

Department of Social and Health Services

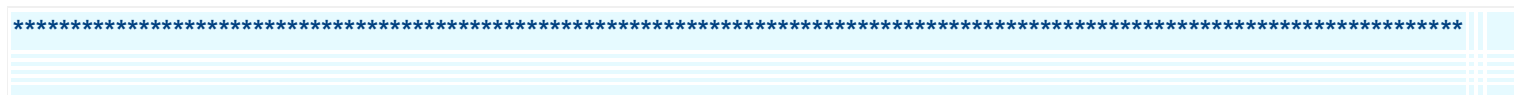
Community Services Division

Social Services Manual

Revision: # 129
Category: **SSI Facilitation– Application: SSA Teleservice**
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Summary

Revised and updated the entirety of this page for accuracy. Teleservice is available for clients only when a face to face interview is not possible.



SSA Teleservice

Teleservice is available for clients when a face to face interview is not possible. ~~Individuals-Clients~~ may also schedule an appointment to apply for SSI by calling ~~the~~ SSA Teleservice at 1-800-772-1213 ~~for an appointment,~~ or CSO staff may call and arrange a telephone appointment for the ~~person~~ client.

Note: For all ABD cash recipients, verify a DSHS 18-235, Interim Assistance Reimbursement Authorization is on file with SSA.

Note: If a non-facilitated client is interested in applying for Social Security Disability or SSI, refer them to SSA Teleservice or the www.ssa.gov website to access the online application for benefits.

- ~~1. SSA sends a starter kit to the person.~~
- ~~2. The person or facilitator sends the completed starter kit to the SSA District Office prior to the telephone interview with SSA.~~

~~3. The facilitator may assist the person with the telephone interview.~~

~~4. Notify SSA when the individual is unable to keep a scheduled telephone interview and assist the person with rescheduling the appointment.~~

~~For all ABD cash recipients, verify DSHS 18-235, Interim Assistance Reimbursement Authorization is on file with SSA.~~