Instruction

For Historical Reference Only

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Effective Date: 9/1/2020

Intended Audience: RCs/ARCs/ADs/FOs/PSCs/OCO
Originating Office: DCO OPSOS
Title: Mailing Instructions for Remittances
Type: EM - Emergency Messages

Program: All Programs
Link To Reference: See References at the end of this EM

SENSITIVE - NOT TO BE SHARED WITH THE PUBLIC

Retention Date: September 7, 2021

This revision replaces the version published 08/07/2020.

Revisions:
Subsection A: Updated the purpose of the EM.
Subsection C: Updated the title of the section.
Subsection D: Added instructions for non-programmatic remittances.
Subsection E: Added instructions for returned unendorsed Treasury checks.
Subsection F: Added instructions for Medicare remittances.
Subsection G: Added instructions for payment centers.

A. Purpose

This EM is to instruct all field offices to initiate an interim process for mailing programmatic remittances to Wilkes Barre Data Operations Center (WBDOC). In addition, to instruct technicians to resume mailing non-programmatic remittances, and returned unendorsed Treasury checks.

B. Background

EM-20010 REV 4 provides instructions to suspend mailing remittances to the Mid-
Atlantic Payment Service Center (MATPSC) until further notice. Starting August 7, 2020, field offices will initiate mailing remittances to WBDOC.

C. Instructions for Programmatic Remittances

2. Mail all programmatic remittances held since March 2020 to WBDOC via the United States Postal Services (USPS). Do not send by certified mail.
   a. Prior to mailing to WBDOC, field offices will ensure:
      i. Each remittance has an associated coupon;
      ii. Remittances are organized by date of remittance into separate envelopes;
      iii. Each envelope contains the associated Field Office Remittance Transmittal (FORT).

   NOTE: Mail multiple daily envelopes at one time in a larger envelope.
   b. Use the following mailing address:

   Social Security Administration

   IMPORTANT: Do not mail any remittances to MATPSC, disregard MATPSC mailing address shown on the Field Office Remittance Transmittal (FORT). Do not send any remittances processed through SERS to MATPSC or WBDOC. See GN 02403.161 for information on using SERS.

3. Field offices will initiate mailing remittances to WBDOC for processing on a daily basis, until further notice.

D. Instructions for Non-Programmatic Remittances

Resume processing of non-programmatic remittances.

1. Follow GN 02403.014 to process standard fees through SERS when possible.
2. Follow GN 02403.012 to process standard fees, which are exceptions to SERS processing.

E. Instructions for Returned Unendorsed Treasury Checks

Resume mailing returned unendorsed Treasury checks, including immediate payment (IP) checks, as instructed below:

1. Follow GN 02405.010 for Title II benefit checks.
2. Follow GN 02405.100 for Title XVI benefit checks.

F. Instructions for Medicare Remittances

Do not send Centers for Medicare and Medicaid Services (CMS) remittances to MATPSC or WBDOC. The Medicare Premium Collection Center (MPCC) is open and processing Medicare premium payments as timely as possible.
NOTE: A CMS-500 payment coupon, with the beneficiary’s Medicare Number, should accompany any payment sent to the MPCC, to ensure the payment is applied to the correct beneficiary’s account timely.

1. Field office instructions for processing premium payments, follow the procedures in HI 01001.025:
   a) Do not enter the remittance into the Debt Management System (DMS).
   b) Create a notice in the Document Processing System (DPS) using the following language and return the remittance to the individual:

   “Due to limited services in SSA field offices during the COVID-19 pandemic, please mail your Medicare remittance directly to the Medicare Premium Collection Center (MPCC) for processing. You must enclose a CMS-500-Notice of Medicare Premium Payment Due (located with your bill) with your premium remittance.

   Centers for Medicare & Medicaid Services
   Medicare Premium Collection Center
   P.O. Box 790355
   St. Louis, MO 63179-0355

   As a reminder, here are different ways you can pay your premiums:
   • Use a credit or debit card through your secure MyMedicare.gov account.
   • Log in at MyMedicare.gov (create an account if you don’t already have one).
   • Click on “Pay my premium”.
   • Check to see if your bank offers an online bill payment service to pay electronically from your savings or checking account.

   You’ll need to give your bank this information:
   • Your Medicare Number (found on your bill or Medicare card) – DON’T enter the dashes
   • Payee name: CMS Medicare Insurance

   Payee address: Medicare Premium Collection Center PO Box 790355 St. Louis, MO 63179-0355
   Note: It’s important that you give this information to your bank correctly or your payment could be delayed.

   Sign up for Medicare Easy Pay, a free service that automatically deducts your premium payments from your savings or checking account each month, visit Medicare.gov
If you’re having trouble paying your premiums now or if you have any questions about your Medicare premium bill, call 1-800-MEDICARE. TTY: 1-877-486-2048.”

2. Send Medicare remittances for lump sum/installments (payable to SSA) to WBDOC. See GN 02403.030 for additional instructions on Medicare premium remittances.

G. Instructions for Payment Centers (PC)

1. PCs will process all eligible remittances through SERS. See GN 02403.161.

   **IMPORTANT:** Do not process remittances received for administrative wage garnishments through SERS. SERS will not identify the remittance as a payment from an employer and this may result in erroneous follow up notices to the employer. See GN 02201.040.

2. PCs will resume mailing all non-SERS remittances to MATPSC.

3. In order to ensure all available funds are released to beneficiaries or representative payees timely, PCs will prioritize completing ACRs for conserved funds related actions. See GN 00605.310.

Direct all program-related and technical questions to your Regional Office (RO) support staff or Program Service Center (PSC) Operations Analysis (OA) staff. RO support staff or PSC OA staff may refer questions or problems to their Central Office contacts.

**References:**
- GN 02403.002 Remittance Processing and Safeguarding Responsibilities in the Field Office
- GN 02403.003 The Field Office Remittance Input
- GN 02403.006 Processing Remittances Received in the Field Office
- GN 02403.012 Processing Fees Received in the Field Office (FO)
- GN 02403.014 Processing Non-Programmatic Fees Received in the Field Office Using the Social Security Electronic Remittance System
- GN 02403.020 Field Office Remittance Transmittal (FORT) and the Credit Card Field Office Remittance Transmittal (CCFORT)
- GN 02403.030 Processing Medicare Premium Remittances Received in the Field Office
- GN 02403.161 Social Security Electronic Premium Remittance System (SERS) for Programmatic Debts
- GN 02405.010 How to Process Unendorsed Title II Returned Benefit and Unendorsed Claimant Representative Attorney Fee Checks Received in the Field Office
- GN 02405.100 How to Process Unendorsed Title XVI Returned Benefit Checks and Unendorsed Claimant Representative Attorney Fee Checks Received in the Field Office
- GN 00605.310 Title II Final Accounting Conserved Funds Remittances
- HI 01001.025 Payment by Remittance