

## Overview of the Interface with the Social Security Administration

### Questions and Answers

December 9, 2019

This new interface, which is in response to H.R. 4547, will allow SACWIS to send information monthly to the Social Security Administration regarding the payee information for children currently in the care of PCSA's and Juvenile Courts. It will also designate a point of contact for the Social Security Administration to contact directly should there be questions or problems with a specific child in care.

**Question:** Do agencies need to continue to notify Social Security of custody and payee changes by US mail?

**Answer:** Yes. The Interface will transmit information to the Federal Social Security Administration. The Federal branch will then disseminate this information to the local offices, but while this process is refined, it is recommended that agencies continue to notify their local offices.

**Question:** How is the agency point of contact designated?

**Answer:** An agency employee (who possesses the security of Agency System Admin) will be able to designate any person belonging to that agency to be the Agency Point of Contact for SSA. Go to the Administration Tab, click on Agency Information. Then type in your agency's name (you can use % as a wildcard) and click search. Click edit next to your agency and then scroll down to the Agency Config. From there, you will be able to add an employee (either by Person ID or by Person Search) as the point of contact.

**Question:** Can an agency have more than one Point of Contact?

**Answer:** No, unfortunately you cannot have more than one Point of Contact at a time per the Social Security Administration.

**Question:** How do we verify the Agency Employee Identification Number (EIN)?

**Answer:** Go to the Administration Tab, click on Agency Information. Then type in your agency's name (you can use % as a wildcard) and click search. Click edit next to your agency and then you should be able to see Employee Identification Number.

**Question:** When will the file be generated?

**Answer:** The file will be transmitted monthly within the first 7 days of the month.

**Question:** If the custody of a child is not entered until the following month, will this be picked up on the next file being sent to the Social Security Administration?

**Answer:** The information being transmitted is always for the previous month, so that information should be picked up with the monthly batch.