



## SSI Special Mailer Initiative – Findings



**Office of Analytics, Review, and Oversight**  
Working Together to Use the Power of Knowledge

**September 2023**

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# SSI Special Mailer Initiative – Findings

August 2023

Office of Analytics and Improvements Summary

## Objective

This report provides the findings of the SSI Special Mailer Initiative.

## Background

The Office of Analytics and Improvements (OAI) conducted extensive data analysis into the decrease in Supplemental Security Income (SSI) applications related to the COVID-19 Pandemic. In March 2020, the agency noted approximate 30 percent decrease in SSI applications from calendar year 2019. OAI explored whether some groups were disproportionately affected by challenges posed by the suspension of in-office visits and appointments due to the pandemic.

In September 2020, after identifying Title II beneficiaries whose monthly benefits were less than the SSI federal benefit rate (FBR), OAI initiated the Special Mailer project to encourage these beneficiaries to apply for SSI.

OAI released 1.4 million mailers, in English and Spanish, across three phases:

Phase 1: December 2020-March 2021

Phase 2: June 2021-November 2021

Phase 3: April 2022-December 2022

## Findings at a Glance

This report provides the findings of the Supplemental Security Income (SSI) Special Mailer Initiative. This initiative encouraged Title II beneficiaries whose monthly benefits were less than the SSI federal benefit rate (FBR) to apply for SSI.

Over the course of the three phases, technicians answered 361,770 calls inquiring about SSI eligibility, resulting in 99,526 applications taken. Of the 99,526 applications, 48,567 were approved, and 50,959 were denied. A total of \$11.56 million in benefits have been paid as of March 17, 2023.

OAI used the data to provide answers based on the following evaluation activities:

1. Conduct detailed analysis on the cohort of Title II beneficiaries who did not file an SSI application to gain insights into ways of enhancing outreach and targeting of the Special Mailer population.
2. Conduct analysis on denied SSI applicants and determine the reasons for denials to gain insights to enhance screening for Special Mailers.
3. Conduct analysis on approved and denied SSI applicants to determine if collateral estoppel policy was accurately applied.
4. Conduct analysis on new SSI recipients resulting from the Special Mailers to inform potential future SSI outreach efforts, isolating factors influencing their SSI eligibility and identifying characteristics such as those with the highest SSI benefit amount and approved medical conditions.
5. Conduct analysis to identify members of the American Indians and Alaska Natives (AIAN) population this effort reached and provide management information (e.g., # of notices sent, applications taken, applications approved/denied, and the average benefit paid).
6. Identify individuals who were previously notified of potential eligibility through the SSI Elderly Mailing Study conducted by the Office of Research, Demonstration, and Employment Support (ORDES) in 2017, to update their results and inform a potential follow-up study.
7. Determine if any of the population in the identified underserved zip codes received a notice in the SSI Special Mailer Initiative.

## Recommendations

For future SSI Mailers, we recommend screening the Master Beneficiary Record (MBR) for wage earners and spouses to determine if combined monthly benefit credited exceeds the FBR for couples. Screening in this manner could exclude cases from selection, thereby reducing the number of excess income non-medical denials.

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## Objective

This report provides the findings of the Supplemental Security Income (SSI) Special Mailer Initiative. This initiative encouraged Title II beneficiaries whose monthly benefits were less than the maximum Federal SSI benefit rate to apply for SSI.

## Background

The Office of Analytics and Improvements (OAI) conducted extensive data analysis into the decrease in SSI applications related to the COVID-19 Pandemic, to determine if SSI applications were impacted by the suspension of in-office visits and appointments due to the pandemic. In March 2020, the agency noted approximate 30 percent decrease in SSI applications from calendar year 2019. We further explored if this drop disproportionately affected certain groups.

Looking at populations who may have been more vulnerable, we identified adults with limited income. We then conducted two separate analyses to identify potential SSI applicants who may benefit from targeted outreach. The first was a comparison of demographic characteristics of applicants during the March 2020—the COVID-19 transition month—through August 2020 period to the normal historical applicant pool, to determine if we could identify any sub-populations that had been particularly impacted. The second was an analysis of potential elderly beneficiaries using agency data to identify those who might be eligible for SSI based on age and income. We identified 1.4 million individuals who were currently receiving Title II benefits that were less than the SSI FBR.

As a result of these two analyses, in September 2020, we initiated the Special Mailer project aimed at these 1.4 million individuals. The purpose of the initiative was to encourage these beneficiaries to apply for SSI. The multi-phased mailer, released in English and Spanish, provided to the beneficiaries a dedicated 800# hotline to address inquiries and assist in determining eligibility for SSI. These 1.4 million mailers were released across three phases.

Phase I: December 2020 – March 2021

Phase II: June 2021 – November 2021

Phase III: April 2022 – December 2022

## Methodology

### Phase I

After executive discussions and an evaluation of the Social Security Administration's (SSA) potentially most impacted populations based on income, the agency released 200,000 notices<sup>1</sup> to Title II beneficiaries aged 18-84 whose Title II benefits were below the federal minimum. The notices were released in seven mailings from mid-December 2020 through March 2021.

OAI initially filtered the population based on:

- Crossed referenced SSNs;

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<sup>1</sup> [See Appendix A – Phase I Notice](#)

- Dual entitlement;
- Workers' compensation;
- Annuity data;
- Year 2018 and/or 2019 earnings;
- Income Related Monthly Income Adjusted Amount (IRMAA) involvement;
- Windfall Elimination Provision (WEP)/Government Pension Offset (GPO) and
- Monthly Benefit Credited (MBC) tolerance of \$5.00.

## Phase II

In Phase II, the agency mailed 465,000 notices<sup>2</sup> to Title II beneficiaries, from June 2021 through November 2021. OAI implemented the following changes to the Phase II selection criteria:

- Decreased the tolerance in the MBC from \$5.00 to \$1.00;
- Added individuals aged 85 and over;
- Excluded records with 2019 or 2020 earnings on the Master Earnings File (MEF); and
- Eliminated records with a date of death on the Numident.

In addition, the Special Mailer notice language was simplified, and based on advocate feedback, an SSI benefit insert was included to provide additional entitlement factors for SSI eligibility. We also prioritized the mailing universe to select beneficiaries in 300 field offices that had seen the most significant decline in SSI filings during the COVID period.

## Phase III

In Phase III, the agency mailed 735,000 notices<sup>3</sup> to Title II beneficiaries, from April 2022 through December 2022. OAI revised the selection criteria in Phase III to exclude records with 2020 or 2021 earnings on the MEF. All other criteria remained the same as in Phase II except for a minor change to the notice to reflect updated benefit rates.

## Analysis and Findings

At the conclusion of sending the SSI mailers in December 2022, OAI began performing analysis of the data as detailed below:

1. Conducted detailed analysis on the cohort of Title II beneficiaries who did not file an SSI application to gain insights into ways of enhancing outreach and targeting of the Special Mailer population.
2. Conducted analysis on denied SSI applicants and determined the reasons for denials to gain insights to enhance screening for Special Mailers.
3. Conducted analysis on approved and denied SSI applicants to determine if collateral estoppel policy<sup>4</sup> was accurately applied.
4. Conducted analysis on new SSI recipients resulting from the Special Mailers to inform potential future SSI outreach efforts by isolating factors influencing their SSI eligibility

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<sup>2</sup> [See Appendix B – Phase 2 Notice](#)

<sup>3</sup> [See Appendix C – Phase 3 Notice](#)

<sup>4</sup> [DI 11011.001 Collateral Estoppel - General](#)

and identifying characteristics such as those with the highest SSI benefit amount and approved medical conditions.

5. Conducted analysis to identify members of the AIAN population reached by this effort and provide management information (e.g., number of notices sent, applications taken, applications approved/denied, and the average benefit paid).
6. Identified individuals who were previously notified of potential eligibility through the SSI Elderly Mailing Study conducted by the Office of Research, Demonstration, and Employment Support (ORDES) in 2017 to update results and inform a potential follow-up study.
7. Determined if any of the populations in the identified underserved zip codes received a notice in the SSI Special Mailer Initiative.

### Overall Management Information

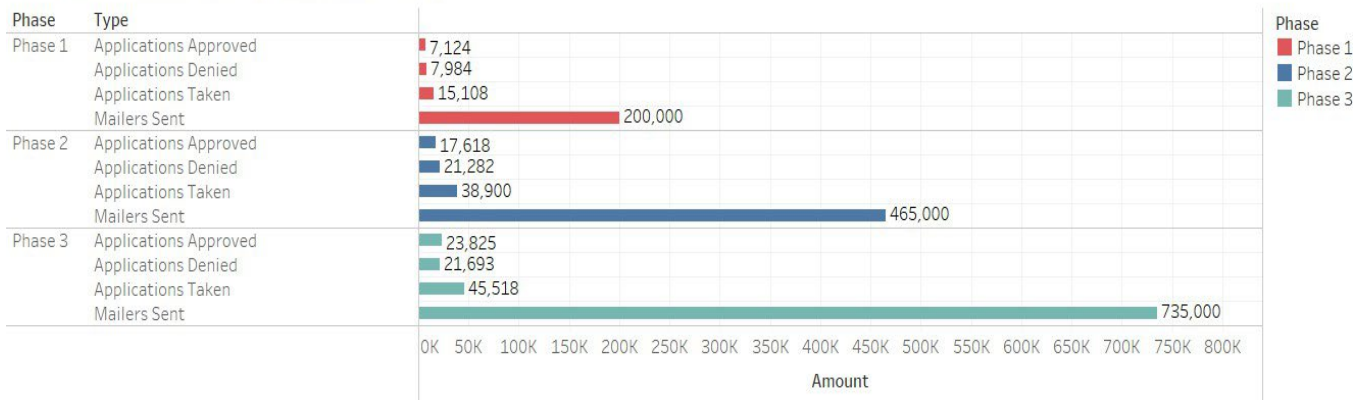
Over the course of the three phases, OAI released 1.4 million mailers, and technicians answered 361,770 calls inquiring about SSI eligibility, resulting in 99,526 applications taken. Of the 99,526 applications, 48,567 were approved, and 50,959 were denied. A total of \$11.56 million in benefits have been paid as of March 17, 2023<sup>5</sup>.

Special SSI Mailer Results Through March 17, 2023				
Results	Phase 1	Phase 2	Phase 3	Phase 1, Phase 2 and Phase 3 Combined
Mailers Sent	200,000 notices	465,000 notices	735,000 notices	1,400,000 notices
Calls Answered	23,728 calls	152,724 calls	185,318 calls	361,770 calls
Appointments Established	8,003 appointments	33,819 appointments		41,822 appointments*
Applications Taken	15,108 (7.55% of mailers)	38,900 (8.37% of mailers)	45,518 (6.19% of mailers)	99,526 (7.11% of mailers)
Applications Approved	7,124 (3.56% of mailers)	17,618 (3.79% of mailers)	23,825 (3.24% of mailers)	48,567 (3.47% of mailers)
Applications Denied	7,984 (3.99% of mailers)	21,282 (4.58% of mailers)	21,693 (2.95% of mailers)	50,959 (3.64% of mailers)
Approval Rate	47%	45%	52%	48.8%
Average New SSI Benefits	\$224 per month	\$239 per month	\$242 per month	\$238 per month
Total SSI Benefits Paid	\$1.59 Million	\$4.21 Million	\$5.76 Million	\$11.56 Million

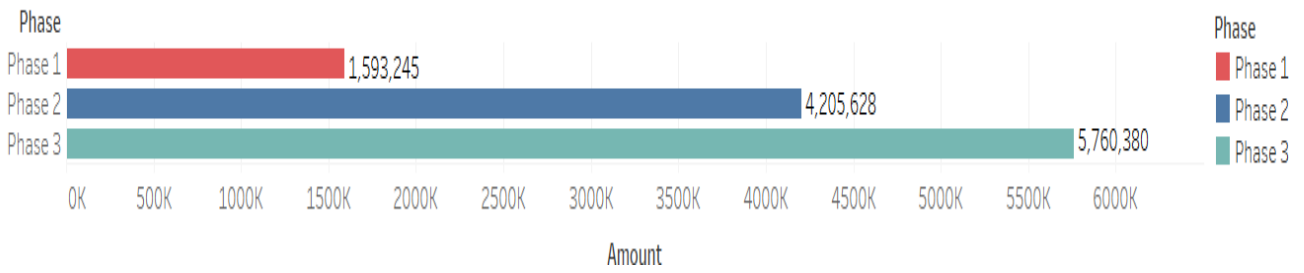
\*Appointment data is no longer available effective week ending 03/04/2022 due to the decentralization of the SSI Mailers WSU

<sup>5</sup> Monthly SSI payment amounts can change due to changes in a person's income, resources, living arrangement, and other factors.

People Facing Barriers Mailer Results



Total SSI Benefits Paid

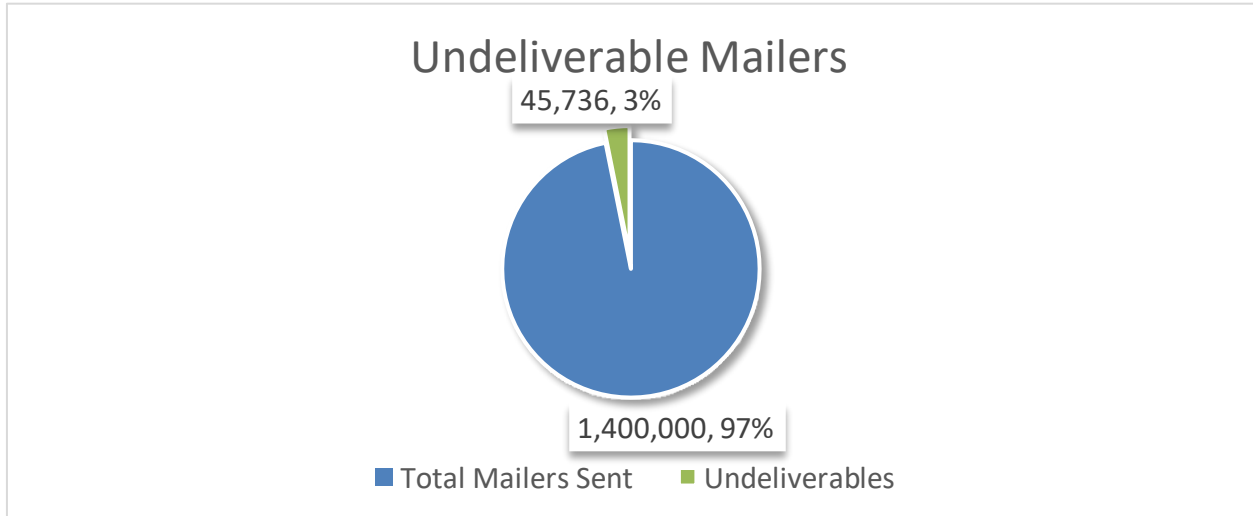


Evaluation Activities

**1. Conduct detailed analysis on the cohort of Title II beneficiaries who did not file an SSI application, to gain insights into ways of enhancing outreach and targeting of the Special Mailer population.**

Findings – Non-filers

- We reviewed a sample of the records for beneficiaries who did not respond to the SSI mailer—there were no clear patterns as to why the beneficiaries did not respond.
- As of March 17, 2023, 45,736 (3 percent) of the SSI Mailers were undeliverable.



**2. Conduct analysis on denied SSI applicants and determine the reasons for denial, to gain insights to enhance screening for future Special Mailers.**

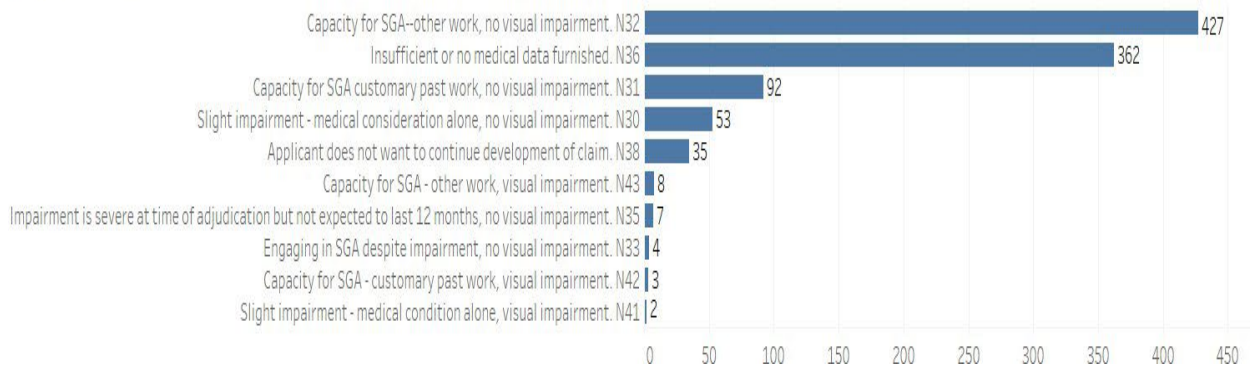
**Findings – Denials**

**Medical Denials**

For all beneficiaries aged 18 – 64 who filed for disability benefits, the top denial reasons were:

- Capacity for SGA-other work, no visual impairment (N32).
- Insufficient or no medical data furnished (N36).
- Capacity for SGA-customary past work, no visual impairment (N31).
- Slight impairment-medical consideration alone, no visual impairment (N30).

Medical Denial Codes



We observed there were a number of denied claimants who were still entitled to TII disability benefits and in current pay as of March 17<sup>th</sup>. Additional analysis was performed on these cases as summarized below ([See Findings – Collateral Estoppel](#)).



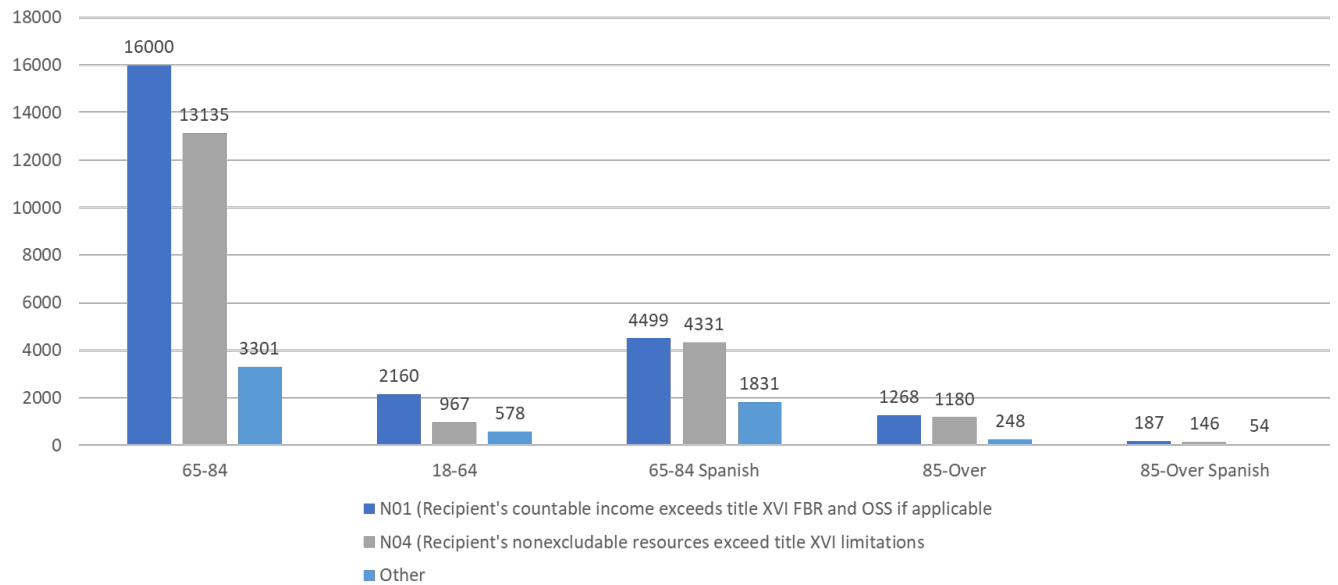
- Phase 1 – 497 of 560 (89 percent)
- Phase 2 – 374 of 393 (95.2 percent)
- Phase 3 – 39 of 40 (98 percent)

**Non-medical Denials**

The top two reasons for the denials were:

- Recipient's countable income exceeded the Title XVI FBR and Optional State Supplement (OSS) if applicable.
- Recipient's non-excludable resources exceeded Title XVI limitations.

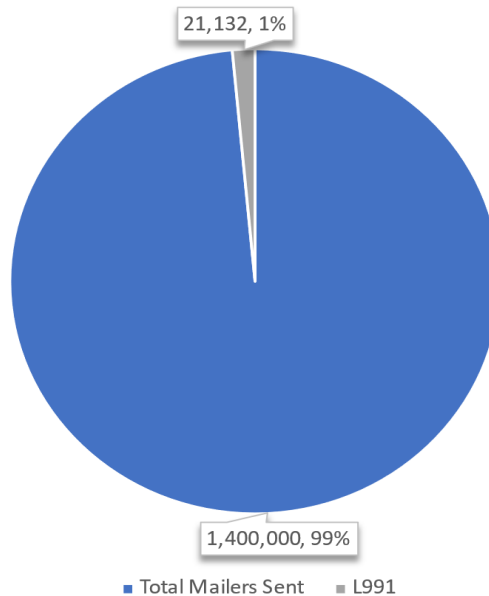
Leading Reasons for Non-Medical Denials for People Facing Barriers Mailer Population Application Filed



**Informal Denials – No Application Filed**

- 21,132 records or 1 percent of mailers.
- SSA issues an informal denial notice (SSA-L991) when the caller or claimant elects not to file an application after discussion with a technician.

### People Facing Barriers- Informal Denial (L991) - No Application Filed



### 3. Conduct analysis on approved and denied SSI applicants to determine if collateral estoppel policy was accurately applied.

Under rules of collateral estoppel, SSA will not again decide an issue the agency already decided in a prior determination or decision, unless there are reasons to believe that the prior finding was wrong. Although field offices no longer make collateral estoppel decisions (2019 policy change), they are responsible for alerting the DDS to consider collateral estoppel on subsequent claims as they are the decision maker. Referencing [SSA policy](#), we reviewed the cases to determine if collateral estoppel policy was correctly applied.

#### Findings – Collateral Estoppel Analysis

##### *Age 18-64 Medical Denials vs. Current Pay Status*

For the purpose of this analysis, we reviewed 292 of 993 medical denials of this category (current pay status) across all phases of the initiative to identify what may have occurred in these cases to justify SSI medical denials while TII Disability entitlement continued. We found missed potential entitlements due to misapplication of collateral estoppel policy by both the field office (which we found did not consistently flag such cases) and DDS (which we found did not consistently decide such cases). Out of the 292 denial cases reviewed from all three phases, there were 145 (50%) cases where collateral estoppel was not precluded due to a change in the listing or vocational profile and an allowance should have been determined. There were 111 (38%) cases in which collateral estoppel did not apply. There were an additional 36 (12%) cases where the evidence in file was insufficient to determine if collateral estoppel should apply. In 14 (39%) of the additional 36 cases mentioned above, the original allowance determination or decision was not in file, and efforts to obtain the paper folder were not documented.

For the remaining 22 (61%) cases, there was insufficient development of work activity to determine if collateral estoppel should apply.

In summary, of the claims sent for a medical determination and denied, 50% of the cases were improper denials, and 12% did not contain enough documentation to determine the correct outcome.

### ***Age 18-64 Medical Approvals***

For the purpose of this analysis, we reviewed 238 of 2,484 medical approvals. Of the 238, 100 cases had an indicator denoting that collateral estoppel was applied. We determined that collateral estoppel was applied correctly in 98 of 100 (98%). Of the remaining 138 cases, DDS did not correctly apply collateral estoppel in 54 instances, DDS should have applied collateral estoppel in 74 instances, and evidence was insufficient to determine if collateral estoppel was applied in 10 instances.

In summary, of the claims sent for a medical determination and allowed for collateral estoppel, this review showed the collateral estoppel determination was supported 98% of the time. However, we determined that of the claims that were allowed for reasons other than application of collateral estoppel, it was determined that collateral estoppel should have been applied but was not in 54% of the claims. For the claims where collateral estoppel was correctly applied at adjudication, there was additional medical development that could have been avoided. All cases where collateral estoppel was incorrectly applied will be referred to the Office of Quality Review for further action.

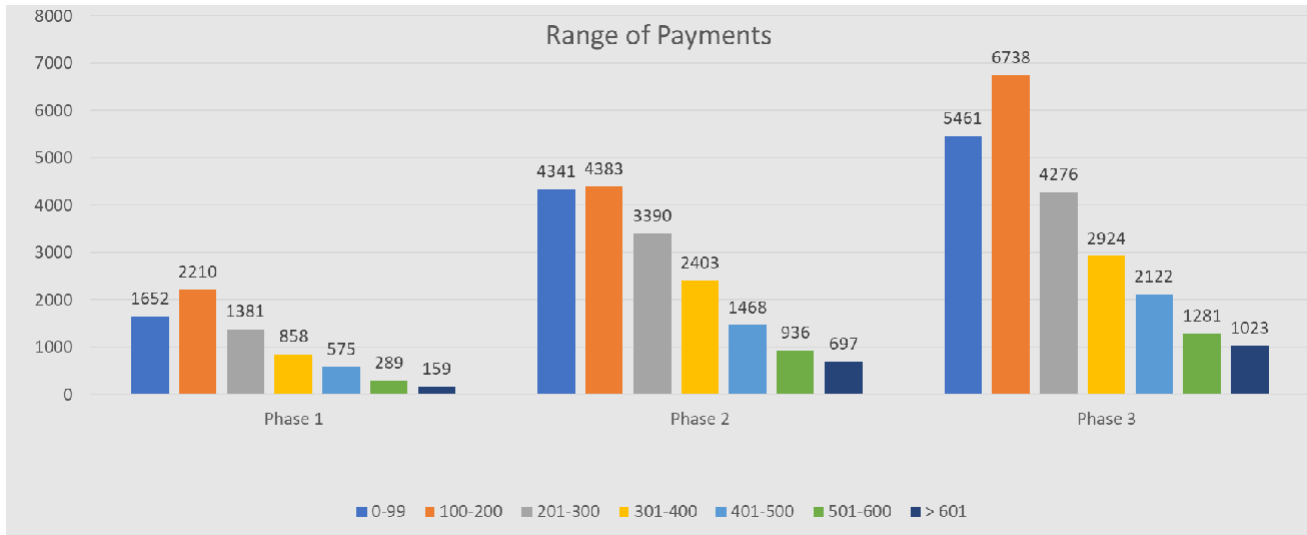
## **4. Conduct analysis on new SSI recipients resulting from the Special Mailers to inform potential future SSI outreach efforts, isolating factors influencing their SSI eligibility and identifying characteristics such as those with the highest SSI benefit amount and approved medical conditions.**

### **Findings – Benefits Paid**

#### ***SSI Benefits Paid***

- Over 96 percent of the SSI payments paid were from \$1 to \$600.
- The majority of new beneficiaries were paid between \$100 and \$200 per month (see chart below).
- 2,461 claimants would not have been eligible if not for the Optional State Supplement payment.

Note: A recipient's income and living arrangements affect the amount of SSI benefits payable.

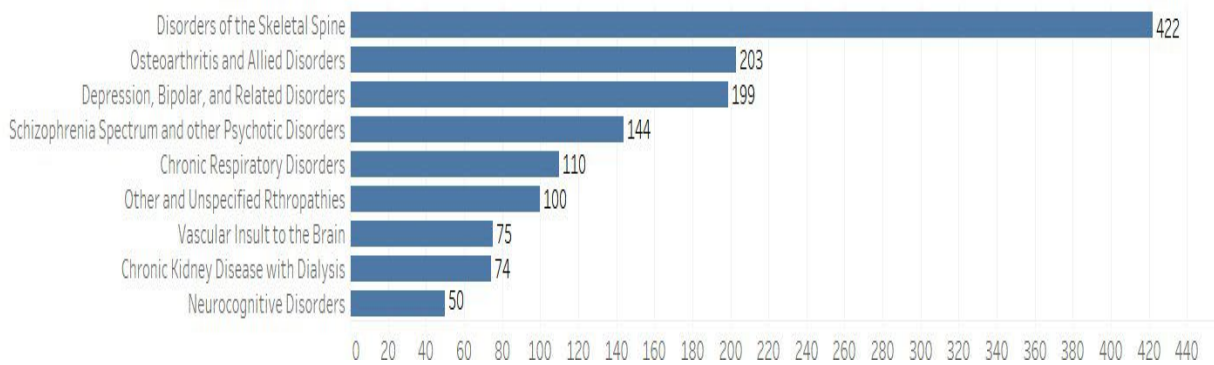


### Findings – Medical Approvals

The top primary reasons for medical approval included:

- Disorders of the skeletal spine.
- Osteoarthritis and Allied disorders.
- Depression, bipolar, and related disorders.
- Schizophrenia spectrum and other psychotic disorders.
- Chronic respiratory disorders.

#### Medical Approvals (Primary)

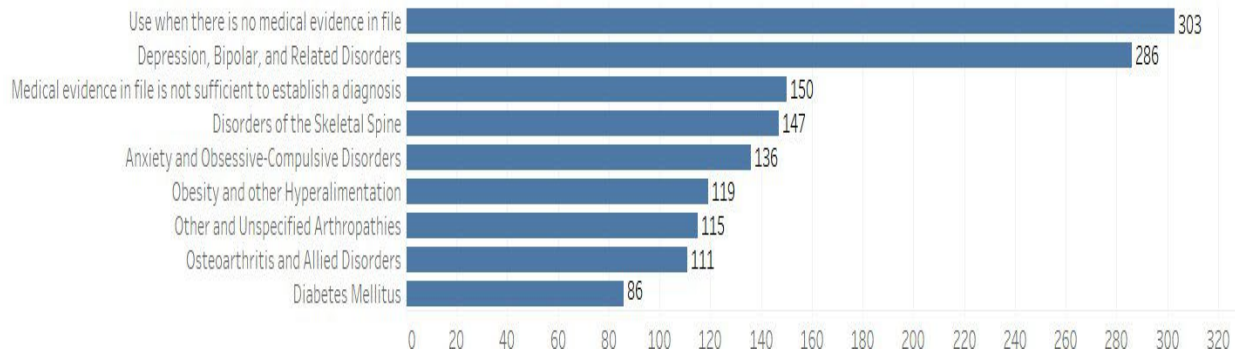


The top secondary reasons<sup>6</sup> for medical approval included:

<sup>6</sup> Per [DI 26510.015.C3](#), Completing Item 16A and 16B (Primary and Secondary Diagnosis, Body System Code, and Impairment Code) on the SSA-831 Disability Determination Transmittal, when the evidence does not include a secondary diagnosis or no medical evidence is in file, technicians should enter “0000” in block 16B and “6490” when medical evidence in file is insufficient to establish a diagnosis.

- No medical evidence in file.
- Depression, bipolar, and related disorders.
- Medical evidence in file not sufficient to establish.
- Disorders of the skeletal spine.
- Anxiety and obsessive-compulsive disorders.

### Medical Approvals (Secondary)



### 5. Conduct analysis to identify members of the AIAN population this effort reached and provide management information (e.g., number of notices sent, applications taken, applications approved/denied, and the average benefit paid).

#### Findings – AIAN

- Mailers Sent:
  - AIAN 183,813 (13.1 percent)
  - Non-AIAN 1,216,187 (86.9 percent)
- Overall, there are no significant differences in the percentages in applications taken, applications/approved/denied.

Note: Numident and zip codes were used to identify AIAN population

Special SSI Mailer AIAN Results Through March 17, 2023				
Results	Phase 1	Phase 2	Phase 3	Phase 1, Phase 2 and Phase 3 Combined
Mailers Sent	21,095 notices	69,677 notices	93,041 notices	183,813 notices
Applications Taken	1,460 (6.92% of mailers)	5,551 (7.97% of mailers)	5,262 (5.66% of mailers)	12,273 (6.68% of mailers)
Applications Approved	707 (3.35% of mailers)	2,596 (3.73% of mailers)	2,893 (3.11% of mailers)	6,196 (3.37% of mailers)
Applications Denied	753 (3.57% of mailers)	2,955 (4.24% of mailers)	2,369 (2.55% of mailers)	6,077 (3.31% of mailers)
Approval Rate	48%	47%	55%	50.5%
Average New SSI Benefits	\$210 per month	\$252 per month	\$268 per month	\$254 per month
Total SSI Benefits Paid	\$148,638.00	\$653,089.00	\$775,117.00	\$1.58 Million
Appointment data is no longer available effective week ending 03/04/2022 due to the decentralization of the SSI Mailers WSU				

Special SSI Mailer Non-AIAN Results Through March 17, 2023				
Results	Phase 1	Phase 2	Phase 3	Phase 1, Phase 2 and Phase 3 Combined
Mailers Sent	178,905 notices	395,323 notices	641,959 notices	1,216,187 notices
Applications Taken	13,648 (7.63% of mailers)	33,349 (8.44% of mailers)	40,256 (6.27% of mailers)	87,253 (7.17% of mailers)
Applications Approved	6,417 (3.59% of mailers)	15,022 (3.80% of mailers)	20,932 (3.26% of mailers)	42,371 (3.48% of mailers)
Applications Denied	7,231 (4.04% of mailers)	18,327 (4.64% of mailers)	19,324 (3.01% of mailers)	44,882 (3.69% of mailers)
Approval Rate	47%	45%	52%	48.6%
Average New SSI Benefits	\$225 per month	\$236 per month	\$238 per month	\$236 per month
Total SSI Benefits Paid	\$1,444,607.00	\$3,552,539.00	\$4,985,263.00	\$9.98 Million
Appointment data is no longer available effective week ending 03/04/2022 due to the decentralization of the SSI Mailers WSU				

**6. Identify individuals who were previously notified of potential eligibility through the SSI Elderly Mailing Study conducted by the ORDES in 2017, to update results and inform a potential follow-up study.**

**Findings – Individuals Previously Notified of Potential Eligibility**

- There were 4 million participants in the ORDES study divided into two groups. The control group did not receive notices. The target group of 400,000 individuals received one of four notices. We did a comparison to determine if any of the target group population received a notice during the SSI Special Mailer Initiative.
- Our comparison showed 65,411 of 400,000 individuals received both the SSI Elderly Mailing and SSI Special Mailers distributed across the three phases.
- Of those 65,411, 3,338 filed an application for SSI benefits.

Comparison SSI Elderly Mailer and SSI Special Mailer				
Results	Phase 1	Phase 2	Phase 3	Phase 1, Phase 2 and Phase 3 Combined
Mailers Sent	9,287 notices	20,877 notices	35,247 notices	65,411 notices
Applications Taken	539 (6% of mailers)	1,424 (7% of mailers)	1,375 (4% of mailers)	3,338 (5.10% of mailers)
Applications Approved	216 (2.32% of mailers)	560 (2.68% of mailers)	547 (2% of mailers)	1,323 (2.02% of mailers)
Applications Denied	323 (3.47% of mailers)	864 (4.13% of mailers)	828 (2.34% of mailers)	2,015 (3.08% of mailers)

**7. Determine if any of the population in the identified underserved zip codes received a notice in the SSI Special Mailer Initiative.**

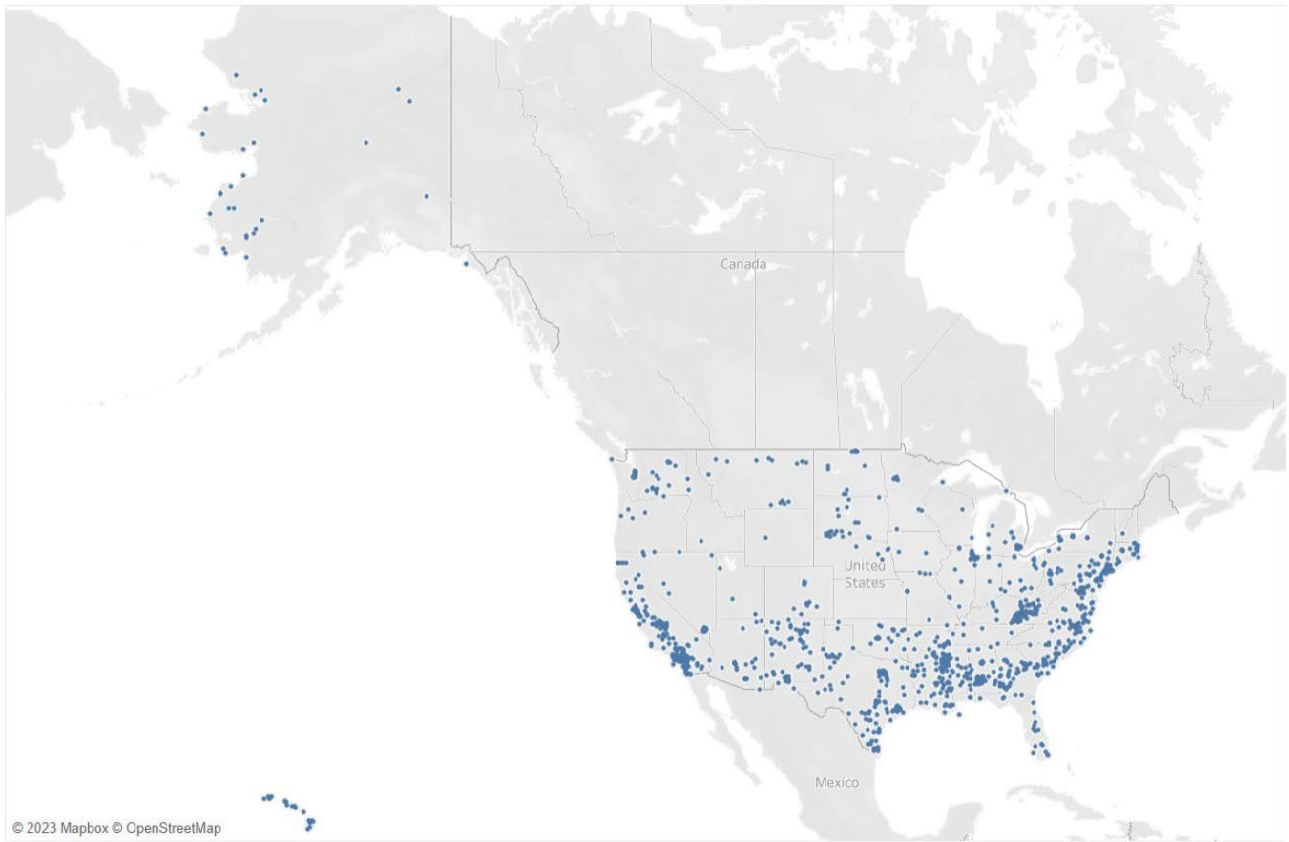
**Findings – Underserved Zip Code Notifications**

We matched the list of identified underserved zip codes to the SSI Special Mailer Initiative zip code list to identify the number of people we mailed notices to that would be in the same zip code areas and found:

- The SSI Special Mailer initiative covered the majority of zip code areas of the U.S. including the underserved zip code population.
- Of the SSI Special Mailer recipients, 80,303 (5.7 percent) live in the underserved population zip code areas and may have received an additional mailer.
- Hispanics were the primary recipients of the SSI Special Mailer within the underserved zip code areas.
- Whites were the primary recipients of the SSI Special Mailer within the mailer zip code areas.

### Underserved Unique Zip codes distribution: 1204

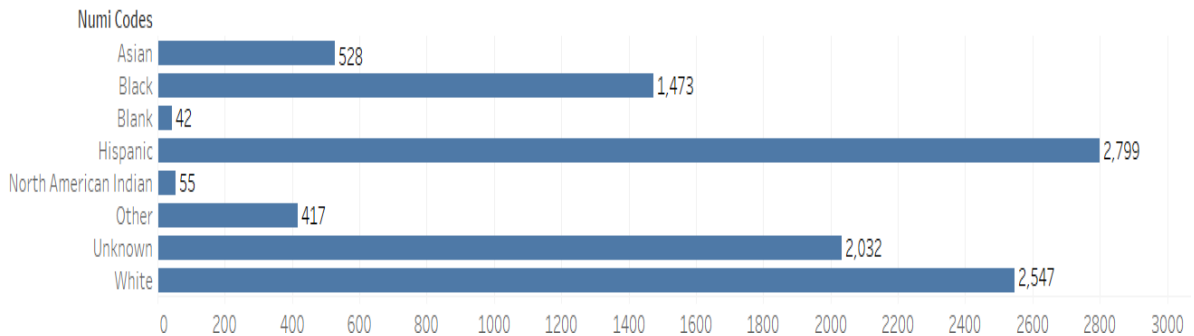
Underserved Zip Code Distribution



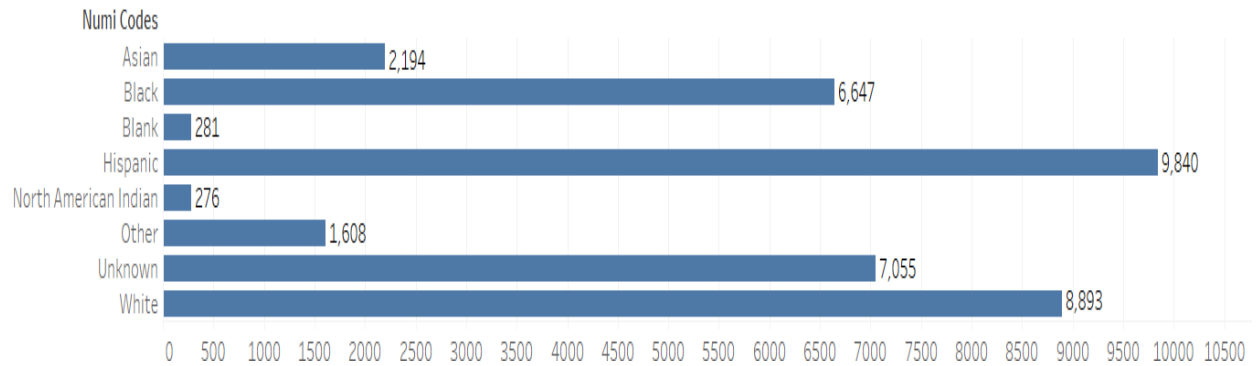


**Underserved Unique Zip codes: 1204 Numident: Race/Ethic Information**

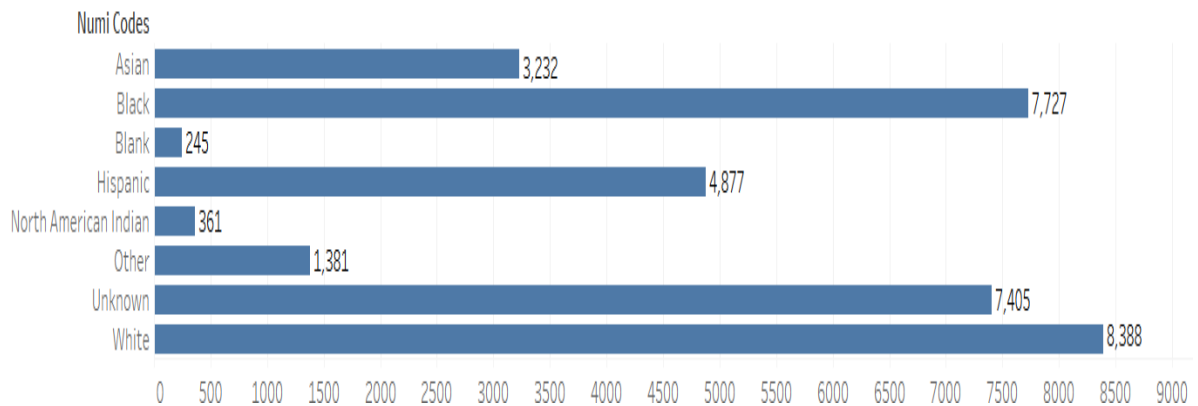
SSI Mailer Recipients in Underserved Zip Codes by Race Phase 1



SSI Mailer Recipients in Underserved Zip Codes by Race Phase 2

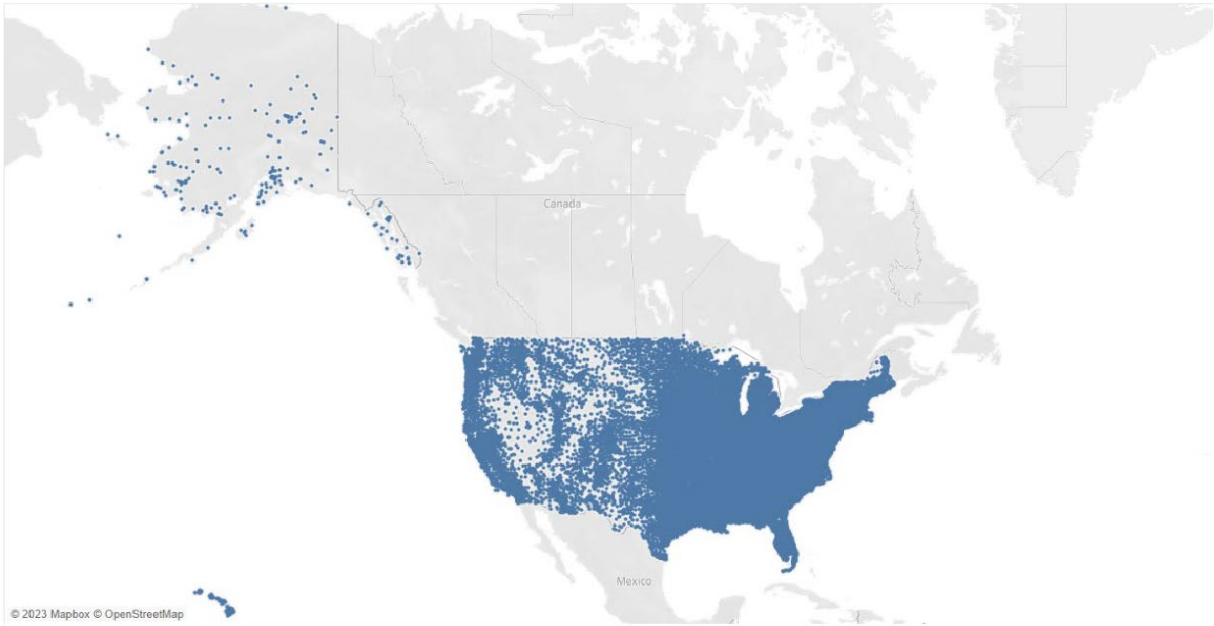


SSI Mailer Recipients in Underserved Zip Codes by Race Phase 3

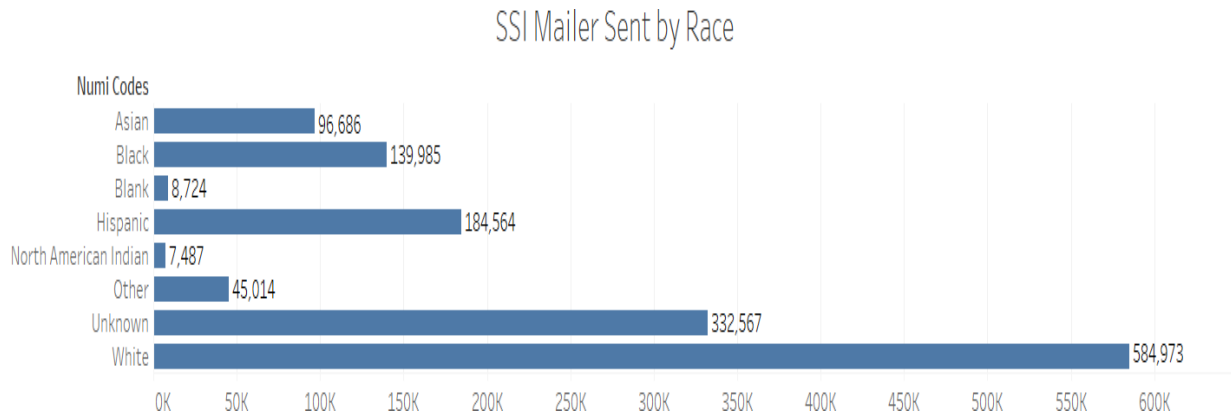


SSI Mailer Unique Zip codes (P1, P2 & P3): 34,124

SSI Mailer Zipcode Map



SSI Mailer Unique Zip codes (P1, P2 & P3): 34,124



## Costs

OAI requested that the Office of the Chief Actuary (OCACT) and the Office of Budget (OB) to estimate the administrative and program costs associated with this initiative. OCACT completed an estimate of the present value of lifetime Federal SSI program costs as of September 2023 associated with certain OASDI beneficiaries who received an SSI outreach notice, were induced to apply for SSI, and were awarded May 2023 or earlier.

Estimated present value of lifetime increase in Federal SSI program cost attributable to the outreach as of September 2023	\$529.5 million
Estimated administrative expenses, as estimated by the Office of Budget <sup>7</sup>	\$31.8 million

OCACT estimated that the notices have generated about \$17 in Federal SSI program costs on average per \$1 of administrative expenses (17:1).

## Next Steps

- We will track SSI awardees over the long term to ascertain the duration of their SSI eligibility, SSI benefits payment history, and any changes in income and resources to inform possible timing for future Special Mailer and other SSI outreach efforts.
- We will also track SSI denials over the long term to determine if they were later approved through appeal.

## Conclusion

Overall, it appears the SSI Special Mailer Initiative was successful in reaching people facing barriers to the program with an estimated administrative and program costs of 17:1. Over the course of the three phases, SSA answered 361,770 calls inquiring about SSI eligibility, resulting

<sup>7</sup> The administrative expenses above do not include estimated redetermination and limited issue costs nor the effects of the notices on program and administrative costs beyond March 2023.

in 99,526 applications taken. Of the 99,526 applications, 48,567 were approved, and 50,959 were denied. A total of \$11.56 million in benefits have been paid as of March 17, 2023.

## Recommendations

For future SSI Mailers, we recommend screening the MBR for wage earners and spouses to determine if combined monthly benefit credited exceeds the SSI FBR for couples. Screening in this manner could exclude cases from selection reducing the number of excess income non-medical denials.

To reduce collateral estoppel processing errors, we recommend:

- Providing additional training regarding the collateral estoppel policy for staff at both FO and DDS.
- Updating policy to require screening for collateral estoppel prior to initiating development.
- Developing systems enhancements to alert DDS staff of potential collateral estoppel issues.

## Appendix A – Phase I Notice

Social Security Administration

### Supplemental Security Income

Important Information

Social Security Administration  
PO Box 67002  
Wilkes-Barre, PA 18767-7002  
Date: December 14, 2020

BNC:

Our records indicate you may be eligible to receive Supplemental Security Income (SSI) benefits if you have limited income and resources.

You must file an application before we can decide if you are eligible. Please review the “Who may be eligible for SSI” and “How do you apply for SSI” sections below, and contact us right away, if you believe you qualify. You can apply for SSI by calling our toll-free number at

1-866-331-2205.

#### What is SSI?

The SSI program pays benefits to adults and children with limited income and resources who are blind or disabled.

The SSI program also pays benefits to people aged 65 and older with limited income and resources who are not blind or disabled.

People receiving Social Security disability or retirement benefits may also be eligible to receive SSI.

#### Who may be eligible for SSI?

Anyone who is aged (65 or older), blind, or disabled, and who has limited income and resources may be eligible for SSI.

We may not count all of your income and resources when we decide if you can get SSI. However, generally, you can only have \$2,000 in resources that we count for an individual and \$3,000 for a couple.

#### How do you apply for SSI?

For your safety, we are currently not accepting visitors in our field offices because of the COVID-19 pandemic. You can apply for SSI by calling our toll-free number at 1-866-331-2205. The best time to call is between 9:00 a.m. – 4:00 p.m. Central Time. Our representatives can make an appointment to take your application over the telephone. If you are deaf or hard of hearing, you may call our TTY/TDD number

1-800-325-0778.

If you have a child with a disability, you can complete a child disability report by visiting our online services page at [www.ssa.gov](#) and selecting “SSI” under topics. This report is part of the SSI application process. After submitting the child disability report, a Social Security representative will contact you to complete the rest of the SSI application.

For general information about Social Security, we invite you to visit our website at [www.ssa.gov](http://www.ssa.gov) online. If you do call us, please have this letter with you. It will help us answer your questions.

*Social Security Administration*

**Suspect Social Security Fraud?**

Please visit <http://oig.ssa.gov/r> or call the Inspector General’s Fraud Hotline at 1-800-269-0271 (TTY

1-866-501-2101).

## Appendix B – Phase 2 Notice

Social Security Administration

### Supplemental Security Income

Important Information

Social Security Administration

PO Box 67002

Wilkes-Barre, PA 18767-7002 Date:

BNC#:

[RP NAME FOR, if applicable]

[NH NAME] [ADDRESS]

[CITY, STATE ZIP]

## Supplemental Security Income (SSI) can help you!

Our records show you may be eligible for SSI. If you applied for SSI before and were denied, you may qualify if there has been a change in your situation. Please contact us to discuss your eligibility as SSI pays up to \$794 (single) or \$1,191 (married) per month.

## How do you apply for SSI?

Just call our toll-free number at 1-877-483-0689. Our phone lines are open from 8 a.m. to 7 p.m. If you are deaf or hard of hearing, you may contact our TTY/TDD number 1-800-325-0778. Please have this letter with you when you call.

To learn more about the SSI program, or to get more information about this letter, visit <https://www.ssa.gov/ssi>.

Social Security Administration



# Supplemental Security Income (SSI)

## What is SSI?

The SSI program provides monthly payments to adults and children who have low income and resources, and who are blind or disabled. The SSI program also provides monthly payments to people age 65 and older who have limited income and resources.

## General Information about SSI

### How Much Can You Get?

The basic monthly federal amount for 2021 is the same nationwide:

- \$794 for one person, or
- \$1,191 for a couple

### You May Get a Different Amount

Not everyone gets the same amount. You may get **more** if you live in a state that adds money to the federal SSI payment. On the other hand, you may get **less** if you have other income such as wages, pensions, or Social Security benefits. You may also get less if someone pays your household expenses. You may also get less if you live with a spouse and he or she has income.

### Anyone may apply for SSI

To get a monthly payment you must:

- Be at least age 65 **OR** be blind or disabled;
- Have limited income (wages, pensions, etc.);
- Have limited resources (the things you own);
- Be a U.S. citizen, a national of the U.S., or some noncitizens; and
- Reside in one of the 50 States, the District of Columbia, or the Northern Mariana Islands.

—**Exception:** The children of military parent(s) assigned to permanent duty outside the U.S. and certain students temporarily abroad may receive SSI payments outside the U.S.

### How to apply for SSI

You can apply for SSI by calling our toll-free number at **877-483-0689**. Our phone lines are open between 8 a.m. and 7 p.m. Our staff can provide more information about SSI and schedule an appointment to take your application over the telephone. If you are deaf or hard of hearing, you may call our TTY/TDD number **1-800-325-0778**. To learn more about SSI go to <https://www.ssa.gov/ssi>.



## Appendix C – Phase 3 Notice

Social Security Administration

### Supplemental Security Income

Important Information

Social Security Administration

PO Box 67002

Wilkes-Barre, PA 18767-7002 Date:

BNC#:

[RP NAME FOR, if applicable]

[NH NAME] [ADDRESS]

[CITY, STATE ZIP]

## Supplemental Security Income (SSI) can help you!

Our records show you may be eligible for SSI. If you applied for SSI before and were denied, you may qualify if there has been a change in your situation. Please contact us to discuss your eligibility as SSI pays up to \$841 (single) or \$1,261 (married) per month.

## How do you apply for SSI?

Just call our toll-free number at 1-877-483-0689. Our phone lines are open from 8 a.m. to 7 p.m. If you are deaf or hard of hearing, you may contact our TTY/TDD number 1-800-325-0778. Please have this letter with you when you call.

To learn more about the SSI program, or to get more information about this letter, visit <https://www.ssa.gov/ssi>.

Social Security Administration



# Supplemental Security Income (SSI)

## What is SSI?

The SSI program provides monthly payments to adults and children who have low income and resources, and who are blind or disabled. The SSI program also provides monthly payments to people age 65 and older who have limited income and resources.

## General Information about SSI

### How Much Can You Get?

The basic monthly federal amount for 2022 is the same nationwide:

- \$841 for one person, or
- \$1,261 for a couple

### You May Get a Different Amount

Not everyone gets the same amount. You may get **more** if you live in a state that adds money to the federal SSI payment. On the other hand, you may get **less** if you have other income such as wages, pensions, or Social Security benefits. You may also get less if someone pays your household expenses. You may also get less if you live with a spouse and he or she has income.

### Anyone May Apply for SSI

To get a monthly payment you must:

- Be at least age 65 **OR** be blind or disabled;
  - Have limited income (wages, pensions, etc.);
  - Have limited resources (the things you own);
  - Be a U.S. citizen, a national of the U.S., or some noncitizens; and
  - Reside in one of the 50 States, the District of Columbia, or the Northern Mariana Islands.
- Exception:** The children of military parent(s) assigned to permanent duty outside the U.S. and certain students temporarily abroad may receive SSI payments outside the U.S.

### How to Apply for SSI

You can apply for SSI by calling our toll-free number at **877-483-0689**. Our phone lines are open between 8 a.m. and 7 p.m. Our staff can provide more information about SSI and schedule an appointment to take your application over the telephone. If you are deaf or hard of hearing, you may call our TTY/TDD number **1-800-325-0778**. To learn more about SSI go to <https://www.ssa.gov/ssi>.