

November 7, 2023

Supplemental Security Income (SSI)

An Introduction for Service Providers

switchboard
connecting resettlement experts





Zoom Webinar Quick Tips



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Q&A

Under **Q&A**, type a question or click the thumbs-up icon to upvote another participant's question



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Complete the webinar satisfaction **survey** following this learning experience

Today's Speakers



Sarah Clarke

Executive Director, Society of
Refugee Healthcare Providers

Bayle Conrad

Program Coordinator,
Harborview Medical Center

Kara Friesen

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Nationalities Service Center



Learning Objectives

By the end of this session, you will be able to:

1

Define

Supplemental Security
Income (SSI) and identify
who is eligible

2

Describe

the SSI application process

3

Name

tips for service providers
assisting clients with SSI
applications

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Which of the following best describes your role?

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Approximately how many clients have you assisted in applying for SSI?

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How comfortable do you feel assisting clients with applying for SSI?




1

What is Supplemental Security Income (SSI) and who is eligible?

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True or false: SSDI is another way to refer to SSI.



The Social Security Administration (SSA) administers SSI, which is a government program that provides monthly payments to adults and children who meet the eligibility criteria.

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**The eligibility criteria for SSI are based on a person's
(check all that may apply):**



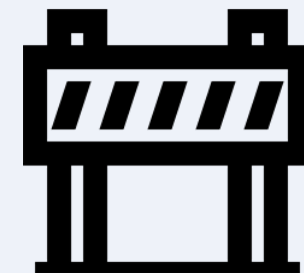
**To be eligible
for SSI, a
person must:**



Be age 65 and up, or blind, or disabled



Be a U.S. citizen or lawfully admitted noncitizen



Have limited income and resources

Important Note



A person is **not** required to have prior work history in the U.S. to be eligible for SSI.





What does SSI mean by “disabled”?



An adult (or child) whose physical or mental condition/disability:

- Will prevent them from being able to work (or result in severe functional limitations) for at least a year

or

- Whose condition is expected to result in death



Are there conditions that are more likely to be approved?

- Each application is examined on a case-by-case basis
- Conditions that are more often, but not always, approved include:
 - Deafness that cannot be improved with hearing aids
 - Blindness
 - Down syndrome
 - Major amputations
 - Immobility

Supplemental Security Income (SSI)

People with limited income/resources who are 65 years +, or blind, or disabled

No prior U.S. work history needed

Automatically eligible for Medicaid in many states

Social Security Disability Insurance (SSDI)

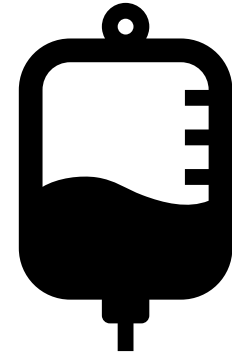


People who are disabled

U.S. work history required, either through own employment or from a parent/spouse

Automatically eligible for Medicare after waiting period

Compassionate Allowances (CAL)

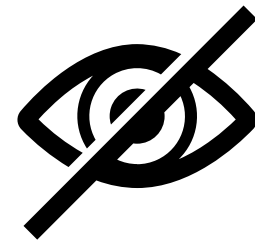


If a client has a very serious disability and/or a diagnosed terminal illness, **apply for SSI as soon as possible.**

Note on application form if the condition is expected to result in death. When scheduling an interview, request CAL.

Diagnoses such as these are flagged for expedited processing.

Presumptive Disability or Presumptive Blindness



Client can start receiving up to **6 months** of SSI payments while their claim is under review, until the state agency makes a final decision.

For conditions that are so severe that the client is very likely to be approved.

These payments do not have to be repaid if the client is ultimately denied SSI.



2

**What is included in the SSI
application process?**

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Generally, how long are your clients' SSI applications taking to process? Let us know what state you are in and the time in months.

SSI Application Process May Include:



1

**Adult or Child
Disability Report**

2

**Application
appointment with
local Social Security
office**

3

**Client assigned to
case examiner**

4

**Additional
information
requested**

5

Decision

6

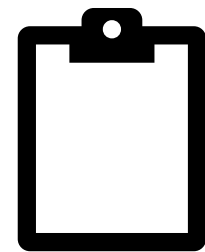
**Denial and
reconsideration**



1. Adult ([SSA-3368](#)) or Child ([SSA-3820](#)) Disability Report

- Asks for personal and demographic information, education and job history, medical conditions, medications, medical tests, hospitalizations, and health care providers
- Recommend completing with clients prior to interview
- Can take multiple hours to complete

Tips for Completing Disability Report



Make sure to list all U.S. medical providers clients have seen and accurate contact information.

May be useful to add how long the client has been in the U.S. and why they may not have medical records from prior to their arrival date.

Overseas medical records can be included if they are translated.



2. Application Appointment with Local Social Security Office

1. Schedule Appointment

Call **1-800-772-1213** or schedule online. Appointment may be by phone or in-person.



3. Appointment

Covers many questions, including financial questions, consent forms, and the disability form

2. Ask for an Interpreter

when scheduling the appointment. SSA will provide a free interpreter.

4. Documentation

Provide all required documents

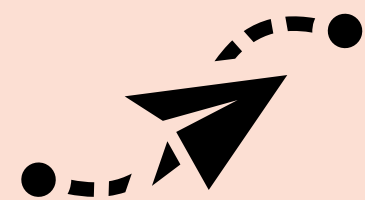
3. Client Assigned to Case Examiner

- Key point of contact for application
- Client will receive notice with contact information





4. Additional Information



- Medical records from all listed health care providers
- Financial documents
- Past job activities
- Function report
- Consultative Examinations



5. Decision: Trained professionals (Disability Determination Services) examine each case. A letter is sent to the client with the decision and next steps.



6. Denial and Reconsideration



- Medical and non-medical reconsiderations available online
- **Generally, clients have 60 days** after receiving denial decision to appeal at each of four possible appeal levels
- If clients are incorrectly denied due to immigration status, can submit I-94 and/or travel document online and speak with local SSA office
- Option to ask a lawyer for help with appeals



There is a Time Limit to SSI!

- In most cases, SSI can only last for up to seven years from the date of entry, unless clients have at least their green card
- There is an even shorter SSI eligibility period for some individuals (e.g., humanitarian parolees)

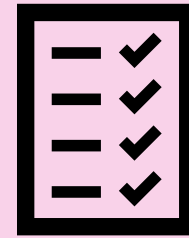


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Application Tips for Service Providers



The Case Manager's Role



- Assist clients with key steps of SSI application process



- Work with clients to manage expectations



- With clients' consent, complete an authorized representative form



- Communicate with case examiner as needed



Working with Medical Providers

1

Build a case through medical records

2

Start application in consultation with medical providers

3

Schedule appointment with medical provider to discuss why applying for SSI

4

Letter written by medical provider using SSA language is very helpful



Questions?

Type your questions in the **Q&A** 

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Help us help you!

Scan the QR code or click the link in the chat!





- Short, 3-question survey
- Takes less than 30 seconds to complete
- Helps us improve our training and technical assistance



Recommended Resources

- **SSA website:** [SSI forms and instructions](#)
- **SSA website:** [Documents needed](#)
- **SSA guidance:** [Noncitizen eligibility](#); [Interpreter access](#)
- **SSA language to share with medical providers:** [Adults](#) or [children](#)
- **Request reconsideration page:** [to appeal denied SSI claims](#)
- **SAMHSA tips:** general tips for [completing function report](#)



 Social Security  ESPAÑOL  ACCOUNT  MENU

SPOTLIGHT ON INTERPRETER SERVICES -- 2023 Edition

[Links to SSI Spotlights Home / Spotlight on Interpreter Services](#)

WHAT IF I NEED AN INTERPRETER?



SSA is committed to providing access to the programs we administer regardless of an individual's ability to communicate with us in English.

We will provide you with an interpreter free of charge if you request language assistance or when it is evident that such assistance is necessary to ensure that you are not disadvantaged.



Stay Connected



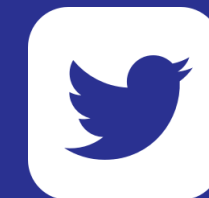
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