

Policy F.Y.I.

From the Policy Unit

Date: 02-02-2024

FYI-429

Please contact the Policy Unit if you have questions regarding this announcement at DCSSPOLICYQUESTIONS@azdes.gov.



SUBJECT: Policy FYI-429 | Updated Address for Processing Refund Payments to the Social Security Administration (SSA)

This Policy FYI is an update to [FYI-373](#) sent on May 10, 2022.

The Division of Child Support Services (DCSS) and the Social Security Administration (SSA) have established a process to assist child support agencies when it is necessary for Social Security payments to be refunded to the 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.

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

Effective immediately, send SSA Refund checks to:

Social Security Administration
Mid Atlantic Program Service Center
PO Box 3430
Philadelphia, PA 19122-9985

- Please ensure the check is payable to the SSA and, in lieu of providing the full Social Security Number (SSN) the Beneficiary Notice Code (BNC) number and the last four digits of the SSN may be provided on the returned payment.
- As previously noted in [Policy FYI-221](#), child support agencies may need to contact the SSA to identify the noncustodial parent when they receive notices with a BNC number instead of a SSN. As of Feb 23, 2019, the SSN has been replaced by a BNC number in notices generated by the SSA's garnishment system.
- Per [Policy FYI 369](#), if the BNC number is not available while creating a refund request on the PAAR or SUPR screens, 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 a direct callback number for the SSA agent. The same process should apply when payments are in Unidentified Status.

We urge DCSS colleagues 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.**