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 to the appropriate locations.

B. Background

Starting August 7, 2020, field offices will initiate mailing remittances to WBDOC. Payment Service Centers (PSCs) will continue mailing remittances to MATPSC.

C. Instructions for Programmatic Remittances
2. Field offices will 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 inputting the remittance into DMS, offices will ensure:
      i. The remittance is valid.
         1. Review the date of the remittance (i.e. the date written on the check by the remitter, not the date received).
         2. Review the remittance to determine how long the check is valid. For example, many checks written from personal checking accounts are valid for 90 days and often checks from business or organizational accounts are valid for 180 days.
         3. If the date the remittance is to be processed is past the valid time frame, return the remittance to the remitter and enclose a notice which informs the remitter why the check is being returned and request a replacement remittance. Sample language is provided in the embedded notice example.

   ![Return Remittance Letter](Return Remittance Letter.doc)
4. If the remittance is returned due to it no longer being valid, make a note on the paper remittance log:
Stale remittance returned to remitter on [Date: XX/XX/2021]

5. Make a note in DMS Remarks that the remittance has been returned to the remitter.

ii. Each remittance has been input into DMS and has an associated coupon; (do not mail a remittance without an associated coupon as this further delays processing)

iii. Remittances are organized by date of remittance into separate envelopes;

iv. 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.

4. Due to the high volume of back logged remittances still being processed, there are a significant number of remittances which are on hold in the suspense file until manual action can be taken by MATPSC to process to completion (for example, remittances submitted without any identifying information or court ordered restitution payments).

   a. Please refrain from contacting MATPSC about a remittance unless it is associated with a high
profile case.
b. PCs should refrain from posting credits if a copy of a negotiated remittance is received as it may not be accounted correctly when the remittance is removed from the suspense file by MATPSC.

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.

IMPORTANT: Do not mail returned unendorsed Treasury checks to WBDOC or MATPSC. Effective 03/23/2021, the mailing address for Title II and Title XVI returned unendorsed Treasury checks (not immediate payment (IP) checks) has changed to:
Department of the Treasury
Bureau of the Fiscal Service
National Payment Integrity & Resolution Center
PO Box 51318
Philadelphia, PA 19115-6318
The address shown on the instruction sheet printed when the remittance is input into DMS may show the old address and will be revised at a later date. Use the address shown in this section only. The return address for immediate payments (IP) has not changed.

F. Instructions for Medicare Remittances

Do not send Centers for Medicare and Medicaid Services (CMS) remittances for regular monthly premiums 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 to enroll.”

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 only 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. Prior to mailing the remittance to MATPSC, offices will ensure the remittance is valid. Follow these steps:

   a. Review the date of the remittance (i.e. the date written on the check by the remitter, not the date received).
   b. Review the remittance to determine how long the check is valid. For example, many checks written from personal checking accounts are valid for 90 day and often checks from business or organizational accounts are valid for 180 days.
   c. If the date the remittance is to be processed is past the valid time frame, return the remittance to the remitter and enclose a notice which informs the remitter why the check is being returned and request a replacement remittance. Sample language is provided in the embedded notice example.
   
   d. If the remittance is returned due to it no longer being valid, make a note on the paper remittance log: Stale remittance returned to remitter on [Date: XX/XX/2021]
   e. Make a note in DMS Remarks that the remittance has been returned to the remitter.

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 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

EM-20032 SEN REV 3 - Mailing Instructions for Remittances Received Since March 2020 - 04/14/2021

Link to this document: [EM-20032 SEN REV 3](#)