



# **F.Y.I.**

**from the Policy Unit**

**FYI-235**

**Date: July 25, 2019**

**SUBJECT: Child Support Agencies/Social Security Administration (SSA) Resolution Process Update**

Please contact the Policy Unit if you have any questions regarding these or any other changes at [DCSS.POLICYQUESTIONS@azdes.gov](mailto:DCSS.POLICYQUESTIONS@azdes.gov) or call 602-771-8127

Effective immediately, when escalating a request to our contacts at the Social Security Administration (SSA) all the following information must be provided:

## **State Contact Information**

Name:

Title:

Agency Name:

Email Address:

Phone Number:

## **NCP & Case Information**

NCP Name:

Case ID:

**SSN: Call Cindy Holdren at 240-676-2808 to provide the SSN.**

## **Details of Contacts with SSA**

Date SSA Contacted:

Name of SSA Contact:

Contact Type (e.g., Phone, email):

Result of Contact:

Date state should expect resolution:

Date SSA anticipates state will receive payment:

**As a reminder, please allow 30 days before contacting OCSE for assistance.**

Please refer to FYI-221 Child Support Agencies/Social Security Administration (SSA) Resolution Process located in the PORT.

*DCSS colleagues are urged to view this information directly on The PORT and not create a separate personal file.*

*\*Please do not reply directly to this message as we will not be able to respond. This email address is only used for outgoing mail*