouse.
- The record contains temporary institutionalization data (INST segment) for either the claimant or the claimant spouse with a zero resolution date.
- The record contains temporary institutionalization data (INST segment) for either the claimant or the claimant spouse with a resolution date that is not at least two months prior to CCM.
- The start date budget month for either the claimant or the claimant spouse is not two months prior to the SD month.

- A case composition change (TMR change) is on the SSR and the date of change is not at least one month prior to CCM.
- The record contains an underpayment for the claimant or the claimant spouse.
- The record has a payment history entry of “6” (non-receipt of recurring payment) or “8” (non-receipt of a supplemental payment) in Pay Flag 1 within the 18 months of Payment History prior to the Comp run.
- The record is in an active B Freeze (imputed income) conversion status for MIL processing.
- The record has a pending IAR (GRC field in the MPMT segment).
- There is a change in the CMPH or WCMP due amounts (FAM or WFA or SAM or WSA) for CCM.
- The monthly computation run issues a “2E” payment check.
- The record is for a child who has or will attain age 18 before or on CCM.
- The record contains any of the following diaries: 4W, 5W, 6W, 7W, 8W, 9W, or D6.

## The T33 Process

### [MS 04407.001](#)

#### Definition of T33

T33 is the payment status used to terminate records that can no longer support accurate payment computations or are approaching maximum size limits during an SSI Claims System redetermination. Termination of a record is usually required by a change in case structure, such as members of an eligible couple separating, adding a parent to a child’s record, adding an ineligible spouse, when a claimant child marries, or when a claimant child becomes head of household. Changes requiring record termination

that the SSI Claims System can recognize and automate under TREBDET are listed in [MS 04407.003](#).

When the SSI Claims System recognizes one of these changes in a pending file, the Start Date Data (DBSD) screen will appear in the claim path to initiate the T33 process.

The user may also request a record be terminated by the T33 process using Function 19, DIRECT SSR UPDATE, on the SSI Menu (MSSI) in PCOM.

**CAUTION:** Generally, a manual termination using Direct SSR Update should not be done for cases with a SSI Claims System pending file. Use of this function will lock the SSI Claims System pending file and require that the new record be established via an SSA-450SI.

**NOTE:** T33 cannot be input via the SSA-1719B process.

The T33 process cannot be used for records with a force flag indicator.

### Features of the T33 Process

For most records, the T33 process:

- Terminates a record without posting a force flag. This maintains record “computability.”
- Supports the modernized manual computation (M02 “force due”) process. This permits M02 entries in the CMPH/WCMP portion of the T33 record. The system computes any overpayments or underpayments created by the Force Due entries.
- Supports the reconciliation process. Reconciliation automates the balancing of overpayments on a terminated record and brings overpayment amounts forward to the latest record.
- Builds a start date record from within an SSI Claims System pending file using the DBSD screen.

### T33 Exclusions

The following records are exclusions from the T33 process:

- Records with a force flag indicator in the FFL field of the CMSC segment of the SSR. Any record with a force flag indicator must be terminated via SSA-1719B paper input using payment status T30 ([SM 01801.005](#)).
- Records in Goldberg/Kelly status P, S, or I. This is a temporary exclusion. Once the Goldberg/ Kelly status is removed, the exclusion is also removed.

### When Payment Status T33 Applies

#### When the DBSD Appears

[MS 04407.003](#); [SM 01701.001](#)

The SSI Claims System recognizes when a record composition change is needed from the system pending file and presents you with the DBSD screen to request record termination.

A record composition change for an individual will occur most often when a spouse is added to the household: for example, when an eligible individual marries; or when the parent of an eligible child marries. A record composition change can occur for an eligible child if the child begins living with a different parent. For couples' cases, it can also occur when an ineligible spouse files or an eligible spouse leaves the household.

Two other conditions that the SSI Claims System can identify and automate using the T33 process are:

1. The SSR has multiple occurring fields approaching (but not exceeding) maximum size limits. This allows timely termination of the record with T33 and retains the advantages of TREBDET processes. Multiple occurring fields are found in the following segments of the SSID:



Computation History	(CMPH)
Payment History	(PMTH)
Unearned Income	(UMIH)
Earned Income	(ENIH)
Overpayment Decision Data	(OPDD)
Overpayment Refund Data	(OPRR)
Overpayment Sequence Data	(OPSQ)

2. The record is in a force due payment status (M02). Generally, M02 records should be terminated and rebuilt as soon as possible. However, records can remain in M02 indefinitely (for example, expedited reinstatement cases). Non-pay records (“forced to zero”) will have payment status T31 applied after twelve months. M02 differs from M01 (Force Pay) because the M02 record is still “computable.”

**NOTE:** If you are not prepared to terminate and rebuild the record (e.g., you need to verify wages or conduct a redetermination instead of a stand-alone PE action), you can exit the adjudication path via PF3. When you are ready to process the automated termination/start date, return to DECISION INPUT (Function 14, MSSSI Menu, PCOM).

## Peer Review

### [SM 01701.001](#); [SM 01801.006](#)

T30/T33 and force due/force pay transmissions must be reviewed and authorized by a second individual. Any qualified employee designated by management may review and authorize most T30/T33, force due or force pay transmissions. This review of the transmission by a second employee is called a “peer review.”

In a peer review, the second employee examines the record and the accompanying documentation to ensure that use of the T30/T33 process and manual payment is appropriate and that the payment amount is accurate. The peer review should be completed prior to input of the transaction.

**Documentation****SSI Claims System:**

The initiator of the transmission prepares a DROC explaining the rationale for the T30/T33 or force due/force pay action and designating which, if any, specific saved SSI eComputations record for months of force due or force pay applies to the payment action.

The reviewer should document the DROC screen showing that the review was conducted. If a manual computation is involved, the reviewer should also note on the DROC that the applicable SSI eComputations record was reviewed. The reviewer should then lock the DROC to protect the contents.

**Non-SSI Claims System:**

The initiator of the transmission prepares an SSA-5002 Report of Contact explaining the rationale for the T30/T33 or force due/force pay action, along with any of the forms listed below that apply and show any necessary manual computations.

The reviewer should document the review with the following:

- SSA-4904 (RMA), SSI Monthly Manual Payment Computation Summary Form;
- SSA-8109 (pre-RMA), SSI Manual Payment Computation Summary Form;
- SSA-5002, Report of Contact if no payments are due; or
- SSA-5002, Report of Contact indicating which saved SSI eComputation, if any, documents the manual computation.

Store the SSA-4904, SSA-8109, and SSA-5002 in the certified electronic folder (CEF), if one exists, or NDRed.

**After Review**

Once the T30/T33 or force due/force pay action has been reviewed and authorized, the reviewer returns the case to the initiator to complete the action.

**NOTE:** The automated processes in SSI Claims System T33 cases (terminate, rebuild, balance and bring forward overpayments) can be duplicated for non-SSI Claims System cases but require separate actions for each step:

- Place a non-SSI Claims System case in PS T33 using Direct SSR Update.
- Build a start date record using a manual SSA-450SI input the next day ([SM 01005.000](#)).
- After successfully building the start date record, balance the terminated record and bring forward overpayment amounts from the T33 record using the Direct SSR Update reconciliation function.
- Seed the newly established record into the SSI Claims System.

## M02 “Force Due” Amount

### [SM 02101.250](#)

#### Definition of M02 Force Due

M02 (force due) is a payment status generated when manually computed amounts are directly posted to the computation history (CMPH) or windfall computational data (WCMP) segment of the SSR.

#### Features of M02 Force Due

M02 payment status permits the following:

- Termination of a record by T33 process
- Computability of the terminated record
- Automated building of a start date record from the SSI Claims System pending file

- Use of the reconciliation process to balance overpayments on a terminated record and to move remaining debt amounts to the new record

### When to Use M02 Force Due

Force due is used for months when the system is no longer able to compute an accurate payment. The total amounts that are due for the month (Federal and State) are manually computed and posted to the Computation History (CMPH) and/or WCMP.

The system computes any overpayment or underpayment based on the amounts already paid on the record. A current M02 record will automatically release underpayments and perform any netting and offsetting of underpayments against overpayments. You must issue an automated one-time payment (A-OTP) for underpayments due on terminated records with M02 months.

### M02 Force Due Screens

Two screens in SSI Claims System are related specifically to force due:

- Force Due Control (UFDC) ([MS 00302.004](#))
- Collect Force Due Amounts (UFDU) ([MS 00302.005](#))

These screens are accessed through the Direct SSR Update function (Function 19) from the SSI Menu (MSSI) in PCOM.

## Notices

### [SM 01305.530](#)

For cases with a force flag (M01) or in force due (M02), all notices **concerning a change in payment** must be manually prepared and issued. *(See note below for notices that do not concern a change in payment.)* Notice suppression through the Direct SSR Update Notice Suppression (UNSP) screen in PCOM is not required since the system does not issue any notices on these cases.

Prepare a notice using DPS to show the change in payment amounts for the months of force pay/force due and the ongoing new payment, if applicable.

**NOTE:** If a record in M02 payment status requires a notice that **does not** involve a change in payment (such as a notice concerning a change in representative payee or direct deposit), the system will still issue an automated notice for that circumstance.

### How to Apply T33 in SSI Claims System Cases

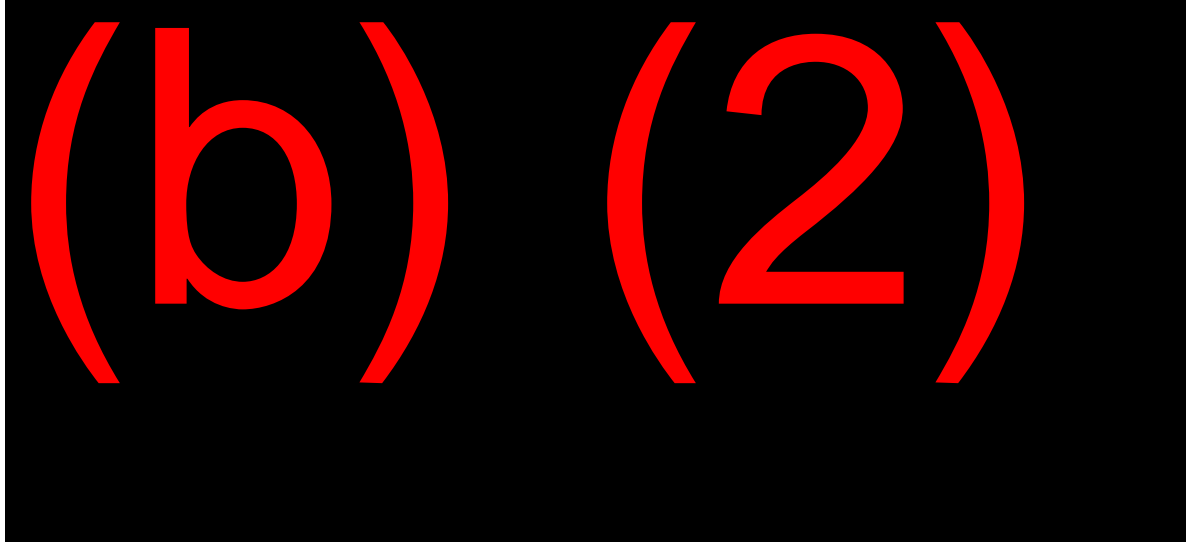
#### Terminating a Record During SSI Claims System Initial Claim or RZ Process

The claims specialist must still decide whether to terminate the record, build a start date record, or delay the action when the DBSD screen appears. If record termination is requested, the Claims Specialist must also enter the correct BUDGET MONTH FACTOR for the start date record on the DBSD.

When a claim or redetermination is ready to be cleared, enter "CLOSE (EVENT) = Y" on the Adjudicative Decision (DADJ) screen. During the process of closing the event, the Start Date Data (DBSD) screen will appear if the SSI Claims System recognizes a condition that requires a start date (i.e., case composition change, record is approaching size limitations, record is in PS M02).

Below is a facsimile of the DBSD screen:

[MS 04407.003](#)



### Choosing to Build a Start Date Record Now

[SM 01801.040](#)

You have the option to terminate the record and build a new record with the start date propagated by the system by answering "Build Start Date Record Now" with a "Y." If you are going to terminate and rebuild, you must also enter a budget month factor (0, 1, or 2). See [SM 01801.034](#) for selection of the correct start date and budget month factor.

The system will terminate the record, applying T33 and building a start date record.

### Choosing Not to Build a Start Date Record Now

If you choose NOT to terminate the record and build a new record now by answering "Build Start Date Record Now" with an "N," the system will take different actions, depending upon whether you are clearing an initial claim or a redetermination.

You may need to delay the start date request to have the required peer review conducted or to post verified income or other information to the record before it is terminated. It may also be necessary to delay the start

date action until the correct start date month is the same as the current computational month (CCM).

### Initial Claims

If you choose “Build Start Date Record Now = N” when it is presented in the path of an initial claim, the system will not allow you to close the event and clear the claim until you start date the record. Return to the DBSD screen when you are ready to select “Build Start Date Record Now = Y” to establish the new SSR and clear the claim.

### Redeterminations

If you choose “Build Start Date Record Now = N” in a redetermination path, the system will:

- Clear the redetermination;
- Open a PE event to terminate and rebuild the record;
- Continue to present DBSD screen whenever you request Build Transaction SSR (MSSI Function 14, DECISION INPUT, in PCOM).

**EXCEPTION:** If the system identified the reason for termination is “SSR WITHIN MAXIMUM DATA TOLERANCES” (i.e., the record is approaching system size limitations), the stand-alone PE event will not be set. The record will be considered for automated T32 termination in the next monthly computation run.

### Terminating a Record Outside of RZ Process

When a record requires termination for a reason other than those listed in [MS 04407.003](#), or the record is not in the SSI Claims System redetermination process, it should still be terminated using payment status T33 unless a force flag is on the SSR.

To apply T33 to a record not identified during the SSI Claims System redetermination process, you will need to use the Direct SSR Update function.

Terminating a record using Direct SSR Update will cause the SSI Claims System pending file to be locked. A start date record then must be built by an SSA-450SI input.

### T33/SD Process for Couples

The T33/SD procedure for couples can follow several paths depending on the type of situation involved. A start date event is required in the following circumstances:

- Ineligible spouse files for SSI
- DI marries ineligible spouse
- Two eligible individuals become a couple
- Eligible couple separates

### Ineligible Spouse Files for SSI

When an ineligible spouse files for SSI, open a redetermination event for the eligible individual and take the spouse's claim in the SSI Claims System.

**IMPORTANT:** If an SSI Claims System pending file does not exist, seed the record into the SSI Claims System and upgrade to a redetermination.

The SSI Claims System will place the DBSD screen in the path. You should T33/SD at the earliest applicable SD month.

**NOTE:** If the claim involves an aged spouse or is a Title II adoption case, the T33/SD action can be processed immediately using the CCM.

**EXAMPLE:**

An aged spouse files in the month of attainment of age 65 in 09/YY. September is the E02 month. The spouse is eligible for payment in October. When the DBSD appears, the correct start date is when spouse becomes eligible for payment (month after E02 month) with "0" budget



months. If the claim is taken after the recurring cutoff in September and the CCM is November, the budget month is “1,” and the SD=11/YY.

### Disability Decision Needed

If a disability decision is needed, the SSI Claims System does not allow you to close the redetermination until the medical decision is rendered and the spouse’s claim adjudicated. However, do not wait until a medical decision is rendered before start dating the record.

**NOTE:** Per [SM 01801.034](#), you should establish the start date record with a budget month factor of “2”. This may mean that you delay start dating the record until a budget month of “2” can be applied. Showing a budget month factor other than “2” may cause incorrect computations if the spouse is later denied.

#### **EXAMPLE:**

A disabled spouse files in 09/YY. September is the E02 month. The correct start date month (10/YY) is the month of the event (month of payment) with a budget month factor of “0.” However, to avoid an incorrect computation, you should delay the start date until the CCM is December (12/YY) and use a budget month factor of “2”.

For start date cases with an ineligible spouse filing for SSI, enter “SDSP” in the CG field (Case Characteristic Data) on the CMSC screen of the HUN (housed under number) person before establishing the start date record. SDSP is the code identifying a record that was start dated because the ineligible spouse filed a claim.

**NOTE:** If SDSP is not entered in the CG field before establishing the start date record, your field office will not receive workload (DOWR) credit for taking the spouse’s initial claim.

**IMPORTANT:** If the spouse’s claim is denied and no appeal is filed, terminate the record (T33) using Direct SSR Update and build a new start date record for an individual with an ineligible spouse by SSA-450SI after the appeal period expires. Remember to seed the newly-established case from the SSR into SSI Claims System.

You can find detailed instructions for processing these cases in the [“T33/Start Date Processing Guide – Ineligible Spouse Files”](#), located on the Title 16 Resource Kit.

## Eligible Individual Marries Ineligible Spouse

### General

When an eligible individual marries or begins holding out with an ineligible spouse, a start date record is required to establish the new spouse on the record and set up automated deeming.

### Determine the Start Date Month

When an eligible individual marries, the general rule is to use the month of the event plus three as the start date month ([SM 01801.034](#)). If the current comp month (CCM) is earlier than the “month of event plus three” rule for the SD, it is too soon to build the start date record. Therefore, you will hold off establishing the start date record until the CCM equals the month of the event plus three months. Establishing a tickle on the DW01 for the recurring cutoff date is a good way to control the case and make a timely input to SSI Claims System.

#### EXAMPLE:

Geneva Jackson, DI, reports on September 3, 20YY, that she married George Bernardino on August 17, 20YY. The correct start date month is November, with a budget month of September. SSI Claims System can only start date a record with an SD month equal to the CCM. On the date of the report, you are in the CCM of October. Therefore, it is necessary to wait until the CCM is November 20YY to transmit the T33/SD action. In this case, the T33/SD action should be done after the recurring cutoff in September, when the comp month switches from October to November.

### Conduct a Redetermination

Adding an ineligible spouse requires a redetermination of eligibility. A new record can be established only after the redetermination is completed. Interview the eligible individual and, if possible, the ineligible spouse.

Open a redetermination. Show the eligible individual as married or holding out and complete the Marriage page or Holding Out page screen as appropriate. Complete the redetermination, gathering information about

the new spouse's income and resources as you go through the SSI Claims path.

**NOTE:** If the case is not in the SSI Claims System and is not a system exclusion, seed it before adding the ineligible spouse.

### Compute Manual Payments

If the ineligible spouse has income or resources that affect the eligible individual's payment or eligibility, you must perform manual computations and use force due to post the correct payment amount for the month following the month of marriage through the start date month. Use eComps to perform the computations.

Remember to send appropriate manual notices concerning any change in payment.

### SSI Claims System Exclusions

For cases that are system exclusions, a redetermination must be completed on paper using form SSA-8203. The eligible individual's record must be terminated manually through Direct SSR Update and a new record with the ineligible spouse established by SSA-450SI. The same manual computation and force due process is required, if applicable.

### Peer Review

T33/SD (with or without force due) requires a peer review prior to completion. A peer review may be documented in the SSI Claims System on the DROC screen.

## Eligible Individuals Become a Couple

When two eligible individuals become a couple, the action you take depends on one of the three possible scenarios listed below.

## Both Members Have Active SSI Claims System Pending Files

When both members of the eligible couple have active SSI Claims System pending files, examine the application (AP) date and pending file begin date for each member of the couple.

To process the T33/SD through the system, at least one member's pending file begin date must be earlier than the other member's AP date. The pending file that has a begin date earlier than the other's AP date is the SSI Claims System file you will keep active. This person will become the "eligible individual." The other member of the eligible couple will become the "eligible spouse."

You must terminate the eligible spouse's record using Direct SSR Update before you can update the active pending file's Marriage page ([MS 08108.008](#)) and Household Composition page ([MS 08110.011](#)) with the new marriage and living arrangement data.

Once the eligible spouse is added to the pending file, the DBSD screen will be placed in the path.

### **EXAMPLE 1:**

Jane Smith and John Doe are two eligible individuals who marry. Jane has an AP date of 03/2011 and a pending file begin date of 03/2012. John has an AP date of 02/2010 and a pending file begin date of 02/2010. Since John's pending file begin date (02/2010) is earlier than Jane's AP date (03/2011), John's SSI Claims System file is the record you will keep active. John will become the "eligible individual" on his own record. You must terminate Jane's SSI Claims System record using Direct SSR Update. Once the T33 is posted to Jane's SSR, update John's SSI Claims System pending file to add her as the "eligible spouse." The DBSD screen will automatically be placed in the path for T33/SD.

## AP Dates Earlier Than Pending File

If each member's AP date is earlier than the other's pending file begin date, the case is an SSI Claims System limitation. You must terminate both members' SSI Claims System pending files using Direct SSR Update and establish the SD record by SSA-450SI. The person with the oldest application date will become the eligible individual and the other, the eligible spouse.

**NOTE:** After establishing the record, seed the new couple's record into the SSI Claims System.

**EXAMPLE 2:**

Tom Jones and Anne Smith are two eligible individuals who marry. Tom has an AP date of 05/2010 and a pending file begin date of 04/2012. Anne has an AP date of 04/2011 and a pending file begin date of 05/2012. Since both AP dates (05/2010 and 04/2011) are earlier than both pending file begin dates (04/2012 and 05/2012), you must terminate both members' SSI Claims System files using Direct SSR Update and establish the couple's SD record by SSA-450SI. Tom will be the DI because his application date is earlier than Ann's application date. After establishing the record, seed the new couple's record into SSI Claims System.

### **Only One Active SSI Claims System Pending File**

If only one member has an active SSI Claims System pending file, review the AP dates as if the non-SSI Claims System record were the eligible spouse. If the eligible spouse's (the person with the non-SSI Claims System record) AP date is later than the eligible individual's (the person with the active SSI Claims System record) pending file begin date, terminate the eligible spouse's SSR using Direct SSR Update.

When the T33 is processed, update all relevant screens within the SSI Claims System path of the eligible individual (e.g., Marriage page with the marriage data; Household Composition page for the living arrangements). This will prompt the DBSD screen to appear in the path and the T33/SD can be processed through the SSI Claims System.

However, if the eligible spouse's non-SSI Claims System record shows an AP date that is earlier than the eligible individual's pending file begin date, the case is an SSI Claims System limitation. You must terminate both members' records using Direct SSR Update and establish the couple's SD record by SSA-450SI. The person with the oldest application date will be the DI. Once the record is established, seed the new couple's record into SSI Claims System.

### **No Active SSI Claims System Pending File**

If neither individual has an active SSI Claims System pending file, use Direct SSR Update to terminate both records and establish the couple's

SD record by SSA-450SI. The person with the oldest application date will be the DI. Once the record is established, seed the new couple's record into SSI Claims System.

### Two Day Process

Any time a record is terminated by Direct SSR Update, you must wait until the next run (usually the next day) before taking any other action in connection with creating a new record. In Example 1 above, for instance, if Jane's record is terminated by Direct SSR Update on Monday, you must wait until Tuesday to add her to John's SSI Claims System pending file.

## Eligible Couple Separates

### General

When an eligible couple separates, a redetermination must be completed for each member of the separated couple prior to terminating the existing couple's record.

Only information for the claimant whose SSN is the Housed Under Number (HUN) can be collected in the SSI Claims System after the living arrangement screens once the eligible spouse is removed from the household. In addition, only information for the eligible individual is considered in the computation when the eligible spouse is removed from the household. A STOP DATE will be present on the Person Claim Summary page to identify when the eligible spouse is no longer considered in the computation process.

The SSI Claims System will terminate the couple's record on the SSR and establish a start date record for the HUN claimant (the "eligible individual"). The system will create a skeleton record for the eligible spouse. The system permits access to the skeleton record through a Stand Alone Post Eligibility Event. To create a record for the spouse, close the Stand Alone PE Event and build an SSR. The spouse's new individual record can be established the same day that the T33 action is processed.

Follow the general procedure below to establish separate records:

1. Open an RZ in the SSI Claims System.
2. Update the address data only for EACH person.
3. BEFORE ANY OTHER CHANGES ARE MADE, send the address data to the SSR via 2/14 (MSSI menu, PCOM). Do not close the event. Do not change any living arrangement data.
4. After address change is sent to the SSR, make any necessary changes to living arrangements, income, and resources for whoever is reporting.
5. Compute payments and input M02 for both members of the couple.
6. Obtain the other member's RZ.
7. Terminate and start date in the proper SD month.

**NOTE:** This is the general procedure only. Follow the detailed instructions for specific instances as outlined in the "[T33/Start Date Process Guide – Eligible Couple Separates](#)", available on the T16 Resource Kit under "Systems Information".

### **Couple Separates – Special Change of Address Procedure**

An address change is needed when an eligible couple separates and one or both members of the couple have moved from the address on the record.

Unless the appropriate steps are followed for an SSI Claims System case, the change of address will not update the SSR and the "DATA INCOMPLETE FOR SSR FIELD OF PAYMENT ADDRESS" edit will be received. Updating the address is critical since benefits paid using force due must be directed to the appropriate address. Correcting the address on the SSR also eliminates the need for an A-OTP.

Use the following steps to change the address for an eligible couple that has separated:

1. Open an RZ event on the couple's record.
2. Update Mailing Address and Payment Method for the individual and the spouse to reflect each person's correct mailing address and direct deposit data. At this time, do not update the living arrangement (LA) screens to indicate the change in household composition; do not show a change in LA on the Living Arrangement Change page.
3. Use option 2 (Update) & 14 (Decision Input) on the MSSI menu in PCOM to build the SSR, but do not close the RZ event. This action will update the SSR with the individual's and spouse's new address and direct deposit information.

### Determine the Start Date Month

When a couple separates, the general rule is to use the month of the event plus three as the start date month. (Refer to [SI 02005.005](#) and [SI 02005.030](#).) If the current comp month (CCM) is earlier than the "month of event plus three" rule for the SD, it is too soon to build the start date record. Therefore, you will hold off establishing the start date record until the CCM equals the month of the event plus three months. Establishing a tickle on the DW01 for the recurring cutoff date is a good way to control the case and make a timely input to the SSI Claims System.

#### **EXAMPLE:**

On October 10, 20YY, a couple reports that they separated on September 26, 20YY. The correct start date is December 20YY. The SSI Claims System can only start date a record with an SD month equal to the CCM. The date of the report (October 10) is in the CCM of November. Therefore, it is necessary to wait until the CCM is December 20YY to transmit the T33/SD action. In this case, the T33/SD action should be done after the recurring cutoff in October, when the CCM changes from November to December.



### Conduct a Redetermination

Separating a couple requires a redetermination of eligibility for each member of the couple. A new record can be established only after the redetermination is completed. Interview the reporting individual first; then contact the other member of the couple and complete a redetermination with him or her. It may be necessary to take one or both of these redeterminations on paper.

### Compute Manual Payments

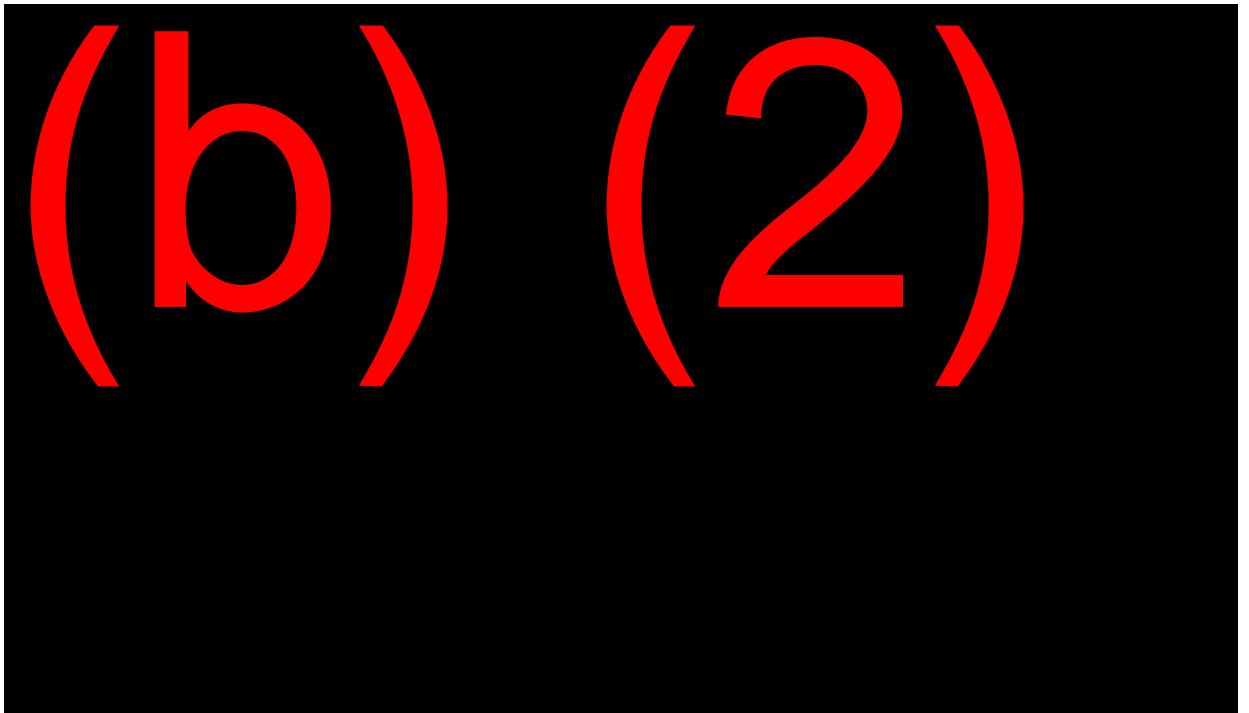
In most cases, the former members of the couple will require their payments for the period immediately after their separation to be computed manually and input through the force due (M02) process. Use eComps and perform separate computations for the DI and the DS.

**NOTE:** The DI's information will propagate into eComps from the SSR. The DS's information must be input manually.

Remember to send appropriate notices concerning any change in payments.

### Peer Review

T33/SD (with or without force due) requires a peer review prior to completion. A peer review may be documented in the SSI Claims System on the DROC screen. A sample DROC peer review is shown below:



### **Establish Separate Records**

Once the RZs are completed and the CCM and start date month correspond, the record may be terminated and the new record established.

## **Reconciliation Process**

[MS 00304.017](#)

### **Definition of Reconciliation**

Reconciliation is an automated process that balances debts on a terminated record and transfers the debt balance to the new SSR.

This is the heart of the TREBDET process. The T32, T33 and M02 functions allow reconciliation to work on SSI records.

## Features of Reconciliation Process

Reconciliation performs several actions:

- Calculates the debt owed on terminated records.
- Separates Federal from State amounts due.
- Determines the overpayment sequence(s) to which the debt applies.
- Balances the terminated record by adjusting the collect decision(s) and applying “Q” TACs.
- Transfers debt to the new record by building “P” TACs.
- Resolves the debt on the new record when applicable.

## How Reconciliation Is Applied

With TREBDET, the SSI Claims System automatically attempts to reconcile records when:

- A new SSI application is filed and a terminated record has debt.
- A record is terminated through the T33 process and a new record is established through the SSI Claims System.
- A change is made to a terminated record that causes an overpayment to be computed (e.g., changing an M02 Force Due Amount) and there is a newer record on the SSR.
- A record is automatically terminated in the T32 process.

A claims specialist can request reconciliation through the Direct SSR Update function from the SSI Menu (MSSI).

## Limitations of the Reconciliation Process

Not all terminated records can use the reconciliation process. SSI records can be temporarily or permanently excluded. For example, a force flag on either the terminated or latest SSR will permanently exclude the case from reconciliation processing.

Most exclusions are temporary and can be resolved. Once resolved, the reconciliation can then be requested.

## Direct SSR Update Process

### [MS 00302.001](#)

#### Definition of Direct SSR Update

Direct SSR Update is a method of posting information directly to the SSR. Direct SSR Update does not access the SSI Claims System pending files.

#### Features of Direct SSR Update

Direct SSR Update can be used to complete several different types of actions. The actions relevant to this module are the following:

- Reconciling a debt from a prior record to the latest record.
- Entering force due (M02) amounts.
- Terminating a record with pay status T33.

#### Requesting Force Due via Direct SSR Update

Direct SSR Update is Function 19 of the SSI Menu (MSSI). Direct SSR Update is always requested from the SSI Menu for non-SSI Claims System cases. For SSI Claims System cases, it can be accessed from the Build SSR (DSSR) screen or the MSSI screen.

Direct SSR Update contains four screens related to force due:

- Direct SSR Selection (USSR): Select the record you plan to take action on.
- Direct SSR Update Menu (UMEN): Select the Force Due Amount/Terminate Record option.

- Force Due Control (UFDC): Enter the force due begin date and indicate Y (yes) or N (no) to terminate the record.
- Collect Force Due Amounts (UFDU): Enter the Federal and State amounts to be collected, along with the state and county code.

### **Limitations of the Direct SSR Update**

Functions available from the Direct SSR Update are more limited than those available within an SSI Claims System pending file path.

For example, terminating a record from the Direct SSR Update path will not build a start date record and reconcile the terminated record. As mentioned earlier, a paper SSA-450SI is required to establish a start date record for any record terminated by Direct SSR Update. After the new SSR is established, reconciliation of a terminated record can be requested using Direct SSR Update.

Transmitting T33 through Direct SSR Update will lock an SSI Claims System pending file. If a record has an SSI Claims System pending file, the user should perform TREBDET functions from the SSI Claims System pending file path whenever possible to prevent locking the pending file.



## **OBJECTIVE 2:**

**Understand how to establish a start date record using the SSA-450SI.**

### **When to Use the 450 Process**

#### **[SM 01801.040](#); [MS 00602.001](#)**

While the majority of start date cases will be processed through the SSI Claims System, occasionally a case must be start dated by a manual input using the SSA-450-SI.

These cases include claims that are:

- Terminated in error; or
- Excluded from SSI Claims System processing.

For example, if an SSI Claims System case is erroneously terminated via Direct SSR Update, the system file is locked and cannot be used to establish a new record through the DBSD screen. A new start date record then must be built by inputting the SSA-450SI. Once the new record is established, it can be seeded into the SSI Claims System and all future changes processed through that system.

**NOTE:** If a start date record established via SSA-450SI input is not seeded into the SSI Claims System, any future changes to that record can be made only by 1719 input.

### **Erroneous T31**

#### **[SM 01801.045](#)**

Records may be subject to automatic termination for a number of reasons. Criteria for automatic systems terminations are described in [SM 01801.305](#). Once a record has been automatically terminated (payment

status T31), eligibility normally cannot be reinstated for any month prior to the termination month. The exception to this rule is when the initial determination that caused the suspension can be reopened and revised under the rules of administrative finality ([SI 04070.010](#)).

One reason a record will automatically terminate is 12 consecutive calendar months of ineligibility. However, if eligibility is re-established before 12 months have elapsed from the date of the decision to suspend payments, the record can be reinstated without a new application.

Automated systems termination operates on a current computation month (CCM) cycle. The T31 systems run is usually scheduled before the recurring tape cutoff each month. The system terminates records if the 13th month of ineligibility is the upcoming current computation month (CCM).

A record is considered “terminated in error” if the termination code of T31 is posted in the 13<sup>th</sup> month of ineligibility but the recipient provides information before the 13<sup>th</sup> month that re-establishes his eligibility.

Records that are in erroneous T31 status cannot be re-established in SSI Claims System. After a redetermination is done on paper, the record must be re-established using the SSA-450SI process. Once a new SSR is established, seed the case into SSI Claims System.

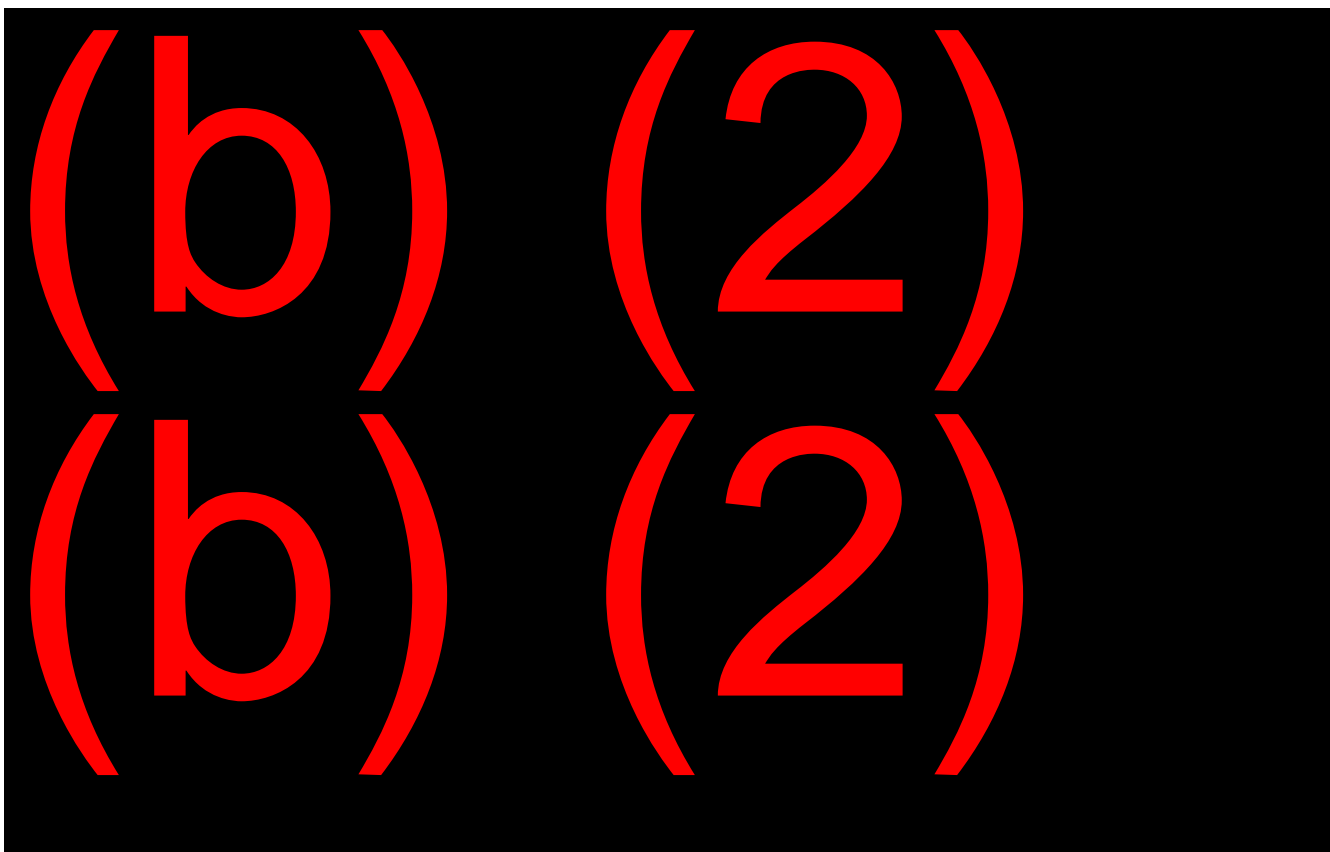
## The SSA-450SI

### [SM 01005.000](#)

#### The SSA-450SI

The SSA-450SI is the form used to gather data required to set up a new record. The data is then transmitted through SSI Initial Claims Data Inputs. A facsimile of the form is shown below:





### Completing the SSA-450SI

Certain fields on the SSA-450SI are mandatory and must be included in the transmission. These mandatory fields are indicated by a circled field identifier on the form. The mandatory fields are:

- TP – Type of claim ([SM 01005.010](#))
- AP – Application date ([SM 01005.030](#))
- AH – Numberholder identification ([SM 01005.060](#))
- AN – Social Security number ([SM 01005.090](#))
- SX – Sex code ([SM 01005.070](#))
- DB – Date of birth ([SM 01005.080](#))
- AR – Citizenship/alien status ([SM 01005.632](#))

- AD – Mailing street address or box number ([SM 01005.400](#))
- AY – Mailing address city ([SM 01005.402](#))
- LA – Living arrangement codes ([SM 01005.315](#))
- EN – Earned income ([SM 01005.170](#))
- UM – Unearned income ([SM 01005.180](#))
- RE – Resource codes ([SM 01005.205](#))

Certain other fields, although not indicated as mandatory, must be transmitted with certain mandatory fields or the input will reject. Specifically, when the AD (mailing street address) and AY (mailing address city) fields are input, and:

- The address is within the United States, the AT (mailing state) and ZP (mailing ZIP code) also must be included in the transmission. For the AT and ZP fields, see [SM 01005.404](#) and [SM 01005.410](#), respectively.
- The address is outside the United States, the AG (mail consular code), AF (foreign mailing country), and AI (foreign postal zone) fields are required. For the AG, AF, and AI fields, see [SM 01005.408](#), [SM 01005.406](#), and [SM 01005.417](#), respectively.

At a minimum, the SSA-450SI transmission to establish a start date record must include the mandatory fields listed above, and the:

- SD (start date) field, to establish the controlling date for payment purposes. See [SM 01005.020](#).
- DO (date of onset) field, to indicate the applicant's disability onset date and disability decision status. See [SM 01005.140](#).
- SA (state agency) field, to indicate which DDS made the disability decision and the date the decision was made. See [SM 01005.220](#).
- MI (cross reference number) field, to indicate the SSN or pseudo number under which the previous record was established. See [SM 01005.295](#).

If the individual has a representative payee, the payee information must be included as follows:

- PN (payee name) field. See [SM 01005.370](#).
- RP (rep payee selection and identifier) field. See [SM 01005.380](#).
- RA (resident street address) field, to indicate the recipient's address if it differs from the payee's address. **NOTE:** When a representative payee is involved, the AD, AY, and other associated fields will reflect the payee's address; therefore, the recipient's address information must be recorded through the use of the RA, RY, and other associated fields. See [SM 01005.420](#).
- RY (residence city) field, if the RA field is input. See [SM 01005.422](#).
- RT (residence state) field, if the RA field is input and the address is within the United States. See [SM 01005.424](#).
- ZC (residence ZIP code) field, if the RA field is input and the address is within the United States. See [SM 01005.430](#).
- RG (residence consular code) field, if the RA field is input and address is outside the United States. See [SM 01005.428](#).
- RF (residence foreign country) field, if the RA field is input and address is outside the United States. See [SM 01005.426](#).
- RI (residence foreign postal zone), if the RA field is input and address is outside the United States. See [SM 01005.437](#).

Certain non-mandatory fields that are not associated with other fields contain useful information and should be input whenever they apply:

- BP (birthdate proof) field, to indicate whether date of birth has been proven. See [SM 01005.086](#).
- BC (direct deposit) field, to indicate the routing number and account number where the individual's benefits are deposited. See [SM 01005.490](#).
- FS (food stamp) field, if the recipient lives in any State other than California. See [SM 01005.360](#).

- ML (marital status) field, if the individual is married and living with the spouse. See [SM 01005.245](#).
- A\_ (spouse/parent name) field, if the recipient lives with a spouse or, in the case of a minor child, a parent. See [SM 01005.265](#). If the A\_ field is input, the associated fields must be input as well:
  - N\_ (spouse/parent SSN) field. See [SM 01005.275](#).
  - B\_ (spouse/parent date of birth) field. **NOTE:** This field is not required if the recipient lives with an eligible spouse. See [SM 01005.305](#).
- PT (third party insurance) field, if the recipient lives in any of the 35 States that require information about other medical insurance. See [SM 01005.350](#).
- CG (case related data) field, to add informational data to the SSR not provided elsewhere on the SSA-450SI. This is especially useful for cases that cannot be seeded into SSI Claims System after the start date record is established (e.g., a case with twelve SSI Claims System iterations). See [SM 01005.525](#).

## Transmitting the SSA-450SI

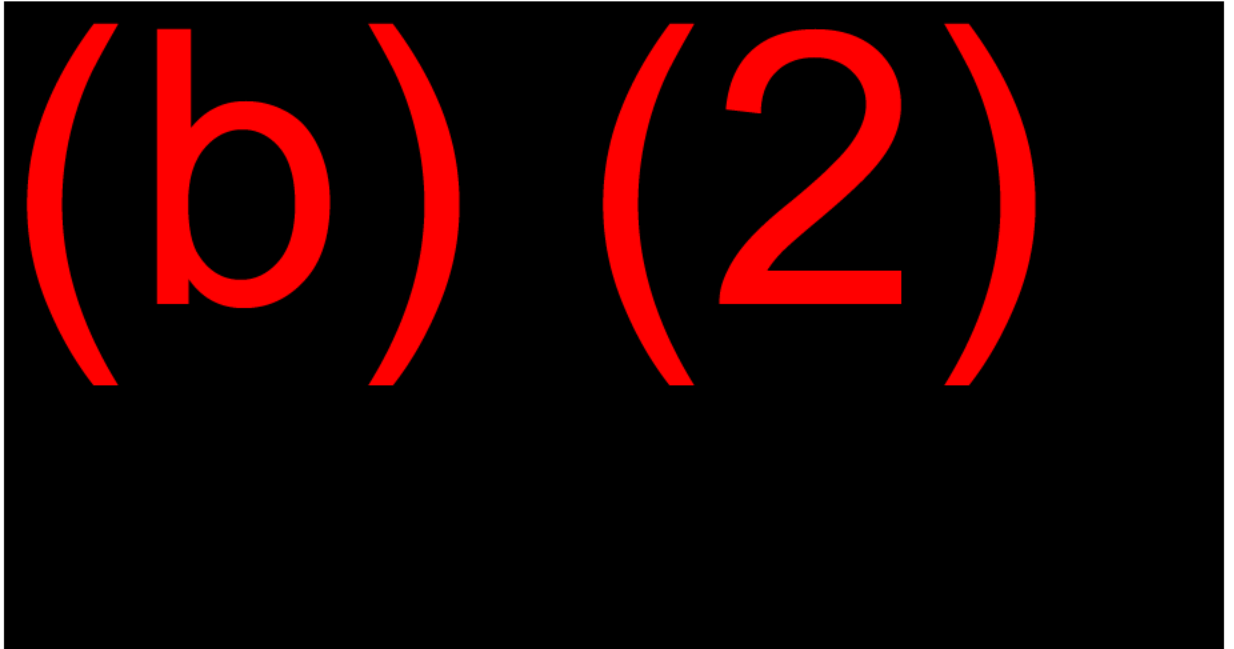
### [MS 06002.002](#)

#### SSI Initial Claims Data Screens

The information on an SSA-450SI is transmitted through the SSI Initial Claims Data Input screens. Usually the information is posted on the SSI Initial Claims Single Input (SIC1) screen; the SSI Initial Claims Multiple Input (SIC2) screen may be used if simultaneously transmitting more than one SSA-450SI is desirable (e.g., transmitting data for both members of an eligible couple).

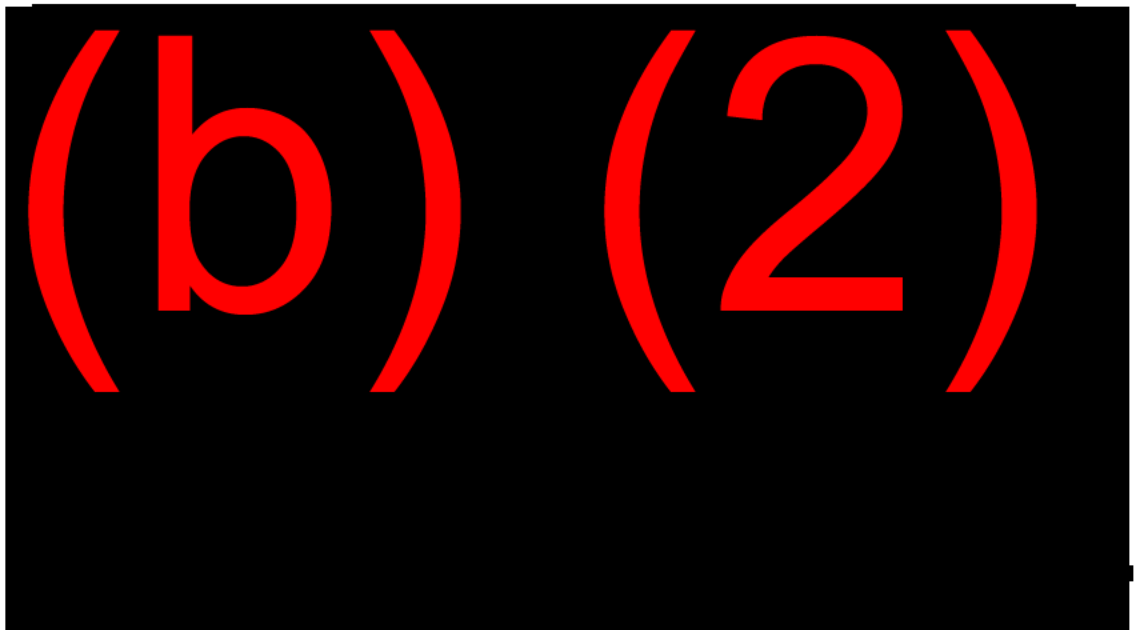
The SIC1 and SIC2 screens are located on the Title XVI Menu or SXVI screen. A facsimile of the SXVI screen is shown below.

**[MS 06001.002](#)**



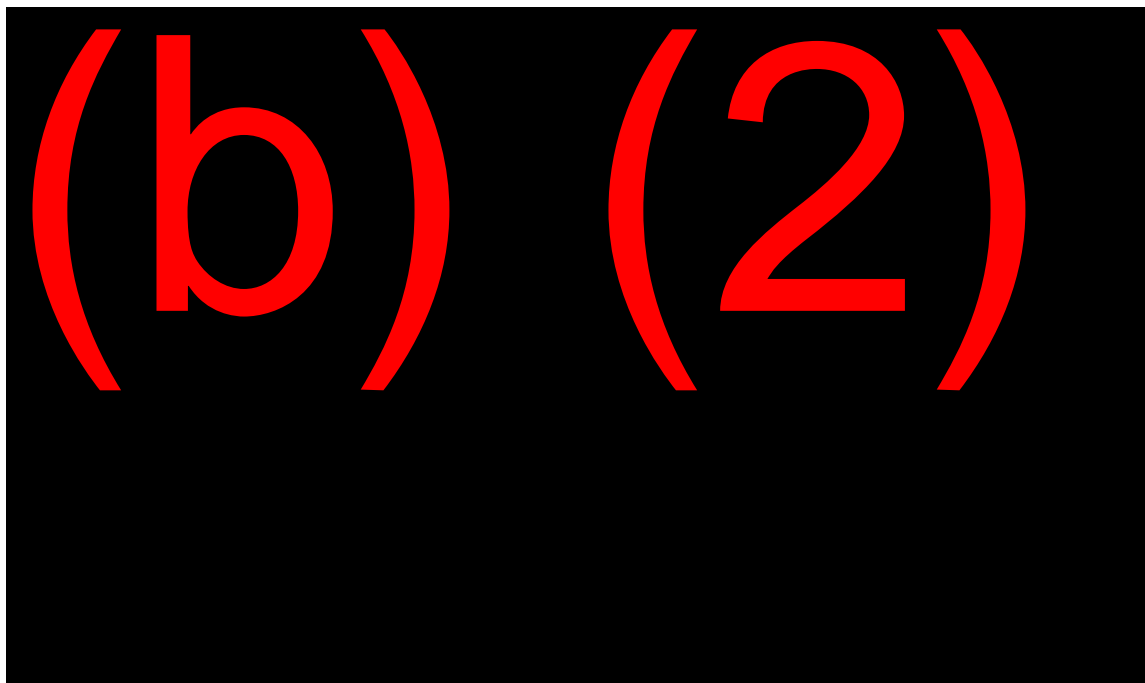
Select "1" on the SXVI screen for the Initial Claim Single Input (SIC1) screen. A facsimile of the SIC1 screen is shown below:

**[MS 06002.002](#)**



Select "2" on the SXVI screen for the Initial Claim Multiple Input (SIC2) screen. A facsimile of the SIC2 screen is shown below:

[MS 06002.003](#)



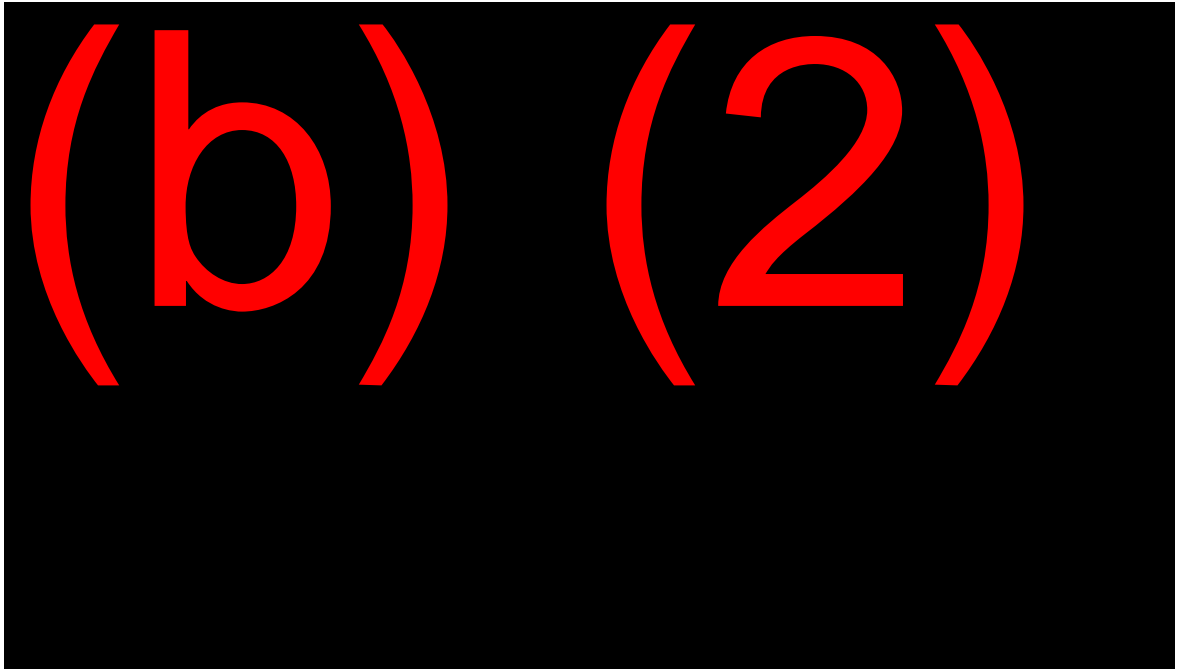
### SSI Initial Claims Data Inputs

To transmit the data necessary to set up the new start date record, transcribe the information from the SSA-450SI to the SIC1 or SIC2 screen. End the data from each field with a period to tell the system no further data from that field is forthcoming.

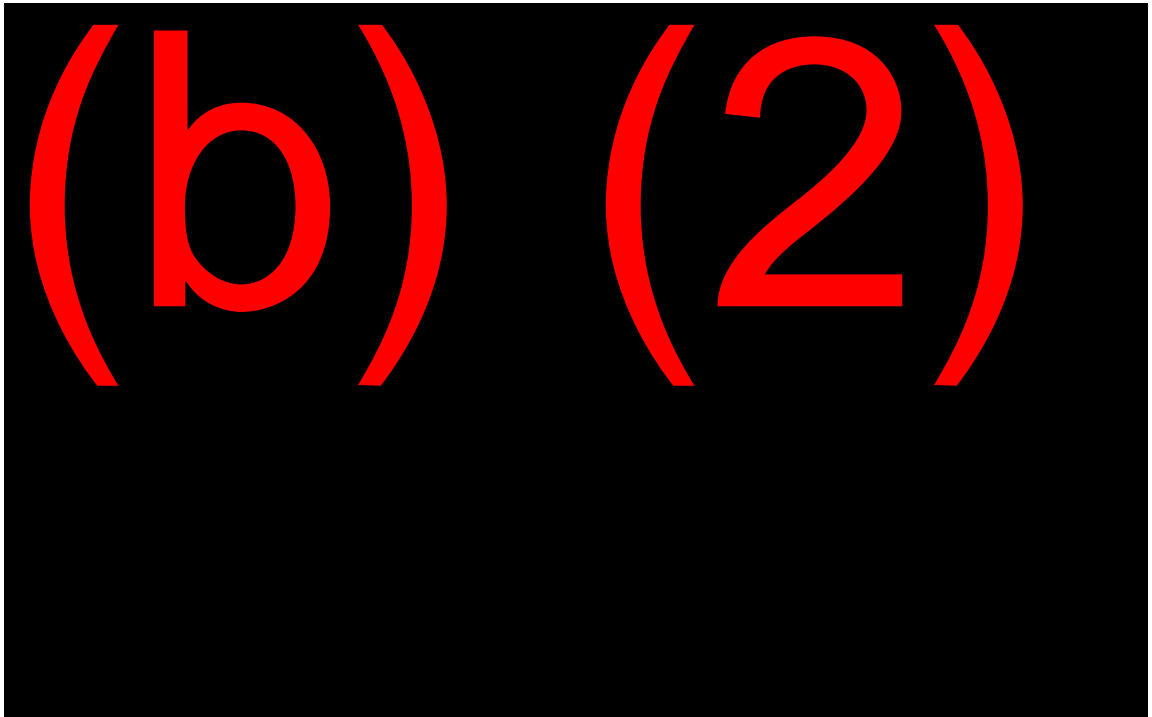
As can be seen from the screen facsimiles shown above, certain data field headings are pre-selected. Of these, the TP, SD, DF, AH, AN, SX, AND DB fields must be completed. A period to end these prerequisite data fields is unnecessary.

Use the free form section (the blank lines below the pre-selected field headings) to input data from the other SSA-450SI fields needed for the start date record.

A facsimile of a completed SIC1 screen is shown below:



On the above facsimile, each field is separated by a space after the period and before the field name for the next data field for ease of reading only. A space is not required between fields. Also for ease of reading, the data was posted on separate lines corresponding to the horizontal placement of fields on the SSA-450SI. Again, this is not a requirement when transcribing data. Data in the free form section may be transcribed continuously without breaks as shown in the facsimile below, according to the claims specialist's personal preference:



Once the data is transcribed to the screen, review it for accuracy. Make sure there are no transposed digits, no missed field headings or periods, and so forth. Once satisfied the data are correct, press the "Enter" key to transmit. If successful, a verification of transmission message will appear. If unsuccessful, an edit message will appear with information about any edits that need resolving. Refer to the input instructions in [SM 01005.000](#) to resolve edits.

### **New Start Date Record Established**

After a successful transmission of the SIC1/SIC2 screen, a new SSR will be established after the next systems run (usually the next day). Once the new SSR is available, seed the record into SSI Claims System.

### **eMEW**

A web-based application called the Electronic SSI Claims System Exclusion Worksheet, or eMEW, is available to assist technicians in making manual 450 inputs. The application website is found at <http://kcwf.kc.ssa.gov/emew/usersettings.cfm>.

**NOTE:** While eMEW has many features that assist technicians in data entry, it is not intended to replace the skills technicians must employ to

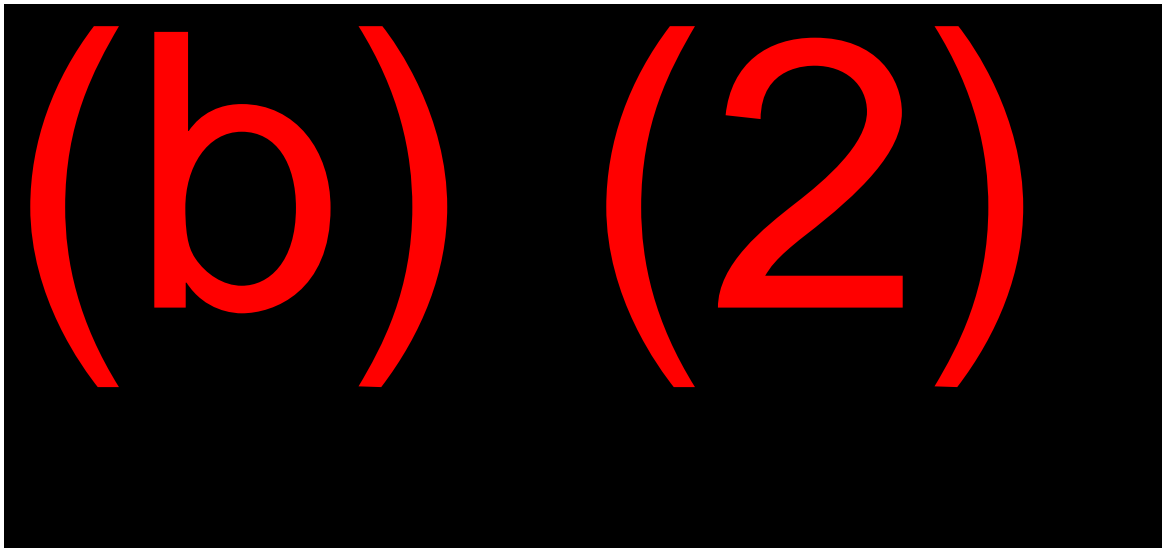


create the SSA-450-SI, nor does it automatically complete the SSA-450-SI for the technician. We encourage technicians to take care when using this tool. Remember: each case is unique. You must employ basic analysis and development skills to properly prepare and submit a case in the paper environment.



## EXHIBIT 1: DBSD SCREEN

Below is a facsimile of the Start Date Data (DBSD) screen in SSI Claims System.



### How You Got to the Start Date Data Screen

[MS 04407.003](#)

The system recognized that a limitation applies to this record.

### CONDITION INDICATING NEED FOR START DATE RECORD:

This field displays the reason a start date record is necessary.

### CURRENT COMP MONTH (MMCCYY): 07/XXYY

The current computation month will be displayed. This will assist in selecting the correct budget month.

**BUILD START DATE RECORD NOW (Y/N): \_\_\_\_**

Enter "Y" if the record is ready to be reestablished. You must ensure that the correct start date month is reflected in the START DATE field. If you choose "N", the screen will reappear every time you try to trigger the build transaction SSR. If you choose the incorrect start date month, payments may be made incorrectly.

**START DATE (MMCCYY): 07/XXYY**

This is the start date month that the system will use when the new record is established.

**BUDGET MONTH FACTOR (0, 1 OR 2): \_\_\_\_**

Enter the number (0, 1, or 2) that corresponds with the correct budget month factor. You must select the budget month when BUILD START DATE RECORD NOW equals "Y".

## OFF-AIR ACTIVITIES

**OBJECTIVE 1: Understand how to handle changes/events that both can and cannot be routinely processed through the automated system.**

- Trainees should complete Exercise #1.
- Trainees should review [MS 00302.004](#) to become familiar with the Force Due Control (UFDC) screen and [MS 00302.005](#) to become familiar with the Collect Force Due Amounts (UFDU) screen.
- Trainees should complete Exercise #2.

**OBJECTIVE 2: Understand how to establish a start date record using the SSA-450SI.**

- With the help of a mentor, trainees should complete Exercise #3.
- With the help of a mentor, trainees should complete Exercise #4.



## EXERCISES

### Exercise #1

1. Payment status T32 is supposed to:
  - a. Be applied by the system when record has exceeded maximum size.
  - b. Not require a redetermination.
  - c. Retain ability to compute overpayments and underpayments.
  - d. Process all income information on the terminated record.
2. Payment status T33 cannot be used when:
  - a. The record being terminated has a force flag indicator.
  - b. Building any start date record.
  - c. The record is being terminated via Direct SSR Update.
  - d. The record is in SSI Claims System.
3. Reconciliation is:
  - a. A new approach to waive overpayments.
  - b. An automated process to balance debt on terminated records and transfer uncollected debt to the latest record.
  - c. A new way to balance earned income amounts against information received on S2 diaries.
  - d. An automated process used to terminate a record and waive all debt on the start date record.
4. Direct SSR update is used to:
  - a. Post information directly to the SSR without accessing the SSI Claims System pending file.

- b. Build SSR changes using SSI Claims System pending file.
- c. Prevent non-SSI Claims System cases from using TREBDET functions.
- d. Replace the SSA-1719B input.

### Exercise #2

Trainees should determine if the statements below apply to the T32 or T33 processes by placing the numbers “32” or “33” in the spaces provided.

1. User can request this process using the Direct SSR Update. \_\_\_\_\_
2. The user cannot request or stop this process. It is totally automated. \_\_\_\_\_
3. The system automatically terminates the record if it meets the criteria. \_\_\_\_\_
4. Redetermination requirements are built into this process and a second review is not required. \_\_\_\_\_
5. Redeterminations and a second review are necessary for the process. \_\_\_\_\_

### Exercise #3

Obtain a cloned number for the SSI Claims System T33/SD scenario for the aged couple Harold and Victoria Black. The link to obtain a cloned number is:

<http://learning.ba.ssa.gov/OL/SSNclones/SSNrequest1.asp>

With the aid of a mentor, separate the couple and establish separate records. Follow the instructions in “[T33/Start Date Process Guide – Eligible Couple Separates](#)”, available on the T16 Resource Kit under “Systems Information”. Use the following parameters:

- Date of separation: The 26<sup>th</sup> of the month immediately preceding the current month.



- Date of report: Current date
- Person reporting: Harold. His address has not changed. The only change to the living arrangement is Victoria's absence from the household.
- Address of Victoria is known: 4517 Blackbird Way of the same city and ZIP. Telephone 877-555-1212.
- Victoria now lives alone and pays rent of \$300 per month.
- No change in income for either individual.
- Their joint bank account is closed as of the date of their separation.

### **Exercise #4**

With the aid of a mentor, and if a live start date case is available, trainees should complete an SSA-450SI for a disabled individual; then transcribe and transmit the data to the SIC1 screen. After the new start date record is established, trainees should seed the case into SSI Claims System.



## EXERCISE ANSWERS

### Exercise #1

1. c. Retains ability of record to compute overpayments and underpayments.
2. a. The record being terminated has a force flag indicator.
3. b. An automated process to balance debt on a terminated record and transfer collection to the latest record.
4. a. Post information directly to the SSR without accessing the SSI Claims System pending file.

### Exercise #2

1. User can request this process using the Direct SSR Update. T33
2. The user cannot request or stop this process. It is totally automated. T32
3. The system automatically terminates the record if it meets the criteria. T32
4. Redetermination requirements are built into this process and a second review is not required. T32
5. Redeterminations and a second review are necessary for the process. T33

### Exercise #3

This exercise is for practice and discussion. If the trainee establishes two records in the training region with the correct budget month and correct manual computations, the exercise was successfully completed.

**Exercise #4**

This exercise is for practice and discussion. If the trainee establishes a live start date record using the SSA-450SI process and seeds it into SSI Claims System, the exercise was successfully completed.

## FEEDBACK SHEET

### Request to the Participant

As you use this training package, please make a note of errors to be corrected and/or revisions needed. At the completion of this segment, this form should be mailed to the Course Manager at the address on the next page.

### Source of Report

Location of training: \_\_\_\_\_

Your name: \_\_\_\_\_

Your phone number: \_\_\_\_\_

### Topics

Is there any material in this module that is covered but not relevant to your position and should be removed? If so, what?

Can you identify any topic that is not covered in this module and should be included?

### Complexity Level

Are there any topic(s) in this module that are either too simple or too complex? Which topic(s)? Why?

**Exercises**

Please rate the usefulness of the exercises.

1	2	3	4	5
Irrelevant		Adequate		Quite helpful

**Please note your corrections below or attach a photocopy of corrected pages.**

<u>Page #</u>	<u>Correction Needed</u>
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**Comments**

Use the space below for your comments on how we can improve this material.

**Mail to:**

ATTN: Course Manager  
Atlanta Studio 4 IVT  
61 Forsyth ST SW Suite 22T64  
Atlanta GA 30303