

**Policy Clarifications  
Cash Assistance – All  
Medicaid – All  
SNAP  
PCA17324178  
PMA17324378  
PFS17324578**

**Submitted:** 10/2/14

**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?

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**Response:** Division of Welfare Reform Initiatives

**Date:** 10/1/2014

SSA stopped issuing SSN printouts effective August 1, 2014. SSA had also planned to stop providing benefit verification letters through their field offices in October 2014. SSA has decided that field offices will continue to provide benefit verification letters until further notice. 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 creation and use of personal “*my* Social Security” accounts.

PCA16990-178/PMA16990-378/PFS16990-578 is obsolete with the posting of this updated information.

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](#)