F.Y.I.

from the Policy Unit
FYI-281
Date: May 1, 2020

SUBJECT: Address for Processing Refund Payments to the Social Security Administration (SSA)

Please contact the Policy Unit if you have any questions regarding these or any other changes at
DCSS POLICYQUESTIONS@azdes.gov **or call 602-771-8127**
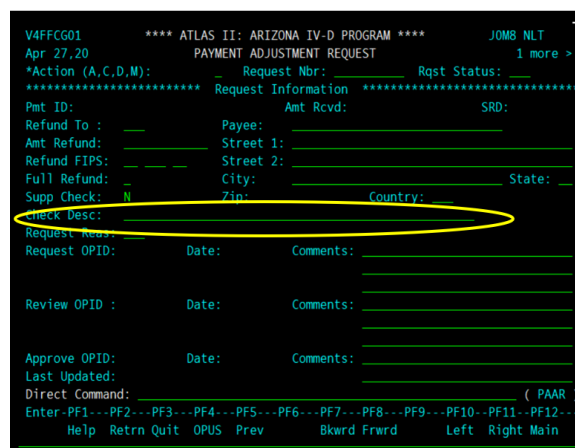
The Division of Child Support Services (DCSS) and Social Security Administration (SSA) have established a process to assist child support agencies when social security payments need to be refunded to SSA. These types of refunds should only be processed when payments cannot be applied to the child support case due to case closure or there is no longer a support obligation owed.

Social Security recipients cannot receive the refund directly but, should be refunded to the following SSA address:

> Social Security Administration
> Mid-Atlantic Program Service Center
> P. O. Box 3430
> Philadelphia, PA 19122

Please keep in mind:

- As previously noted in the FYI-221 (*Dated: May 1, 2019)* Child support agencies may need to contact SSA to identify the noncustodial parent when they receive notices with a Beneficiary Notice Control (BNC) number instead of a Social Security Number (SSN). As of February 23/2019, the SSA removed the SSN from the notices generated by their garnishment system and replaced it with the BNC.

- If the BNC number is not available; while creating a refund request on PAAR or SUPR provide the following information to the SSA agency on the Check Description field: "Last 4 SSN (XXXX); For full SSN please call (XXX)-XXX-XXXX" Provide direct call back number for easy contact for the SSA agent. The same process should apply for when payments are on Unidentified Status.

Temporary note:
Due to the ongoing global pandemic the Social Security Administration (SSA) has requested that refund payments be held during this duration of the pandemic. SSA is practicing social distancing and the SSAs current workflow capacity is low.