SENSITIVE - NOT TO BE SHARED WITH PUBLIC

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Effective Dates: 07/22/2026 - Present (View History) TN 115 (07-26)

GN 02602.056 Procedure to Correct an Incorrect Death Record

A. Policy for incorrect death records

As the Numident becomes the official source of death for the Social Security Administration (SSA), you **must** use the Death Information Processing System (DIPS) to remove death information from the Numident. In most cases, a DIPS deletion will automatically remove death information from an individuals payment records, if payment records exist. DIPS processes entries overnight and you **must** control and monitor the individuals record to ensure correct removal from the Numident and the payment records. Known exceptions to DIPS death removals are listed in GN 02602.051G.

B. Documentation requirements

Before taking the steps to correct the incorrect death record in GN 02602.056C in this section, document the reason for the death removal on the Evidence Screen (EVID), including any of the following appropriate information. See How Evidence is Recorded on EVID and Report of Contact page in the Consolidated Claims Experience (CCE) in PE Situations for additional guidance on documenting evidence in EVID, GN 00301.287 .

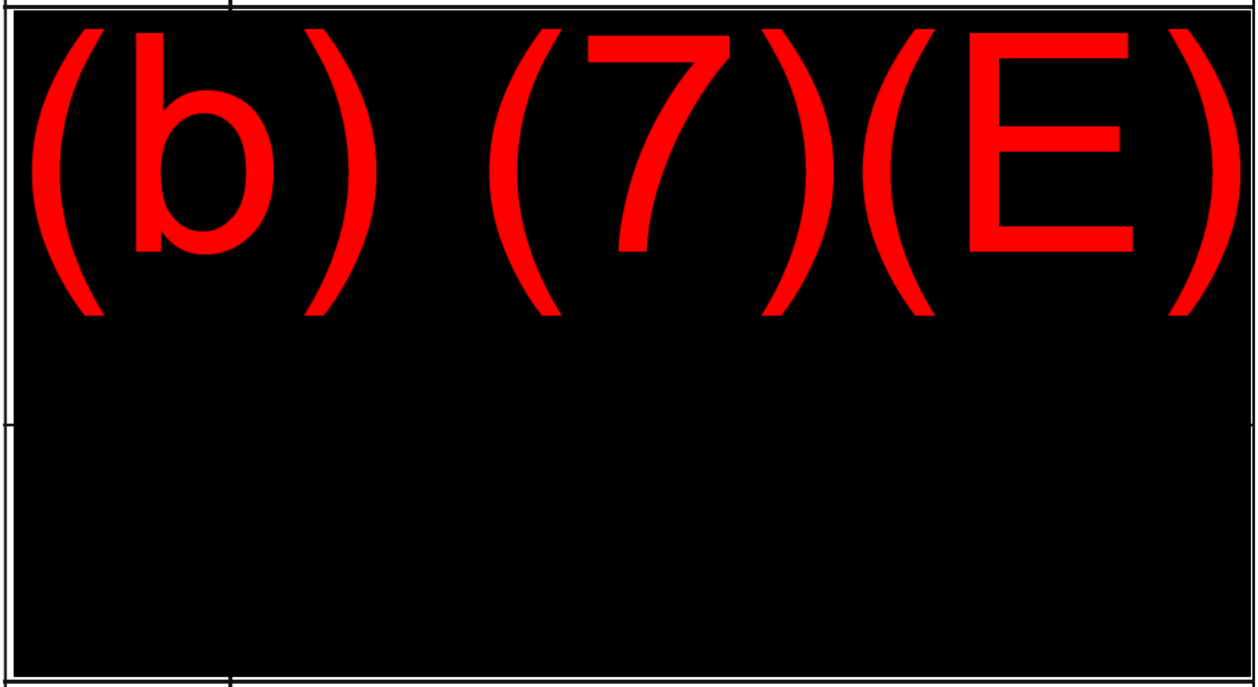
- The reason for the incorrect death report and source, if applicable. For an administrative error use KEYERR. For an erroneous death report use ERRDTH.
- Documentation supporting the death removal, e.g., wrong BIC or payee died, not NH.

- Documentation used to prove identity and date of face-to-face interview, if applicable, e.g. DRVLIC.
- If applicable, full name, title of employee and name of manager approving face-to-face exception
- If applicable, name of manager approving EDR Delete second PIN sign off.

C. Steps to correct an incorrect death record

Step	Action
1	Establish the reason for the incorrect death record. If you find proof this was our administrative error in accordance with GN 02602.055, go to step 8. If you cannot find definitive proof this was our administrative error, consider this an erroneous death report in accordance with GN 02602.055, go to step 2.
(b) (7)(E)	[redacted]
4	Schedule a face-to-face interview. Inform the individual they will need to bring one acceptable proof of identity document from the list below.

Step	Action
	NOTE: If the individual does not have a document, we may still be able to correct the record. If they have no document, go to Step 5. Acceptable proofs of identity specific to resolving incorrect deaths are any one of the following: • Passport, • Drivers license, • State-issued non-driver identity card, • Employee ID card, • Military record, • School ID card, record or report card, • Marriage or divorce record, • Adoption record, • Health insurance card (except a Medicare card since it is based on SSAs MBR data), • Clinic, doctor, or hospital records (not a receipt or a record of treatment recorded and maintained by the applicant or the applicants family), • Life insurance policy, • Court order for name change, • Church membership that establishes the applicants identity using the criteria in RM 10210.405 through RM 10210.430 is also acceptable. **Important:** The proof must be an original document or a copy certified by the agency that issued it. We cannot accept a photocopy or a notarized

Step	Action
	copy and must be current (not expired). We cannot accept a receipt showing the individual applied for the document. Go to step 5.
5	As a result of the interview, were you able to establish the identity to remove the death information from agency records? If the individual proved their identity, go to step 8. If the individual did not have documentation to prove their identity, go to step 6.
	
8	Remove death information from the Numident using DIPS. For information on DIPS, see the DIPS User Guide and GN 02602.051 . Document the EVID screen according to the GN 02602.056B. If the individual is a beneficiary or recipient, go to step 9.
	

Step	Action
	(b) (7)(E)

Step	Action
	(b) (7)(E)

D. References

GN 02408.302 Abandon Reclamation Request Needed on a Check

GN 02408.800 Abandon Reclamation EFT

GN 00301.287 How Evidence is Recorded on EVID and Report of Contact page in the Consolidated Claims Experience (CCE) in PE Situations

GN 02602.051 Processing Reports of Death Using the Death Information Processing System (DIPS)

GN 02602.055 If an Individual Deceased on SSA Records is Alive

TC 01005.030 Client Identification

GN 04110.000 Detecting and Developing Program Violations

MS 00102.007 Date of Death Correction for HI Master (HDEC)

GN 02408.700 Erroneous Death Termination Involving EFT Payments

MS 05205.005 Routing Transit Number (RTND)

Section History

Prior Versions of Section

Additional Information

Related Instructions

Link to this section:

(b) (7)(E)