Electronic

Interim Assistance

Reimbursement

(eIAR)

Frequently Asked Questions

FAQs

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**Password Information**

Q: How often will I have to change my Government to Government Services Online Interim Assistance (GSO IA) registration password?

A: Every ninety days you will be prompted/forced to change your GSO IA registration password.

Q. What are the procedures for state workers to get their GSO IA account unlocked?

A: You should email UIT.Edata.mailbox@ssa.gov. This email address is also located at the bottom, in small print, of the GSO Welcome screen before you access the eIAR System.

**Email Information**

Q: How many emails will we receive each day from SSA?

A: Your agency-designated eIAR email address (s) will receive no more than one email a day from SSA.

Q: Who receives the eIAR e-mail alerts/messages?

A: eIAR will send the email alerts/messages up to three email addresses designated by the IA State Agency. SSA recommends that the email address(s) is accessible by the staff responsible for distributing the email alerts/messages to the appropriate users. eIAR email alerts/messages address (s) can be a general distribution email address or they can be an individual state worker’s email address. We recommend the eIAR email go to State Agency users “working” these cases on a daily basis. Also, some of the emails may contain information that will pertain to the “Accounting” workers such as when a case is Approved and needs the State to request their reimbursement.

**Certificate of Authority**

Q: Is a Certificate of Authority required for all the individuals with the Accounting Role?

A: All users that have the “Accounting” role must be listed in the “Certificate of Authority” before they have access to request reimbursements.

**Communications from SSA**

Q: How will we know we have communications from SSA to acknowledge?

A: You will receive an email. The email is generic and does not contain any personally identifiable information. The email is sent to up to three addresses in each GR code; if you require that the email be distributed to more than three workers, your State can designate one of the three eIAR email addresses as a general distribution email address.

Q: How often does SSA update their records for forwarding to the State Agencies?

A: SSA updates records every night and forwards the updated information to the State Agencies the following day.

Q: What types of communications will we receive from SSA?

A: The IAR State Handbook lists all communications you will receive from SSA; however, the following are some examples of communications: GR code added to SSI record, SSI claim denied, Appeal Filed.

**State Agency User Roles**

Q: What role do State Workers serve?

A: State Workers are mostly case workers. They can log onto the eIAR System and acknowledge receipt of SSA communications. They also can query IAR cases within their IA State Agency’s jurisdiction.

Q: What role do State Oversight Workers serve?

A: State Oversight Workers are usually managers or other State workers overseeing the eIAR program for their entire State. They have Query access and access to additional reporting functions.

Q: What role do State Accounting Workers serve?

A: State Accounting Workers are authorized to request IA reimbursement for cases within their IA State Agency’s jurisdiction. They certify and submit IA payments to SSA for reimbursement. In addition, they can acknowledge receipt of SSA communications and query IAR cases within their IA State Agency’s jurisdiction.

**Approved SSI Cases and Reimbursement Information**

Q: What workers will be able to view Approved SSI Cases?

A: Accounting Workers and Oversight Workers can view all Approved SSI Cases that need IA reimbursement.

Q: How are Approved SSI Cases sorted?

A: Approved SSI Cases are sorted by expiration date (the expiration time for reporting IA payments made is 25 working days – this expiration time did not change with the November 20, 2010 release).

Q: When reviewing our bank statement, how will we be able to identify who the IAR is specifically for, e.g., what claimant?

A: To identify a payment on the bank statement as an ACH direct deposit that was received from SSI, there should be the following posted for the specific SSI payment on the bank statement; US Treasury 310 SUPP SEC xxxxxxxxx SSI (or some similar format).

Q: Will the bank statement have additional information so that we are able to identify the specific claimant and GR Code related to an IAR payment?

A: SSI will pass over to the financial institutions, through Treasury, the claimant’s name and social security number, and the related GR Code on the payment file. However, it is up to the financial institution if, and how, they provide this information to the States.

Q: Why is the payment date on the Acknowledge SSA Communications screen different from the payment dates on other screens in the eIAR System or the actual payment date on my bank account?

A: If the IAR is processed toward the end of the month, the actual payment date may indicate the 2nd day of the following month. However, SSA will send you a communication as soon as we determine your reimbursement. Also, it takes up to 2-3 business days for the Department of Treasury and the banks to process the IAR payments which could result in the actual payment date in your bank statement to be different than the payment date shown in the eIAR System.

Q: How are we notified that the IA has been paid and how long will it take to receive the deposit?

A: Normally, you should be paid within two to three business days unless the IAR was processed toward the end of the month (see above FAQ). You are notified through the eIAR System when the IA is paid, e.g., Acknowledge SSA Communications screen, Case History screen and IA Reimbursements from SSA screen. There may be some instances in which additional action needs to be taken by SSA after you have submitted your reimbursement request. Please contact your SSA eIAR Regional Office Coordinator if you have not received payment after two weeks.

**Recurring SSI Payment Amount**

Q: If we cannot stop our payments after the claimant has already starting receiving SSI, will we be reimbursed?

Yes. You may be reimbursed through the 1st recurring monthly SSI payment if there is a remaining retroactive payment. SSA cannot deduct or withhold the 1st recurring SSI payment to pay the IAR. You will not be able to request IAR for IA payments paid after the first month of the SSI recurring payment. Please refer to the State Handbook for more specific information.

**Appeal Cases**

Q: Will the eIAR System be able to process hearing decisions?

A: Yes.

**Prorated Cases**

Q: How should we report “prorated” payments made?

A: The first thing you need to do is contact your SSA eIAR Regional Office Coordinator. Your Regional Office Coordinator will review the claimant’s SSI record to determine if the eIAR System can automatically process this case.

**Post Entitlement Cases**

Q: Are all post-entitlement cases considered “exception” cases?

A: No, not necessarily. This depends on the complexity of the case.

**eIAR Exception Cases**

Q: How will I know the case is an eIAR Exception case?

A: The SSA Field Offices (FO) will forward you an IAR accounting form SSA-L8125-F6 with a title across the top of the form stating “MANUAL COMPLETION NEEDED.” When the form is returned to the FO, the FO will issue a payment, usually a paper IAR check.

Q: What kind of IAR cases are considered eIAR Exception cases?

A: Complex cases that involve an eIAR or SSI system limitation that would prevent the correct computation of the IAR payment, for example, SSI records with the incorrect SSI eligible months. Additionally, cases where you made a prorated payment on the same month SSA prorated. You should contact your eIAR Regional Office Coordinator (RO) when you have made prorated payments. If the RO coordinator determines this case is an exception, the RO coordinator will contact the FO.

**Clearing Previously-Reimbursed Cases**

Q: How can we “clear” cases that are in the eIAR System that we have already received IAR or cases that we did not pay any IA payments?

A: On the Enter IA Payments screen, enter $00.00 for all months, certify and submit. The case will then “drop” out of the eIAR System.

**eIAR System “Storage” of Cases**

Q: How long will cases remain on the Approved SSI Cases screen?

A: The cases will remain on the screen for 25 working days (the expiration period for reporting payments).

Q: For recordkeeping purposes, how long will cases stay in the eIAR System?

A: SSA has not, at this time, determined how long cases will be retained in the eIAR System. Until a decision is made, all records will stay in the eIAR system. If the system becomes “too full,” the records will possibly be archived. SSA will notify you when records will be archived or when it is decided that cases will be removed from the eIAR System.

**SSA-L8125-F6**

Q: If we receive, or have, an SSA-L8125-F6 that is not in the eIAR System, what should we do?

A: Please forward the SSN to your SSA eIAR Regional Office Coordinator.

Q: If you have an SSA-L8125-F6 and the case is in the eIAR System, what procedure should be followed?

A: If the case is in the eIAR System, use the eIAR system - not the SSA-L8125-F6, to report IA payments made.

Q: The (paper) SSA-L8125-F6 looks “different” from the Enter IA Payments Made screen in the eIAR System, e.g., the Enter IA Payments Made screen has “more” months included. Please explain.

A: The SSI eIAR System asks for all periods of eligibility. If you did not provide the claimants’ payment/s for a specific month/s, you should report $00.00 payments made for these months.

Q: When we receive an SSA-L8125-F6 marked MANUAL COMPLETION NEEDED, what does this mean?

A: This means the case is an “exception” (complex) case and requires SSA Field Office input. You should use the SSA-L8125-F6 to report IA payments made.

**Sharing of Data to Third Parties**

Q: Can we provide claimants, and/or third parties, copies of the SSI eIAR screens annotating SSN case data?

A: No. This information should never be printed and shared with others.

**Policy Questions**

Q: Do we still have 25-working days to submit our IA payment information?

A: Yes. You still have up to 25 working days to request reimbursement on a given case from the date SSA requested your IA payments input on the eIAR website. All cases over 25 days will be dropped from this list.

Q. How does SSA count the 25-working days?

A: SSA does not count federal holidays but does count state holidays. We recommend that you do not wait until the last few days of the 25-working day timeframe to submit the IA payment information. The 25-working day timeframe for submitting IA payment information for a particular recipient expires at 11:00 p.m. Eastern time. In this situation, the system will release the SSI retroactive money to the recipient based on SSI payment rules. The State must pursue recovery of any IAR amount due without SSA’s assistance. IA reimbursement requests made after 11:00 p.m. Eastern Time will not be processed until the next business day.

Q. What months can we be reimbursed?

A. For initial claim cases, the IAR period begins with the month following the month in which the recipient filed an application. The IAR period ends when SSA determines SSI eligibility, and, if found eligible, includes the month of the recipient’s first recurring monthly payment, if payable.

 For post-eligibility cases, when the individual’s SSI benefits are suspended or terminated, and subsequently reinstated, the IAR period begins with the day the reinstatement was effective. The IAR period ends when SSA determines SSI eligibility, and includes the month the individual’s first recurring monthly payment resumes.

 If you cannot stop the last IA payment made to the recipient before the IAR period ends, SSA can reimburse your agency for this one additional payment amount if there is an SSI payment for that first recurring payment month. Any subsequent payments made to the recipient may not be reimbursable by SSA, and you will have to pursue recovery of any IA amount due without SSA’s assistance. Refer to the IAR State Handbook for more detailed information and examples of IAR computations.

 SSA will include all the months we may be able to reimburse your agency on the screen, “Enter IA Payments Made.”

A suggested business practice is to review the “Acknowledge SSA Communications” information each day. As soon as you receive the communication that SSA has made an eligibility or favorable appeal determination, you should consider redetermining whether interim assistance payments should continue. Refer to the IAR State Handbook for expanded definitions of certain communications.