Policy Clarifications
Cash Assistance – All
Medicaid – All
SNAP
PCA16990178
PMA16990378
PFS16990578

Submitted: 1/27/14   **Agency: CAOs**

Subject: Changes in SSA Field Office Verification Services

Question: We have heard that the Social Security Administration (SSA) is making changes to their Social Security number (SSN) and benefit verification processes. What are those changes? How will they affect the county assistance office's (CAO's) procedures?

Response: Division of Welfare Reform Initiatives   **Date: Revised 2/20/14**

Beginning ~~February~~ August 2014, SSA will no longer issue SSN printouts. Beginning October 2014, field offices will no longer provide benefit verification letters. See Attachment 1 for details.

However, all agency partners who have data exchange agreements with SSA will use electronic matches to obtain SSN and benefit verification.

CAOs have access to verification as follows:

- The SSA Composite provides real time verification of SSNs via the Federal Data Services Hub (FDSH). See D3962 for more information.
- Data Exchanges 3 and 6 provide RSDI and SSI benefit information. This information is available through a batch process and is considered verified upon receipt.

CAOs may also provide information to applicants or recipients about accessing Social Security information for their own use. See Attachments 2 and 3 for details and instructions on personal "my Social Security" accounts.

Attachment 1: [Important Information: Changes In Certain Services](#)

Attachment 2: [The Fastest Way To Verify Social Security And Supplemental Security Income Benefits](#)

Attachment 3: [How To Create An Online Account](#)