



F.Y.I.

from the Policy Unit

FYI-369

Date: April 8, 2022

SUBJECT: Updated 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

The Division of Child Support Services (DCSS) and the Social Security Administration (SSA) have established a process to assist child support agencies when Social Security payments need to be refunded to SSA. These refunds should only be processed when payments cannot be applied to the child support case due to case closure or when a support obligation is no longer owed.

Because Social Security recipients cannot receive the refund directly, the checks get mailed back to the SSA and returned to the recipients as part of their regular benefit payment disbursement.

Starting immediately, send SSA Refund checks to:

Social Security Administration

7th Floor
300 Spring Garden Street
Philadelphia PA, 19123

- As previously noted in [Policy FYI-221](#) 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.

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V4FFCG01      **** ATLAS II: ARIZONA IV-D PROGRAM ****      JOMB NLT
Apr 27,20      PAYMENT ADJUSTMENT REQUEST                    1 more >
*Action (A,C,D,M):  Request Nbr:      Rqst Status:
***** Request Information *****
Pmt ID:      Amt Rcvd:      SRD:
Refund To :      Payee:
Amt Refund:      Street 1:
Refund FIPS:      Street 2:
Full Refund:      City:      State:
Supp Check: N      Zip:      Country:
Check Desc:
Request Keys:
Request OPID:      Date:      Comments:

Review OPID :      Date:      Comments:

Approve OPID:      Date:      Comments:
Last Updated:
Direct Command:      ( PAAR )
Enter-PF1--PF2--PF3--PF4--PF5--PF6--PF7--PF8--PF9--PF10--PF11--PF12--
Help Retrn Quit OPUS Prev Bkwrdr Frwr Left Right Main

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Please note:

- SSA is currently experiencing network-wide telephone issues, wait times may be extremely long.
- SSA is practicing social distancing and some SSA offices remain closed to walk-in customers.

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

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