The State of Colorado has an agreement with the Social Security Administration (SSA) to allow reimbursement for Interim Assistance payments made to a customer during the time they were receiving Aid to the Needy Disabled State Only or Personal Needs Allowance (AND-SO or AND-PNA) payments through the Adult Financial program. In order to monitor the status of a customer’s Supplemental Security Income (SSI) application and request reimbursement of interim assistance paid from State and local funds once the customer is approved for SSI, you must have access to Government Services Online (GSO) at [http://www.socialsecurity.gov/gso/gsowelcome.htm](http://www.socialsecurity.gov/gso/gsowelcome.htm). GSO should be checked at least weekly to capture any status updates to a customer’s SSI application and to take any necessary action. To request access to GSO, please email the EBD Policy Inbox at CDHS_emplbendiv@state.co.us. Once access is granted, the County Security Administrator must ensure the worker is set up with the IAR user type and CBMS profile 133.

This manual provides guidance on required actions to take once notification is received from SSA regarding approval of the customer’s SSI application. This process ensures reimbursement of interim assistance is completed accurately and appropriately.

Log in to Government Services Online [http://www.socialsecurity.gov/gso/gsowelcome.htm](http://www.socialsecurity.gov/gso/gsowelcome.htm)

Click Log in to GSO
Enter User ID and Password

Click the Interim Assistance Reimbursement (IAR) link
There will be three options available:

1. Acknowledge SSA Communications will allow the user to view and acknowledge communications from SSA.
2. Report IA Payments for Approved SSI Cases will allow the user to report IA payments for approved SSI cases.
3. Query IA Cases will allow the user to perform queries.

The request for IAR funds is a two day process and is outlined in this manual.
Day One
Click the Report IA Payments for Approved SSI Cases link to check for recently approved SSI cases.

**This should be checked at least weekly**

This screen will show all AND-SO and AND-PNA customers approved for SSI. This screen will display customer’s name, SSN, County GR code and expiration date. The action column will allow users to report interim assistance payments to SSA. Action must be taken by the due date listed in the column labeled ‘Expires’ to ensure timely processing. Please note that the yellow caution triangle indicates that the case has been waiting more than 10 days for report of IA payments made.

Click on the Report IA link in the action column in order to request funds from SSA.
Enter all payments made to the customer while receiving interim assistance through the AND-SO or AND-PNA program. Use CBMS to search issuance for each month the client was on assistance. Please note that each field on this screen must be completed. If a customer did not receive a benefit payment for one or more of the listed months, the user must enter zero in those fields. Once completed, click the review button at the bottom of the page. Review the next screen, check the agreement button in the yellow box to confirm accuracy, then click submit.

You will receive confirmation that your payment report has been received and will have the option to print the report. Print the report and place in the case file.
Log in to CBMS and go to the Display Interim Assistance Reimbursement (IAR) Summary Screen.

Use the magnifying glass to the right corner of the ‘individual’ field to search for the customer. This will open the Clear/Inquire on Individual screen.

Enter the customer’s SSN and click Search.
Review the results displayed on the screen and highlight the correct record for the customer. Then click ‘select’.

This will populate the customer’s name into the Interim Assistance Reimbursement (IAR) screen in the ‘Individual’ field. Then click ‘Load’.
This will populate the customer's information into the Display Interim Assistance Reimbursement (IAR) Summary screen.

If the SSI status is 'Pending', change the status to 'Approved'. Update the SSI Lump Sum Received Date and SSI Lump Sum Direct Deposit # fields to match the SSI Status Date showing on the screen. Enter the
amount you are collecting in the ‘SSI Lump Sum Amount’ field. Save the page and go to the ‘IAR Breakdown’ related list.

The Interim Assistance (IAR) Breakdown related list will pre-populate with all AND-SO or AND-PNA payments made to the customer. Review the records displayed and update the IAR Amount from SSI and IAR Amount to County fields for any records we are able to collect on. If there are records that populate and we are unable to collect for that specific timeframe, enter zeros in each of those fields. Each record displayed on the screen must be updated. The ‘IAR Amount from SSI’ and ‘IAR Amount to County’ columns will keep a running total as each amount is entered. Click Save and close the list. Please note that the user may receive an error message when closing the related list if the SSI lump sum amount listed on the parent screen and the IAR breakdown amount do not match. At this point, the request for funds from SSA has been sent. The user will need to wait 24 hours before completing the next steps.
Day Two
Log in to Government Services Online (GSO) [http://www.socialsecurity.gov/gso/gsowelcome.htm](http://www.socialsecurity.gov/gso/gsowelcome.htm)

Click the Interim Assistance Reimbursement (IAR) link
Click the Acknowledge SSA Communications link

Select the blue IA reimbursement paid link for the customer
Review the IA Reimbursement – Details displayed on the screen. This screen displays details for the month and year of reimbursement, IA Payments Reported, Eligible amount for Reimbursement, Amount of SSI Available and the Reason for Reduction (if any). The dates and amounts displayed on GSO should match the dates and amounts requested from SSA the previous day.

Log into CBMS and go to the Display Interim Assistance Reimbursement (IAR) Summary page.

If the SSI Lump Sum Amount and the IAR Amount to County do not match update the SSI Lump Sum Amount to the actual amount listed on the Acknowledge SSA Communications screen in GSO.

Review the IAR Breakdown screen to verify the amounts in CBMS match GSO. Make any necessary changes. Save and close the screen. You should not receive any errors since the amounts now match.

Go to the Capture IAR Payments/Request related list on the Interim Assistance Reimbursement (IAR) screen.
Highlight the County Collections record with the correct requested amount and click authorize.

Once authorized, CBMS will automatically mail out an apportionment notice (IM-19) to the customer.

Continue forward in the queue to make sure the claim was created for the IAR payment and is showing a zero balance.
Check correspondence to ensure the IM-19 was mailed out correctly.
Once the IAR process is complete, add all supporting documentation to the customer’s file. The file should include:

- Printout of the Case History from GSO (this provides a record of the customer’s SSI case from application to approval)
- Confirmation of IA Payments Submitted from GSO (this is a detailed accounting for IA payments)
- All Authorization for Reimbursement of Interim Assistance (IM-14) forms completed by the customer and the county since initial approval of AND-SO or AND-PNA benefits (will include the initial IM-14 and all subsequent IM-14’s completed at each redetermination) with all required components completed filled out
- The Apportionment Notice (IM-19) mailed to the customer by CBMS
- Excess Interim Assistance Reimbursement (IAR) Cover Letter (this is only needed if additional funds were collected during the IAR process)
The following instructions outline the necessary steps to correctly return excess funds collected during the IAR process.

1. Prepare a check for the refund of excess funds due to the participant. If more than one participant is due a refund, separate checks must be prepared for each customer. Record the reason for the refund on each check: ‘excess IAR payment.’

2. Mail the check, including the cover sheet to the local SSA office. The cover sheet must contain the participant’s social security number, reason for the refund (i.e. excess IAR payment), county department name, county department contact information (i.e. office at which the county would like to receive a receipt from SSA), and the county grant repayment (GR) code. The local SSA office can be found at https://www.ssa.gov/locator. Enter the participant’s zip code and click “Locate.” The next screen will display the address of the servicing SSA office.

3. Retain a copy of the cover letter to be filed in the customer’s case file.