This emergency message (EM) informs you that the Denver and Seattle Regional Commissioner invoked our local disaster procedures.

A. Background

The Denver and Seattle Regional Commissioner has invoked SSA’s local disaster procedures because of the Marshall Fire in Boulder County, CO on Thursday, December 30, 2021. To date, nearly 1,000 structures were burned, and several individuals injured.

B. FO claims processing instructions

Follow GN 00410.000, Processing Claims and Payments in Disasters, to process survivor claims. Reproduce Exhibit 3 in GN 00410.050, Disaster Exhibits, for each claim. Forward via email or fax the forms on a flow basis to the proper contact below. Forward Exhibit 3 to the following contact:

Social Security Administration
Denver Regional Office
Center for Disability and Program Support
Attn: [redacted]
Email: [redacted]
eFax: [redacted]
· All claims filed as a direct result of the disaster should be identified by coding “R30” in last three digits of the unit code on the DW01.
· For Title II claims, enter the disaster listing code of “499” on the MCS DECI screen.

C. Social Security numbers (SSN) for individuals affected by disaster

There is no change in policy for the evidence required by SSA to issue either an original or replacement SSN card. GN 00410.005 provides guidance for Social Security Numbers (SSNs) for individuals affected by a disaster. Eligible individuals can use the online internet Social Security Number Replacement Card (iSSNRC) application to obtain a replacement SSN card. Instructions in GN 03340.015 provide policy on alternative identity verification criteria by a number holder (NH) for access purposes. Individuals who cannot use the iSSNRC application or cannot provide sufficient evidence to obtain an SSN card via iSSNRC because the evidence was lost or destroyed in a disaster, may request an SSN Printout by phone, fax, or mail. Instructions for verifying identity for telephone, fax and mail requests are in GN 03340.015 C.2, C.3, and C.4.

Third party requests for SSN verifications require the consent of the subject individual. For consent criteria, see GN 03305.001B. If a third party, (local or state agency) requires an individual to obtain verification of his/her SSN, please follow the process below:

1. Obtain written consent from the individual (Form SSA-3288) via fax or email.
2. Inform the individual that we will contact the requesting third party to provide verbal verification of his or her SSN.
3. Contact the third party and provide
verbal verification of the NH’s name and SSN.

Note: The instructions in EM-20010 SEN REV 8-Disaster Procedures for the Coronavirus Disease 2019 (COVID-19), affect the individual’s ability to go into a field office to obtain an SSN verification.

D. Responding to inquiries from displaced individuals

Encourage individuals to use SSA’s Online Services and Automated Telephone Services before referring callers to the FO inquiry line available on the Field Office Locator website.

If you receive an inquiry from a displaced individual that did not receive his or her regularly scheduled payment from Social Security, due to the Marshall Fire, advise the individual to contact any Social Security office and request an immediate payment.

E. Reminder for issuing immediate payments

As mentioned in GN 00410.020, employees are encouraged to be as responsive and flexible as possible when determining the need for replacement funds. Consider payment of an individual’s benefits prior to the actual payment date if they are obviously not able to receive their benefit.

We have proactively increased the limit to accommodate full benefit payment replacement in situations resulting from the Marshall fire. Please note, Immediate Payments for SSI and concurrent cases cannot exceed $999 per day, due to a Systems limitation.

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

References
[GN 00401.000] Disaster Management
[GN 00410.000] Processing Claims and Payments in Disasters
[GN 00410.005] SSNs for Individuals Affected by Disaster