



ADMINISTRATION FOR COMMUNITY LIVING

Washington, D.C. 20201

SOCIAL SECURITY ADMINISTRATION

Washington, D.C. 20254

Dear SHIP, SMP, and MIPPA grantees,

Thank you for your service and dedication to support Medicare beneficiaries. With your help, we provide services to millions of older adults and people with disabilities.

Recently, representatives from the Social Security Administration (SSA) and the Administration for Community Living (ACL) met to discuss ways to increase collaboration and develop additional support for people facing barriers to obtaining service and vital information that can help them make informed decisions. SHIP, MIPPA, and SMP grantees and the local SSA offices play a key role in these efforts. Together, we developed the following opportunities that can assist individuals with:

1. Connecting with local SSA representatives to share program needs and trends, in the event a connection does not currently exist;
2. Designating dedicated contacts for regional SSA representatives in cases involving urgent need or complex, unresolved issues that require escalation; and
3. Increasing individuals' awareness of, and access to, Supplemental Security Income (SSI) benefits administered by SSA. Understanding the basics of the Medicare program that provides benefits to seniors and people with disabilities, as Medicare is composed of several benefits, such as: Part A covers hospitalization, nursing care, and home health services while Part B covers doctor visits, diagnostic tests, and medical equipment.

Connect with Local SSA Representatives

To request a meeting with local SSA representatives, you should submit a request at the [Ask for a Speaker](#) link on SSA's website. This action will initiate a meeting request with a Public Affairs Specialist or other SSA representative. These individuals will provide information on our programs, benefits, and services. Similarly, during these meetings you may share information about the services you provide in your communities.

This meeting may occur virtually or in-person and include: (a) an overview of the Social Security program; (b) a virtual tour of SSA's website and online services; (c) publications and other public information materials for use in high traffic areas; and (d) answers to any questions you may have about Social Security.

You in turn may want to provide information about: (a) your experience serving people facing barriers who historically relied on in-person help; (b) recent program news like fraud or complex case trends; (c) your program materials and website; and (d) how you communicate and interact with the community and potential event collaboration (Slam the Scam Day, Medicare Open Enrollment Events, etc.). Following this initial meeting, the SSA representative will remain your point of contact and can address any issues or concerns, conduct presentations, and provide informational materials for the local community outreach efforts.

Connect on Urgent Need or Complex, Unresolved Cases

In the event that escalation is required on a crucial issue, please submit an email request directly to the SSA [Regional Communications Director](#). This will initiate a response from the local and regional SSA Office.

SSI Benefits Outreach and Education

SSA experienced a decrease in SSI applications in recent years. The SSI program exists to provide cash to meet basic needs for food, clothing, and shelter for eligible individuals with little to no income and available resources. SMP, SHIP, and MIPPA grantees can help increase awareness of the benefits available under the SSI program through a variety of actions, such as:

1. Encourage team members and beneficiaries to visit the [Understanding Supplemental Security Income \(SSI\) -- Home Page \(ssa.gov\)](#) website to learn more about the program and discuss it during the initial meeting with your local SSA representative;
2. Screen Medicare beneficiaries for income and resource limits and refer them to SSA for application assistance; or
3. Complete SSA training and become an SSI application partner. Please contact the [Social Security Regional Communications Director](#) for your state to learn how to become an SSI application partner.

We believe these opportunities will help us in areas where there is need and strengthen the working relationships with our partners. Thank you for your continued support and dedication. We look forward to hearing from you soon and getting some feedback.

Rebecca Kinney

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and Counseling

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