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**Effective Dates:** 07/26/2023 - Present ([View History](#))

## **GN 00303.640 Requesting and Interpreting the Response for a Third Level Verification (electronic Form G-845) Using Web-based SAVE**

(b) (7)(E)



Key information in this section is organized as follows:

- Policy ([GN 00303.640A](#) ) and procedure ([GN 00303.640B](#) ) for submitting a Third Level Verification
- High priority claims procedures ([GN 00303.640B.4.](#) )
- Following up with DHS ([GN 00303.640C](#) )
- Interpreting the Third Level Verification response ([GN 00303.640D](#) )

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## **B. Procedure for submitting a Third Level Verification to DHS**

Follow these instructions to submit a Third Level Verification via web based SAVE.

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**2. Submitting a Third Level Verification at the initial request**

A verification of immigration status or documents can escalate immediately to a Third Level Verification at the initial request if the:

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Follow the steps below to submit a Third Level Verification with scanned legible copies (front and back) of the immigration documents at the initial request.

- a. Initiate a verification query in the online SAVE program and complete the requested fields.
- b. Attach the photocopies of the scanned immigration documents by clicking the "Attach" button on the "Enter Additional Information" page.
- c. Submit the Third Level Verification by clicking the "Submit" button on the "Enter Additional Information" page. SAVE will assign the request a case verification number.
- d. Store the SAVE case verification number by either:
  - Entering it in MCS or MSSICS, or
  - Printing a copy of the completed electronic Form G-845 from SAVE (generated when the Third Level Verification was submitted) containing the Case Verification Number,

which SAVE assigned upon submission of the request, and placing the copy in a pending file folder while awaiting a response from DHS.

**Note:** SAVE retains the information entered on the electronic Form G-845 in its system for 180 days after DHS returns a response.

**3. Submitting a Third Level Verification after an additional verification response**

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Follow the steps below to generate and submit a Third Level Verification in SAVE:

- a. Select the "Request Third Level Verification" button on the Case Details page.
- b. Attach the legible photocopies of the scanned immigration documents by clicking the "Browse" and "Attach" buttons on the "Enter Additional Information" page.
- c. Submit the Third Level Verification by clicking the "Submit" button on the "Enter Additional Information" page.
- d. Store the SAVE verification number as instructed in [GN 00303.640B.2.d.](#) ↗

**4. Submitting a Third Level Verification on a high priority claim**

SSA considers only claims that are congressional, dire need situation, or terminal illness (TERI) cases as high priority. DHS will expedite the processing of a Third Level Verification request for claims marked as "high priority." Do not mark a case as high priority unless it is one of the three types of claims referenced.

To alert DHS that a verification request is a high priority, annotate "high priority" **and** the one or two word reason why it is a high priority case (e.g., congressional, dire need, terminal illness) in the comments section in SAVE. Then **immediately** following the submission of the Third Level Verification request call the DHS, United States Citizenship and Immigration Services (USCIS) Case Resolution Unit (CRU) hotline at 1 877 469 2563 and alert DHS of the submission of a Third Level Verification request involving a high priority case. Be prepared to provide the SAVE Case Verification Number, as well as any other identifying information from the immigration documents. DHS will review the case and consider expedited processing of the Third Level Verification request.

**C. Procedure for following-up with DHS after submitting a Third Level Verification**

## 1. Standard claims

Allow DHS 15 federal workdays after submitting a Third Level Verification to respond. If DHS does not respond by the end of the 15 federal workday period, then call the DHS, United States Citizenship and Immigration Services (USCIS) Case Resolution Unit (CRU) hotline at 1 877 469 2563.

If DHS does not respond within 15 federal workdays after calling the hotline, then contact the SSA regional office (RO) for guidance. Also, report to the RO any trend that shows a serious deviation by DHS from the above response times. The RO will consult with Central Office (CO).

## 2. High priority claims

Allow DHS five (5) federal workdays after submitting a Third Level Verification to respond to a high priority case. If DHS does not provide a response on a high priority case after five (5) federal workdays, then call the CRU hotline at 1-877-469-2563. Although DHS expedites the processing of high priority cases, they may take more than five (5) federal workdays to process because of the case specific information. Maintain regular contact with the CRU while awaiting a response to the high priority Third Level Verification request.

## D. Interpreting a Third Level Verification response

Interpret the third level verification response using the criteria in [GN 00303.630F](#). Compare the verification results with the information on the immigration documents.

### 1. DHS response verifies the immigration document

When the response verifies the information on the immigration document, continue processing the claim or post entitlement action based on the verification results. (b) (7)(E) [REDACTED]. If the claimant filed for either Title II or Title XVI benefits, then follow instructions in [GN 00301.285](#) and [GN 00301.286](#) to document the claim with the verification information.

**CAUTION:** If SAVE does not verify status or immigration document information at the Initial Verification or Additional Verification level and verification is successful at Third Level

Verification, do not report this discrepancy to DHS. Further, do not request that DHS correct the web-based SAVE data or provide guidance on advising the person how to correct their record.

## 2. DHS response does not verify the immigration document

When the response does not verify the information on the immigration document, or does not verify a valid status, then do not process the claim for benefits or post entitlement action. Additionally, if the response indicates the document is altered, counterfeit, or expired, or that the person should contact DHS, then follow the instructions in the chart below.

| Response Indicates:                | Then:                                                                                                                                                                                                                                                                  |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Document is altered or counterfeit | (b) (7)(E)<br>[REDACTED]                                                                                                                                                                                                                                               |
| Document is expired                | Refer the claimant to DHS to obtain a current immigration document.                                                                                                                                                                                                    |
| Person should contact DHS          | Tell the claimant to contact DHS (see CAUTION below) to find out why DHS cannot verify their immigration document. Next, explain that they cannot receive Title II or be eligible for Title XVI benefits because DHS cannot verify the immigration document submitted. |

**CAUTION:** Do not refer a claimant to DHS before a case makes its way through the complete verification process. Often, the issue can be resolved and the claimant verified at the additional level or third level verification rather than immediately referring the claimant to DHS. If the case has made its way through the complete verification process, provide the claimant with the USCIS Contact Center [website](#) for the current contact phone number and/or field office location.

## Section History

### ▼ Prior Versions of Section



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