

Department of Social and Health Services  
Olympia, Washington  
**EAZ Manual**

Revision #1085  
Category Social Security Numbers (SSN)  
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**Summary**

Updated WAC 388-476-0005 Worker Responsibilities to clean up language and SSN Good Cause due to COVID19 SSA office closures.

See below for edited text:



Worker Responsibilities - [WAC 388-476-0005](#)

1. *Documentation:*

Clearly document in the case record all actions taken to comply with SSN requirements for cash, medical and Basic Food programs eligibility as evidence of timely decisions regarding eligibility.

2. *Verifying an SSN:*

~~1. Enter the SSN on the ACES DEM1 screen~~

Verify the SSN by accessing State-Online Query (SOLQ). When the SSN is verified and validated in SOLQ, no additional verification is needed.

3. *SSN Not Validated in SOLQ:*

- a. Recheck and re-verify the SSN to resolve any discrepancy when the ACES valid value does not show the SSN to be federally verified (FV).
- b. When SOLQ shows that the SSN does not belong to the client and the client refuses to cooperate, terminate all program benefits for which SSN is an eligibility factor, by coding “R” (Refused to Supply SSN) on the SSA/SSN Referral field on DEM1. For more details see ~~Worker Responsibilities #10 – Failing to Provide an SSN.~~

4. *Not Required to Provide or Apply for SSN:*

- a. Per [WAC 388-424-0009 \(2\) Citizenship and alien status – Social Security number \(SSN\) requirements](#) the following immigrants are not required to provide or apply for an SSN:
  - i. Applicants for:
    1. [Consolidated Emergency Assistance Program \(CEAP\)](#);
    2. [Refugee Cash Assistance and Refugee Medical Assistance \(RCA and RMA\)](#);
    3. Alien Emergency medical program;
    4. State-funded children’s medical program;
    5. Non-citizen pregnant women program; and
    6. [Detoxification services](#)
  - ii. PRUCOL aliens as defined in [WAC 388-424-0001 Citizenship and alien status - Definitions](#);
  - iii. Members of household who are not applying for benefits for themselves.
- b. Do not refer these applicants to SSA for SSN application.

5. *Applying for an SSN:*

- a. Use ACES letter 023-08 SSN Referral to refer households to the Social Security Administration District Office (SSADO) for:
  - i. Application for an SSN;
  - ii. Application for a replacement card; or
  - iii. Determination of a previously issued number.
- b. Code “P” (Generate Referral Letter to be Printed) in SSA/SSN Referral field on the ACES DEM1 screen to print the 023-08 SSN Referral. After the letter is printed (locally or from central print), valid value “S” (Referral Letter Generated) will automatically replace “P” to provide continuous eligibility for all programs.
- c. After 60 days, if no SSN is provided:
  - i. Request an updated proof of the SSN application status from SSA.

- ii. Replace “S” (Referral Letter Generated) with “G” (SSN Good Cause ) if individual is complying.
  - d. If the client refuses to cooperate, terminate all program benefits for which SSN is an eligibility factor by coding “R” (Refused to Supply SSN) on the SSA/SSN Referral field on DEM1. For more details see Worker Responsibilities #10 – Failing to Provide an SSN.
  - e. Children remain continuously eligible through their **current** medical certification period even if the SSN is not provided. Do not recertify ~~as eligible children~~ without a valid SSN or "Good Cause" documentation.
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#### 9. *Good Cause:*

- a. Any individual who provides written proof has "Good Cause", if they are:
  - i. Making substantial and reasonable efforts to supply the Social Security Administration with the necessary information; or
  - ii. A victim of domestic violence and are unable to supply an SSN.
- ~~a.~~ b. Good Cause may also exist if the SSA offices are closed to in-person activities. (See Note Above in “Appling for an SSN.”)
- ~~b.~~ c. Existence of Good Cause must be clearly documented in the case narrative and in Remarks behind the DEM1 screen.
- ~~c.~~ d. Code “G” (Good Cause) in the SSA/SSN Referral field on the individual’s DEM1 screen.
- ~~d.~~ e. If “Good Cause” has been used to extend a person’s eligibility, after an initial grace period of 2 months, which includes the month of application, proof of good cause must be provided for every month that the SSN application is delayed (WAC 388-476-0005 (5)).
- ~~e.~~ f. Good Cause doesn't include delays due to illness, lack of transportation, temporary absence, or failure to respond to the SSN request.
- ~~f.~~ g. Children remain eligible through their current medical certification period even if an SSN is not provided. Do not recertify as eligible children without a valid SSN or “Good Cause” documentation.
- ~~g.~~ h. Battered Aliens who meet the definition of Abused spouses or children provided in WAC 388-424-0001 Citizenship and alien status – Definitions, Qualified Aliens, (2), (a - i) are qualified aliens with 5 year bar on federal benefits. Every effort should be made to help them to obtain or validate their SSN as they might not be able to apply or provide proof that they have previously received an SSN.
- ~~h.~~ i. If proof of Good Cause not provided monthly, as required, consider an individual as Failing to Provide an SSN and terminate all program benefits for which SSN is an eligibility factor.