

# Title II Crossover for Title XVI CSs



## **Title II Crossover Guide for Title XVI Claim Specialists**

SOCIAL SECURITY ADMINISTRATION,  
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## INTRODUCTION

The Title II Crossover Training Guide for Title XVI Claims Specialists (CS) is a resource guide for CSs who are learning the Title II program. Crossover students will receive the complete CS Basic Training materials but will receive training on only selected topics. While it is not all-inclusive of the Basic Title II Course, it will provide you with the information you need for Crossover training. As a Title XVI CS, you should be familiar with Social Security in general and some aspects of the Title II program. Due to your systems experience and overall familiarity with Social Security, the Crossover Course will be taught at a more advanced pace than the Title II Basic Course.

The Crossover guide is organized into lessons referred to as modules just as the Title II Basic Training Guide. Each module in the Crossover Guide will list the objectives, off-air activities and exercises that will be covered during the Crossover Training. The activities and exercises highlighted in this Crossover Training Guide will help to reinforce the information you have learned during your training.

**NOTE:** For content taught in our online format, see our suggested OJT activities listed on the (b) (2)(b) (2)(b) (2) .



**MOD-10 HEALTH INSURANCE (CHAPTER 01)****Objectives****Objective 1**

Know the eligibility requirements for Hospital Insurance (HI)/Supplemental Medical Insurance (SMI).

**Objective 2**

Determine the enrollment periods including:

- Enrollment
- Involuntary Enrollment
- Voluntary Enrollment
- Enrollment Periods
- Less Common Enrollment Periods

**Objective 3**

Determine premium amounts and the methods of premium payment.

**Objective 4**

Complete Medicare DADE screens and clearance screens.

**Objective 5**

Interpret the Medicare verification queries including:

- General Queries
- Health Insurance Query
- MBR
- HI/SMI Query Response

**Objective 6**

Explain the Part A and Part B withdrawal and termination process

**Off-Air Activities**

Students should complete all off-air activities in this module.

**Exercises**

Students should complete all exercises.

## **MOD-12 SPOUSE'S BENEFITS AND COMPUTATIONS**

### **Objectives**

#### **Objective 1**

Apply the factors of entitlement to spouse's and divorced spouse's benefits; Determine the month of entitlement (MOE); Determine deduction and termination events.

#### **Objective 2**

Identify and apply the requirements for the types of marital relationships upon which entitlement can be based.

#### **Objective 3**

Determine evidence required to establish marriage, divorce, and age.

#### **Objective 4**

Identify the criteria and the evidence needed to determine if the child-in-care requirement is met.

#### **Objective 5**

Complete a spouse's application.

#### **Objective 6**

Compute a spouse's benefit.

#### **Objective 7**

Determine if government pension offset or an exemption applies, compute benefits, obtain proper verification of and process actions involving government pension offset.

**Off-Air Activities**

Students should complete all off-air activities for this module.

**Exercises**

Students should complete all exercises.

## **MOD-13 CHILD'S BENEFITS**

### **Objectives**

#### **Objective 1**

Apply the factors of entitlement for a minor child and determine the month of entitlement to benefits.

#### **Objective 2**

Identify and apply the requirements for establishing a child's relationship to the NH and determine what evidence/documentation is necessary.

#### **Objective 3**

Complete applications for child's benefits and determine what evidence is required.

#### **Objective 4**

Given a PIA and FMAX, correctly compute a child's benefit.

#### **Objective 5**

Given post-entitlement events, determine whether deduction, non-payment or termination of child's benefits is proper.

### **Off-Air Activities**

Students should complete all off-air activities for this module.

### **Exercises**

Students should complete all exercises.





## **MOD-14 STUDENT'S BENEFITS**

### **Objectives**

#### **Objective 1**

Identify and apply the factors of entitlement for student benefits and determine what documentation is required.

#### **Objective 2**

Complete the Modernized Claims System (MCS) application screens for a student benefit.

#### **Objective 3**

Identify what constitutes student conversion, reinstatement or re-entitlement in post entitlement and determine the necessary action to process each.

### **Off-Air Activities**

Students should complete all off-air activities for this module.

### **Exercises**

Students should complete all exercises.



## **MOD-15 AUXILIARY ADJUDICATION**

### **Objectives**

#### **Objective 1**

Differentiate between initial and subsequent claims.

#### **Objective 3**

Process an initial or subsequent spouse/child's claim through MCS EC.

#### **Objective 4**

Processing Special Claims Situations.

#### **Objective 5**

Determine proper procedure for manually processing a spouse/child's claim.

### **Off-Air Activities**

Students should complete all off-air activities for this module.

### **Exercises**

Students should complete all exercises.



## **MOD-16 LSDP**

### **Objectives**

#### **Objective 1**

Identify and apply the factors of entitlement for a lump sum death payment (LSDP).

#### **Objective 2**

Apply eligibility requirements based on the order of priority to receive a lump sum death payment.

#### **Objective 3**

Determine whether a LSDP application is necessary and request appropriate evidence.

#### **Objective 4**

Complete a MCS lump sum death (LSDP) application.

### **Off-Air Activities**

Students should complete all off-air activities for this module.

### **Exercises**

Students should complete all exercises.



## **MOD-17 MOTHER/FATHER BENEFITS**

### **Objectives**

#### **Objective 1**

Identify and apply the factors of entitlement to mother's/father's and surviving divorced mother's/father's benefits.

#### **Objective 2**

Compute mother's/father's benefits.

#### **Objective 3**

Determine if conversion applies or an application is needed.

#### **Objective 4**

Determine nonpayment , deduction and termination of a mother's/father's benefit.

### **Off-Air Activities**

Students should complete all off-air activities for this module.

### **Exercises**

Students should complete all exercises.





## **MOD-18 WIDOW'S BENEFITS**

### **Objectives**

#### **Objective 1**

Define widow(er) and surviving divorced spouse, apply the requirements for widow(er)'s benefits, and determine evidence requirements for widow(er)'s benefits.

#### **Objective 2**

Identify conversion cases where applications are not needed and properly complete an MCS widow(er)'s application.

#### **Objective 3**

Compute the benefit rate for a widow(er).

#### **Objective 4**

Assist claimants with MOE decisions when WIB/RIB is involved.

#### **Objective 5**

Determine whether benefits should be suspended, reduced, or terminated.

### **Off-Air Activities**

Students should complete all off-air activities for this module.

### **Exercises**

Students should complete all exercises.



## **MOD-19 SURVIVOR ADJUDICATION**

### **Objectives**

#### **Objective 1**

Adjudicate a lump sum death payment and surviving spouse's claim through MCS EC or the manual process.

#### **Objective 2**

Adjudicate surviving spouse with "child-in-care" (Mother's/Father's) and surviving child's through MCS EC or the manual process.



**MOD-20 SGA****Objectives****Objective 1**

Define substantial gainful activity

**Objective 2**

Identify situations in which wages represent SGA including:

- Determine Gross Earnings
- Countable Monthly Earnings
- (Briefly Review) Subsidy
- Special Employment Situations
- (Briefly Review) IRWE
- IRWE and Subsidy
- (Briefly Review) Averaging Earnings
- Special Considerations to Consider When Averaging
- (Briefly Review) Unsuccessful Work Attempt
- Return to Work After Disability Claim initiated

**Objective 3**

Identify situations in which self-employment represents SGA.

**Objective 4**

Complete the SSA-821-BK, SSA-820-F4, and the SSA-823

**Off-Air Activities**

Students should complete off-air activities number 2.

**Exercises**

Students should complete all exercises.

## **MOD-21 DIB INSURED STATUS**

### **Objectives**

#### **Objective 1**

Understand DIB Insured Status.

#### **Objective 2**

Understand Date Last Insured (DLI), Date First Insured (DFI), and How to Document Insured Status.

#### **Objective 3**

Verify insured status

### **Off-Air Activities**

Students should complete all off-air activities for this module.

### **Exercises**

Students should complete all exercises.





## **MOD-22 DIB FACTORS OF ENTITLEMENT**

### **Objectives**

#### **Objective 1**

Identify and determine the factors of entitlement to DIB:

- Definition of Disability
- DIB Requirements for Entitlement
- Onset Date
- Traumatic/Non-Traumatic
- Development When Insured Status is an Issue
- Waiting Period
- Disability Date of Entitlement
- Re-entitlement to Medicare based on Disability

#### **Objective 2**

Determine when benefits will be suspended or terminated

### **Exercises**

Students should complete all exercises.



## **MOD-23 DIB INTERVIEW AND PROCESSING**

### **Objectives**

#### **Objective 1**

Identify jurisdiction and responsibilities for a disability claim.

#### **Objective 2**

Identify the disability claim type and procedure for development.

#### **Objective 3**

Determine when non-medical development of a claim may be deferred.

#### **Objective 4**

Understanding the Electronic Disability Process.

### **Off-Air Activities**

Students should complete all off-air activities.

### **Exercises**

Students should complete all exercises.



## **MOD-24 DIB CLAIMS PROCESSING**

The content from MOD 24 has been combined with MOD 23.



## **MOD-25 DIB PIA COMPUTATIONS**

### **Objectives**

#### **Objective 1**

Compute a disability PIA using the NS78 NS computation.

#### **Objective 2**

Use EC, ICERS, and ICF to compute a disability PIA.

#### **Objective 3**

Compute the amount of a disability benefit taken after a retirement benefit (DIB after RIB) and identify when RIB entitlement is more advantageous.

### **Off-Air Activities**

Students should complete all off-air activities for this module.

### **Exercises**

Students should complete all exercises located on the Lesson Information page.





**MOD 26 EXR****Objectives****Objective 1**

Identify the requirements, advantages, and disadvantages of filing for Expedited Reinstatement.

**Objective 2**

Process an Expedited Reinstatement (EXR) request.

**Off-Air Activities**

Students should complete all off-air activities.

**Exercises**

Students should complete all exercises.



**MOD-27 CDB****Objectives****Objective 1**

Apply the factors of entitlement for childhood disability benefits (CDB) and determine a CDB's date of entitlement for HI/SMI.

**Objective 2**

Identify the evidence, forms, and procedures needed to process a CDB claim.

**Objective 3**

Compute a CDB benefit, including a dual entitlement benefit, and identify nonpayment and termination events for CDB.

**Off-Air Activities**

Students should complete off-air activities numbers 1 and 2.

**Exercises**

Students should complete all exercises.



## **MOD-28 DISABLED WIDOW'S BENEFITS**

### **Objectives**

#### **Objective 1**

Identify and apply the factors of entitlement to DWB.

#### **Objective 2**

Discuss the prescribed period, controlling date, and waiting period; compute the benefit amount.

#### **Objective 3**

Determine when Medicare entitlement begins for a Disabled Widow(er) or Surviving Disabled Divorced Spouse; Discuss deemed DWB for Medicare.

#### **Objective 4**

Complete the MCS screens, EDCS 3367 and EDCS 3368 for a DWB claim and determine case processing.

#### **Objective 5**

Identify Nonpayment and Termination Events; TWP/EPE vs. Annual Earnings Test

### **Off-Air Activities**

Students should complete all off-air activities for this module.

### **Exercises**

Students should complete all exercises.



## **MOD-29 WC/PDB**

### **Objectives**

#### **Objective 1**

Identify potential offset situations, determine at what point offset applies, and determine necessary development and documentation.

#### **Objective 2**

Compute the ACE and perform WC/PDB offset computations.

#### **Objective 3**

Properly code MCS workers' compensation/public disability screens and process claims involving WC/PDB.

#### **Objective 4**

Use interactive computation facility for WC/PDB Computations for A101, EF101, and for processing of post-entitlement events.

#### **Objective 5**

Use the WC/PDB Online Record Entry Operation (OREO) Program.

### **Off-Air Activities**

Students should complete off-air activity number 1.

### **Exercises**

Students should complete all exercises.





## **MOD-30 DIB CLAIMS ADJUDICATION**

### **Objectives**

#### **Objective 1**

Determine the action(s) necessary to adjudicate DIB claims through MCS EC.

#### **Objective 2**

Determine if a non-medical completion input can be done and determine proper folder processing.

#### **Objective 3**

Determine the action(s) necessary to manually adjudicate DIB claim allowances

#### **Objective 4**

Determine the action(s) necessary to manually adjudicate disallowed and denied DIB claims.

#### **Objective 5**

Determine the proper processing of an SGA denial.

#### **Objective 6**

Determine the proper action to be taken in the processing of concurrent RIB/DIB claims.

#### **Objective 7**

Obtain and interpret DDSQ and PCACS queries.

**Off-Air Activities**

Students should complete all off-air activities for this module.

**Exercises**

Students should complete all exercises.

## **MOD-31 ABATEMENTS AND WITHDRAWALS**

### **Objectives**

#### **Objective 1**

Recognize when to abate an application and how to process abatements.

#### **Objective 2**

Recognize when to withdraw an application and how to process withdrawals.

### **Off-Air Activities**

Students should complete all off-air activities for this module.

### **Exercises**

Students should complete all exercises.



## **MOD-32 APPEALS**

### **Objectives**

#### **Objective 2**

Identify the MCS screens and forms used to process a reconsideration; understand the roles of the field office (FO), Disability Determination Services (DDS), and Processing Service Center (PSC) in processing a reconsideration:

- Using MCS to Establish the Reconsideration Request
- NAPP Screen
- RCN1 Screen
- RCN2 Screen
- Processing Considerations
- Processing a Reconsideration of an Initial Denial based on Non-Medical Issues
- Requesting the Folder
- Routing the Reconsideration (PSC Jurisdiction)
- DISP Screen
- Auxiliaries
- EC Processing and the MBR

#### **Objective 3**

Identify the MCS screens and forms used to process a hearing; understand the roles of the field office (FO), Office of Disability Adjudication and Review (ODAR), and Processing Service Center (PSC) in processing a hearing:

- MCS Process
- NAPP Screen
- HNG1 Screen
- HNG2 Screen
- MCS/EC Considerations
- Disability Issues
- Effectuation of ALJ Decision
- Informal Remand

**Objective 5**

Determine how to process special appeal procedures.

**Objective 6**

Determine who represents the claimant and the forms needed to process the appeal when there is representation.

**Objective 7**

Process appeals using the appeals program.

**Off-Air Activities**

Students should complete off air activities 2 and 4 through 6.

**Exercises**

Students should complete all exercises.

## **MOD-34 PE ISSUES**

### **Objectives**

#### **Objective 1**

Apply the concept of due process and determine the proper action upon receipt of a report including:

1. Due Process
2. Types of Reports
3. First Party Reports
4. Third Party Reports
5. SSA Discovered Events

#### **Objective 2**

Determine the servicing office, request assistance using the proper format, and respond to PC memos via MDW and PCACS.

#### **Objective 3**

Identify acceptable requests for direct deposit and Direct Express; Determine when a PE action will affect payment and how to make Title II PE direct inputs.

- Postentitlement Actions
- MBR
- Postentitlement Schedule
- LAF S6
- Special Handling Situations
- Online Services and *my* SSA

**Objective 4**

List, obtain, and read the PHUS queries; Obtain a Payment History through QRSL; Properly Use TCIS; Identify and Process Court Order Garnishments (COGS)

**Objective 5**

Identify types of checks issued, describe procedures for endorsement and negotiation; Identify and process critical case situations

**Off-Air Activities**

Students should complete activities 1-6.

**Exercises**

Students should complete exercises 1-3.



## **MOD-35 FRAUD**

### **Objectives**

#### **Objective 1**

Define violations of the Social Security Act.

#### **Objective 2**

Detect SSA program violations.

#### **Objective 3**

Collect appropriate evidence to aid in fraud investigations.

#### **Objective 4**

Develop skills to interview tipsters, witnesses, and suspects.

#### **Objective 5**

Identify representative payee fraud and utilize eRPS for development.

### **Off-Air Activities**

Students should complete activities 1-6.

### **Exercises**

Students should complete exercises 1-6.



## **MOD-36 OVERPAYMENTS/UNDERPAYMENTS**

### **Objectives**

#### **Objective 1**

Determine what is an overpayment, how overpayments are computed, and the proper actions to minimize overpayments.

#### **Objective 2**

Determine who is liable for recovery of an overpayment

#### **Objective 3**

Determine the appropriate actions regarding overpayment notices

#### **Objective 4**

Determine the proper method of recovery of an overpayment

#### **Objective 5**

Determine the proper actions when a claimant disagrees with the overpayment

#### **Objective 6**

Read and interpret the overpayment queries and DMS

#### **Objective 7**

Determine if an underpayment exists, who should receive an underpayment, and the proper disposal of an underpayment

### **Off-Air Activities**

Students should complete all off-air activities for this module.

**Exercises**

Students should complete all exercises.