**A**     **Social Security Enumeration**

*06*     *Social Security Number (SSN)*

To ensure the participant has complied with the Social Security Enumeration Process, view the following policy:

- [Social Security Enumeration](#)
- [Assigned Numbers](#)
- [SSN Requirements](#)
- [Employee Using a Child's SSN](#)
- [Participant Disagrees with Wage Information](#)
- [SSN Application and Referral](#)
- [Follow up on SSN Application](#)
- [SSN Noncompliance](#)
- [Unverified SSN](#)
- [SSN Verification](#)

**A**     **Social Security Enumeration**

[REVISION 01](#)
**(07/01/07 - 09/30/07)**

The Social Security Administration (SSA) administers the Social Security enumeration process. SSA issues the Social Security Card (SSA-3000) as official verification of the Social Security Number (SSN).

FAA is authorized to use a participant's SSN in the administration of CA, NA, and State Public Assistance programs. The SSN is used to access records of wages and benefits.

Social Security cards have been issued since 1936, and have been revised more than 20 times. Revisions to the Social Security card, as well as added security features, often go unnoticed by counterfeiters. (See [SSN Verification](#) to assist in identifying invalid Social Security cards)

A participant's SSN is used for the following purposes:

- Determining the amount of CA and NA benefits participants have received

- Establishing and enforcing child support and medical support orders

- Pursuing collection of any CA or NA overpayment, resulting from receipt of benefits to which the budgetary unit was not entitled

- Preventing duplicate participation in a program

---

**WARNING**

When a participant has legally changed his or her identity due to violence or abuse and is known to AZTECS under a former identity, see Identity Change - Violence or Abuse.  For all other legal identity changes, see CLMA.

---

Always key the participant's actual SSN when known.

When the participant does not have, or does not know, their SSN, they are registered using one of the following assigned numbers:

- AZTECS pseudo SSN
- AHCCCS pseudo SSN

---

**NA EXCEPTION**

When a participant in an NA budgetary unit that meets NA Basic categorical eligibility requirements does not have, or does not know, their SSN, key the NA application date in the SS5 field.

---

**B      Assigned Numbers**

REVISION 18
**(10/01/11 – 12/31/11)**

The SSN field may display an assigned number instead of a Social Security Number (SSN).

AZTECS assigns a pseudo SSN in each of the following situations:

- A participant does not know their SSN

- A participant does not have an SSN

- An SSN is not available to FAA

AZTECS pseudo SSN's are assigned by dropping the first 0 of the client ID number, changing the second 0 to a 9, and using the balance of the client ID number to complete the pseudo SSN.

NOTE    A pseudo SSN must be replaced.

Specialized staff can use both the original pseudo SSN, and the original SSN in PMMIS(g) to investigate an AHCCCS participant's eligibility information.

**C    SSN Requirements**

REVISION 27
**(12/01/13 - 01/31/14)**

All participants in the CA, NA, or State Public Assistance programs (or a combination of programs) must apply for or provide a Social Security Number (SSN).

---

**EXCEPTION**

Social Security enumeration is not required when the participant Is a nonqualified noncitizen.

NOTE  This includes an undocumented noncitizen(g)

---

Social Security enumeration requirements are considered met when the participant provides any of the following:

- A valid Social Security Number

---

**EXCEPTION**

Do not request additional SSN enumeration verification from the participant when both of the following occurs:

- The State Verification Exchange System identifies that the SSN is invalid by displaying an  I  in the VR field on CLIS or CLPR

- The participant is in the process of legally changing their identity due to violence or abuse

---

- Basic Categorical Eligibility

- Receipt for Application For a Social Security Number (SSA-5028) form

- Notice to Third Party of Social Security Number Assignment (SSA-7028) form

- SSN Verification Printout

- Message From Social Security (SSA-2853) form

  The SSA-2853 is provided as proof of participation in the Enumeration at Birth Project, which allows a parent to apply for a baby's SSN while the baby is still in the hospital. The SSA-2853 must be signed and dated by a hospital official. Key the date of the SSA-2853 as the SS-5 date. (See Follow Up on SSN Application)

---

**NA EXCEPTION**

Accept an SSA-2853 signed by a licensed midwife. Key the date the licensed midwife signed the SSA-2853 as the SS-5 date.

---

  Place a copy of the SSA-2853 in the case file(g).

- Hospital Record of Birth form and Proof of Birth form

  These forms are acceptable when the birth information is transmitted electronically to Vital Statistics. The forms must be signed and dated by the Birth Registrar. The form must include the following information:

  The child's name

  The child's date of birth

  The parent's name

  A statement that an application for an SSN has been filed for the child

<div style="border: 2px solid red;">

**EXCEPTION**

At the time of approval or add on, do not wait to add a baby to either CA or NA when the budgetary unit is unable to provide or fails to provide one of the following:

- An SSN

- Proof of application for an SSN (SSA-5028, SSA-7028, SSA-2853, or SSN Verification Printout)

  NOTE When the budgetary unit refuses to provide an SSN or proof of application for an SSN, see refusal to comply with SSN.  An SSN or proof of application for an SSN may be delayed until the later of the following:

  - The next renewal.

  - Six months from the date of birth.

</div>

- Refugees who have a Social Security card marked with "Valid For Work Only With INS Authorization."

**D**     **Employee Using A Child's SSN**

REVISION 48
**(01/01/20 – 12/31/20)**

When the Employee New Hire Report (CR070) or any interface(g) displays employment for the Social Security Number (SSN) of a child in a budgetary unit, complete the following:

- Check the case file(g) for SSN verification.
- Review CLIENT PROFILE (CLPR) for SSN validation.
- Discuss with the PI that wages are being reported under the SSN.

For face-to-face contacts or interviews, complete the following:

- Obtain a written statement from the PI that states one of the following:

  Their acknowledgement that someone is using the SSN.

  Their statement that no one in their budgetary unit is using the SSN.

- Obtain the PI's signature on a Verification of Employment History (FAA-0053A) form.  Complete one of the following:

Send an FAA-0053A to the employer to indicate that FAA is attempting to verify employment for the participant.

Complete a collateral contact to the employer to attempt to verify employment for the participant.

- Advise the PI that they may want to resolve the use of the SSN with the Social Security Administration.

    NOTE    The participant may report a suspected misuse of the SSN through the hot line or web site.  (See Identity Theft Complaints Hotline)

- Document the discussion with the participant and the results of the contact with the employer in the case file.

For telephone contacts or interviews, complete the following:

- Complete a collateral contact to the employer to indicate that FAA is attempting to verify the use of the SSN.  Send an FAA-0053A when the employer requires the request in writing.
- Advise the PI that they may want to resolve the use of the SSN with the Social Security Administration.

    NOTE    The participant may report a suspected misuse of the SSN through the hot line or web site.  (See Identity Theft Complaints Hotline)

- Document the discussion with the participant and the results of the contact with the employer in the case file.

### E    Participant Disagrees with Wage Information

REVISION 48
**(01/01/20 – 12/31/20)**

When the participant disagrees with wages showing on the Employee New Hire Report (CR070) or any interface(g) complete the following:

- Check the case file(g) for SSN verification.
- Review CLIENT PROFILE (CLPR) for SSN validation.
- Discuss with the participant why they disagree with the wages showing.

For face-to-face contacts or interviews, complete the following:

- Obtain a participant's written statement with an explanation why the participant disagrees with the information provided.

- Obtain the participant's signature on a Verification of Employment History (FAA-0053A) form. Complete one of the following:

  Send an FAA-0053A to the employer to indicate that FAA is attempting to verify employment for the participant.

  Complete a collateral contact to the employer to attempt to verify employment for the participant.

For telephone contacts or interviews, complete the following:

- Complete a collateral contact to the employer to indicate that FAA is attempting to verify the use of the SSN. Send an FAA-0053A when the employer requires the request in writing.

- Advise the PI that they may want to resolve the use of the SSN with the Social Security Administration.

  NOTE   The participant may report a suspected misuse of the SSN through the hot line or web site. (See Identity Theft Complaints Hotline)

- Document the discussion with the participant and the results of the contact with the employer in the case file.

**F   SSN Application and Referral**

REVISION 26
**(10/01/13 - 12/31/13)**

Participants must apply for a Social Security Number (SSN) when any of the following conditions exist:

- They do not have an SSN

- They do not know whether they have an SSN

- They do not know their SSN

Refer the participant to a Social Security Office (See Arizona SSA Offices) when any of the following conditions exist for anyone in the budgetary unit:

- Is applying for an original or replacement Social Security card

- Has a sibling with a similar first name

- Is suspected of fraud

- Requests a second (multiple) SSN

- Is of questionable identity

- Reports or uses more than one SSN

- Needs to change their name on the Social Security card

---

**EXCEPTION**

Do not refer an undocumented noncitizen(g) to a Social Security office to apply for an SSN.

---

**G      Follow up on SSN Application**

Follow up on the Social Security Number (SSN) application to make sure that the new SSN is issued and verified.

When an SSA-2853 was used to verify an SSN application for a baby, AZTECS is not automatically updated.  Follow procedures outlined in SSN Application Delay to check to ensure an SSN has been assigned.

When the SSN has not been keyed by the 120th day, follow up on SSN the SSN REQUIRED FOR alert is generated in ACTS.

Follow the procedures for the SSN REQUIRED FOR alert to verify the SSN.

When verification is not provided, follow the procedures in SSN Noncompliance.

**H      SSN Noncompliance**

A mandatory participant may not comply with Social Security Number (SSN) requirements by the application due date.  In this situation, determine the reason for noncompliance.

Apply the policy and procedures for specific program involvement outlined as follows:

- SSN Noncompliance – CA

- SSN Noncompliance - NA

### .02 SSN Noncompliance – CA Special Considerations

The following special considerations apply to Social Security Number (SSN) noncompliance for CA participants:

- Disqualify adult participants when they apply for themselves and do not comply with SSN requirements.

- Count the income and resources of a participant who is noncompliant with SSN requirements in full.

- The remaining participants may be eligible without the participant for whom SSN requirements have not been met.

- Once a participant has been noncompliant with SSN requirements, the SSN enumeration process must be completed prior to adding the participant to the case.

- Request that CA payees who are not eligible to receive benefits provide their SSN.  They are not required to comply and their refusal does not affect the other participants.

Apply the policy and procedures for the reason for noncompliance outlined as follows:

- Unable to Comply With SSN Requirements

- Failure to Comply With SSN Requirements

- Refusal to Comply With SSN Requirements

### .03 SSN Noncompliance – NA Special Considerations

The following special considerations apply to Social Security Number (SSN) noncompliance for NA participants:

- When an NA participant claims good cause for noncompliance with SSN requirements, see SSN Noncompliance - NA Good Cause.

- The remaining participants may be eligible without the participant for whom SSN requirements have not been met.

- Once a participant has been noncompliant with SSN requirements, the SSN enumeration process must be completed prior to adding the participant to the case.

- Deny adult participants when they apply for themselves and do not comply with the SSN requirements.

Apply the policy and procedures for the reason for noncompliance outlined as follows:

- Unable to Comply With SSN Requirements
- Failure to Comply With SSN Requirements
- Refusal to Comply With SSN Requirements

### .04 SSN Noncompliance – Unable to Comply

When it is established that a budgetary unit is unable to cooperate, do not stop benefits. Refer the participant to the Social Security Administration.

The PI may report that they are unable to provide the requested verification within the ten day period, or not at all. When this occurs, complete the following steps:

- Document the reason in the case file(g).
- Offer assistance in getting the information.

When the participant does not provide a receipt of application from SSA, key DI in the PT field on SEPA for the participant for whom Social Security Number (SSN) requirements have not been met. (See SSN requirement for newborns when the participant for whom SSN requirements have not been met is a newborn)

NOTE     When an NA participant claims good cause for noncompliance with SSN requirements, see SSN Noncompliance - NA Good Cause.

Key SS in the INELIG RSN field on SEPA for all participants for whom SSN requirements have not been met.

### .05 SSN Noncompliance – Failure to Comply

REVISION 48
**(01/01/20 – 12/31/20)**

When it is established that a participant has failed to comply with Social Security Number (SSN) requirements, disqualify the

participant.  Key  DI  in the PT field on SEPA for all participants for whom SSN requirements have not been met.

For NA, when the participant claims good cause for noncompliance with SSN requirements, see SSN Noncompliance - NA Good Cause

When adding a newborn to a case, the verification of SSN may be delayed until the later of the following:

- The next renewal

- Six months from the date of birth

### .06    SSN Noncompliance – Refusal to Comply

When it is established that a budgetary unit has refused to comply with Social Security Number (SSN) requirements, complete the following:

- Key  DI  in the PT field on SEPA for all participants for whom SSN requirements have not been met.

NOTE    When an NA participant claims good cause for noncompliance with SSN requirements, see SSN Noncompliance - NA Good Cause.

- Key  SS  in the INELIG RSN field on SEPA for all ineligible participants for whom SSN requirements have not been met.

### .07    SSN Noncompliance – NA Good Cause

REVISION 26
**(10/01/13 - 12/31/13)**

An NA participant may claim good cause for failure to comply with Social Security Number (SSN) requirements.  Review the information from the participants, SSA, and FAA.

For good cause to exist, the participants must have made every effort to provide the necessary information.  The following apply when good cause is claimed:

- Use hard copy or collateral contact verification to decide when good cause exists.

- Good cause does not include delays due to illness, lack of transportation, or temporary absences.  This is because the information can be provided by mail.

Review good cause monthly.  The participant continues to be eligible as long as good cause exists.  Set an alert to review the claim of good cause every 30 calendar days.

There is no limit to the number of months SSN noncompliance good cause may exist.

**I      Unverified SSN**

REVISION 26
**(10/01/13 - 12/31/13)**

AZTECS generates an alert on ACTS for Social Security Numbers (SSNs) that were not verified with the STATE VERIFICATION EXCHANGE SYSTEM (SVES) process.

(See SSN Unverified Alerts for procedures)

> **WARNING**
>
> When the participant is in the process of legally changing their identity due to violence or abuse, do not request additional Social Security number enumeration.

**J      SSN Verification**

REVISION 46
**(01/01/18 - 12/31/18)**

When the participant has provided a Social Security number (SSN), FAA obtains verification of the participant's SSN through the State Verification Exchange System (SVES).  (See WTPI for additional policy)

In Aztecs one of the following codes displays in the VR field on CLIS or CLPR for SSN verification:

- I  - Invalid SSN (See Unverified SSN)
- R  - SSN Verification Requested
- V  - SSN Verified
- X  - Participant Reported as Deceased

In HEAplus, one of the following displays in the Verification section of the State Online Query Internet (SOLQI) Response Data Summary screen:

- SSN is verified

- SSN is not verified

SSN requirements are met when the  R  or  V  code displays on CLIS or CLPR or when "SSN is verified" displays on SOLQI.  The participant is not required to provide verification of their SSN when either of the previous codes displays.

<div style="border:2px solid orange; padding:10px;">

**WARNING**

Do not request additional SSN enumeration verification from the participant when both of the following occurs:

- SVES shows the SSN is invalid

- The participant is in the process of legally changing their identity due to violence or abuse

</div>