

**SENSITIVE - NOT TO BE SHARED WITH PUBLIC**[Outline](#)[Actions](#) ▾

Effective Dates: 01/23/2024 - Present ([View History](#))

RM 10214.205 Following Up on Overdue or Questionable Systematic Alien Verification for Entitlements (SAVE) Responses

The Department of Homeland Security (DHS) provides a Systematic Alien Verification for Entitlements (SAVE) customer service hotline to troubleshoot or follow up on requests.

NOTE: For systems issues related to the SAVE interface within the Social Security Number Application Process (SSNAP), Regional Office (RO) enumeration specialists should submit an internal Change Asset Problem Reporting System (CAPRS) ticket for assistance.

A. When to use the hotline

There are generally three scenarios when you may need to contact the DHS hotline for assistance.

1. DHS does not respond timely

DHS should respond to most verification requests within the prescribed time frames outlined in:

- [RM 10214.150C](#) ↗ Additional verification (AV) requests, and
- RM 10214.170C Third Level Verification Request

Before contacting DHS, check that you properly submitted your verification request within SSNAP, following [RM 10213.095](#) ↗, Step 5.

If DHS does not respond within the appropriate time frames, follow up on the request using the instructions in [RM 10214.205B](#)  , in this section.

2. SAVE response is questionable

If you believe the SAVE response is incorrect, consult with your manager or contact your RO enumeration specialist for assistance. Your manager or RO should assist in determining if it is truly a DHS issue and not an SSA user issue. If the SAVE response appears questionable, your manager or the RO enumeration specialist should call the hotline following [RM 10214.205B](#)  , in this section. The RO may need to speak with a Tier 2 (Case Resolution Unit) representative who can review the immigration document submitted and explain the response DHS provided.

3. SAVE response is questionable due to an Immigration/Class of Admission mismatch

- a) If the mismatch occurs at the AV level request a Third Level verification via Scan and Upload.
- b) If the Third Level response provides verification process in accordance with [RM 10214.175](#)  .
- c) If the Third Level response fails to verify status, call the hotline and ask if they can search for a possible alternative resolution.
- d) Manually tickle the case for thirty days and follow-up with the hotline for possible acceptable response. If an acceptable resolution is found, process the case using the two Pin sign-off. (See [RM 10210.170](#)  . If no resolution is found proceed to (e).)
- e) Provide written notice using Form SSA-L676 (Refusal to Process SSN Application) to the applicant explaining that we cannot verify the application because we cannot verify the document or status. The applicant needs to contact DHS to resolve the discrepancy.
- f) Delete the SSNAP application.

4. SAVE response is Continue to Process (CTP) at the Third Level

- a) If a Third level response verifies status, process in accordance with [RM 10214.175](#)  .

- b) If a Third level response of (CTP) is returned with no status shown, tickle the case for 20 additional days.
- c) Check Web-3 periodically and see if (CTP) has changed to an acceptable response. If the response has not been updated in Web-3, call the SAVE Hotline and see if they and can provide a response that is acceptable for SSA.
- d) If they are able to provide a response acceptable to SSA, document the verification in Remarks field in SSNAP and process in accordance with POMS using two-Pin sign-off (see [RM 10210.170](#)).
- e) If they are not able to provide an acceptable response:
- f) Provide written notice using Form SSA-L676 (Refusal to Process SSN Application) to the applicant explaining that we cannot verify the application because we cannot verify the document , and that they need to contact DHS to resolve with that agency why they could not verify their lawful alien status as indicated on the document; and
- g) Delete the SSN application.

5. Case is a Congressional or Public Relations (PR) problem

It is important to alert DHS as early as possible that a situation might be a Congressional or PR problem. In these situations, you must alert the Tier 1 representative following [RM 10214.205B](#) , in this section. Explain the circumstances of the extraordinary problem. You may need to request to speak to a Tier 2 (Case Resolution Unit) representative who is skilled in immigration law and procedure. The Tier 2 representative should be able to help expedite the application.

B. Contacting the SAVE hotline

All Social Security Administration (SSA) offices must contact the SAVE hotline using the number **1-877-469-2563** to request assistance. The hotline is available from 7:00 AM to 5:30 PM Central Time. Offices should no longer call a "regional" DHS counterpart for assistance.

1. Information required before calling

A Tier 1 representative, the person who initially answers your call, will confirm your identity and request certain information about the applicant. You **must** provide:

- your name, agency (SSA), field office code (e.g., 740), office address, and a **direct** phone number if a call-back is needed;
- the applicant's DHS Case Number (this is the DHS system control number for the verification);
- the applicant's alien registration number (A#), Form I-94 admission number (I-94#), and/or unexpired foreign passport number. If the immigration document does not show one of these numbers, provide the applicant's name, date of birth, document name or form number, SEVIS number (if relevant) citizenship or nationality and benefit sought.; and
- the date you requested the Third Level verification , if applicable.

2. Hotline response

The Tier 1 representative will advise what action DHS is taking. In some instances, the Tier 1 representative may be able to update the SAVE electronic record providing the AV or Third Level response immediately. If the representative advises you that DHS has already responded to a Third level request but you are unable to retrieve the Third Level response in SSNAP due to a system's limitation, check SAVE Web-3 to see if the response is updated. If the response is updated document the verification in Remarks field in SSNAP and process in accordance with POMS using two-Pin sign-off (see [RM 10210.170](#)).

If the Tier 1 representative cannot resolve the situation immediately, the representative may connect you to a Tier 2 representative in the Case Resolution Unit for more complex situations.

3. Call backs

If you leave a voice message for a representative, be sure to provide all the particulars of the application, including all identifying elements shown in the bulleted list in [RM 10214.205B.1](#) , in this section.

If DHS needs to call you back, they should respond the same or next business day. Please let your RO enumeration specialist know if your Field Office experiences any deviations from these timeframes. The RO will consult with Central Office.

Section History

▼ Prior Versions of Section



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