

Question Asked on 10/14/2020

1. How do you update a beneficiary's income on you OWN my Social Security page? – *This is a work-related question which we will cover in Session 2. For online reference, see SSA FAQs <https://faq.ssa.gov/en-us/Topic/article/KA-01412> and <https://faq.ssa.gov/en-us/Topic/article/KA-10016>*
2. If someone who is on SSI and starts working, will they automatically be reviewed for SSD? *Yes. For basic SSDI eligibility, refer to slide 13 and <https://www.ssa.gov/benefits/disability/qualify.html>. As we discussed in slide 50, SSI redeterminations are conducted on a routine basis, normally every 6-12 months. We review potential entitlement to other benefits at that time, but an SSI recipient can also monitor annual W-2s via the **mySocialSecurity** account and may initiate contact with Social Security directly if they believe they have earned enough credits to qualify for SSDI.*
3. I work with a gentleman who is 68, is disabled and has been in the system all his life. He is only receiving \$295 a month in Social Security. How do I see if he qualifies for more? We fill out the yearly report. **Per slide 52, some individuals to receive both SSI and SSDI – or both SSI and retirement/spouse/widow benefits. In the case of potential SSI eligibility, please have the individual contact us asap – see slide 2 for contact info.**

A reminder per slide 22 that there is an online SSI screening tool at www.ssa.gov/ssi .

However, if there is any potential for eligibility, please have the individual or rep payee contact us. Note: as we also mentioned in slide 38, a 3rd party is not able to access nor do business for an individual without proper consent documentation.

4. Can you change payee online with Social Security Account? *We will cover this in Session 2, but the answer is NO. A payee change needs a phone contact with Social Security, please see reference info at www.ssa.gov/payee.*
5. What about the DAC program? **Please see slides 15 – 17. The application process is the same as covered in slides 26-39. For additional information, please see <https://www.ssa.gov/benefits/disability/qualify.html#anchor7> .**

6. Why does some Ohio Social Security notices come from Pennsylvania? **Some Social Security transactions are processed through regional payment centers located across the U.S. These processing centers effectuate some types of payments, appeals, and eligibility updates which local offices are not able to authorize. You can see more on the Social Security organizational structure at www.ssa.gov/org .**
7. is there a place/person who helps navigate requirements if someone is receiving Social Security (I think called SSA) as well as SSI? Just starting into both programs and unclear what needs reported to which entity, when and how. Also unclear what the total monthly amount received will be so difficult to plan a budget (back pay and over payment reduction amounts keep coming)
- **SSA is an acronym for the Social Security Administration. We do not refer to benefits as SSA. Per our session, the disability programs which Social Security administers are known as SSDI or SSD and SSI, please review slide 10 for terminology.**
 - **Reporting instructions are given to beneficiaries when benefits begin. Need-based SSI recipients or representative payees are given booklets which explain what must be reported to ensure proper SSI payment – see www.ssa.gov/ssi or the publication “When You Need to Know When You Get SSI” <https://www.ssa.gov/pubs/EN-05-10153.pdf>. For SSDI, generally the only income that must be reported is work. Again, a list of reporting needs for SSDI are found online at www.ssa.gov/disability or in the publication <https://www.ssa.gov/pubs/EN-05-10153.pdf> What You Need to Know When You Get Disability.**
 - **Please refer to slides 48-52 for how we determine SSI and SSDI payment amounts. SSI will go up and down depending on work amounts, but again we are covering post-eligibility work in session 2. And a reminder that the **mySocialSecurity** account shows the total monthly benefit amount – including gross and net after deductions.**
 - **Wage reporting and additional post-eligibility issues are in Sessions 2-3.**
8. I am trying to sign up for a Social Security account but the website is assuming that I already receive Social Security benefits. **The online account does not assume that you are receiving**

benefits. It will show if you have a pending claim and it will give estimates if you are not on benefits. If you are having issues creating an online account, please reach out to us by phone per slide 2.

9. After you have applied for SSDI, when social security is calling for a phone interview what is this interview for? More eligibility? **We often follow-up to online applications as we need additional eligibility information. If the claim has been approved, we may also call to determinate the need for a payee (slide 47) and verify SSI factors. A reminder that we do not harass, threaten, or demand payment when we call someone – see <https://faq.ssa.gov/en-us/Topic/article/KA-10018>.**
10. Can we go back to the Ryan slide: Does Ryan getting SSDI mean he is no longer working which is why he now gets that? **Slide 52 is an example of how SSI supplements up to the federal SSI benefit level plus \$20. While Ryan worked in the example to get more credits, it is a basic example of someone receiving the maximum SSI level with SSDI as well. Session 2 will cover the different ways in which work affects SSDI vs SSI. If Ryan keeps working, he may or may not continue to receive SSI – and SSDI. Refer to www.ssa.gov/redbook for information on working while getting SSI and/or SSDI.**
11. What if the time to dispute a determination has passed **Per slide 65, we can determine good cause for an appeal filed after 65 days. The individual will need to contact us asap, see slide 2.**
12. At the age of 18, will the review be automatic, or will the family be expected to call in to start the process? **Per slide 25, the local office will contact the payee/individual when a child turns age 18 for the SSI medical and non-medical review. So it is “automatic” in the sense that we will initiate this process. If a child turning 18 has been receiving benefits from a parental record, please refer to slide 17.**
13. We have representative payee accounts. Will this site be able to create an account for the individual if we are representative payee **As we covered several times in the session, organizational payees are not able to create an [mySocialSecurity](https://www.ssa.gov/mySocialSecurity) account. We will address more payee information in session 2 and reference www.ssa.gov/payee.**

14. Will a guardian income count if they are not family? **No, please see slide 22 and reference www.ssa.gov/ssi .**
15. it was indicated previously that a rep payee can go into their own account to access information re: beneficiary. how does this work for an agency with MANY beneficiaries? can the agency set up a **mySocialSecurity** account? can the agency use this to order replacement social security cards online? **Refer to question 13 above.**
16. does it make difference if some of the people living in the home are minors with regards to living expenses? Maybe a younger sibling. **Please refer to slides 49-50 - if sharing household expenses, the share is per individual (no difference b/n adult or child). A good online reference for SSI is "Understanding SSI", see the living arrangement section at <https://www.ssa.gov/ssi/text-living-ussi.htm>.**
17. does the SSI benefit of someone that lives with parents ever go up past the \$500 amount? like when they turn 22? **That is possible. Refer to #16 above on living arrangements and slide 50 – we update living arrangement information in our routine SSI redeterminations, but we also stated that a person can reach out to Social Security and ask to have information updated if there is a change, including with living arrangement issues such as rent, contributions, etc.**
18. Is there anyway to report if a payee is mishandling someone's funds? **We will cover payee issues in session 2, however you can report fraud and abuse as a 3rd party, or confidentially, at www.oig.ssa.gov.**
19. Can someone receive the full SSI benefit for themselves in addition to a the full benefit for a toddler child? **Eligibility for SSI is per individual, so dependent benefits are not paid with SSI (slide 10). But it is possible that multiple members in the same household are able to receive a full or partial SSI benefit based on a finding of disability for each individual, plus SSI guideline criteria. Refer to #3 above for the SSI screening tool, also.**
20. Question- may be answered later... if someone gets married or has a legal name change, can that be done online? **No, not at this time. Please see www.ssa.gov/ssnumber for additional information on name changes**

21. Also, can they report their work income online (even if they don't have a rep payee) **We are covering work and wage reporting in Session 2, but per slide 6 – yes, you can report work online with the [mySocialSecurity](https://www.ssa.gov/myaccount) account www.ssa.gov/myaccount.**
22. Question- considering current circumstances and how much people are relying on internet, will it ever be considered as a utility? **SSI regulations and policy are determined by Congress. For updates and info, see www.ssa.gov/regulations.**
23. How does someone change who their family member rep payee? **Please refer to question 4 above.**
24. I work with individuals that have developmental disabilities and some do not have email or able to setup/access email. Can we assist individuals in setting up a [mySocialSecurity](https://www.ssa.gov/myaccount) acct.? **We discussed this some in the session. You are able to assist an individual if that person is age 18+, understands the Terms of Service provided in our information, and has an email – a person can use a shared email account, s/he just needs to have full access to that email as you will need it to create the account. Reference www.ssa.gov/myaccount.**
25. Are either of you available to provide this presentation to parents and/or professionals at another time **Yes, you can contact us directly or the public affairs specialists closest to you, slide 55.**
26. How does living in homeless shelter or other emergency shelter affect the amount of benefit? **There are nuances to homeless vs temporarily sheltered with a family member/friend, but those living in a shelter or without housing are usually eligible for the full SSI amount. Please refer to question #16 above for the link to more details on how we determine the SSI living arrangement.**