Retention Date: 11/02/2022

This revision replaces the version published 03/2022.

Revisions:
- Section A: Changed instructions to mail remittances to MATPSC using the physical mailing address
- Section B: Changed instructions to mail remittances to MATPSC using the physical mailing address
- Section C: Changed instructions to mail remittances to MATPSC; changed the mailing address and removed subsection 3
- Section F: Changed the instructions and follow the instructions in GN 02403.030
- Section G: Changed Attention line of mailing address

A. Purpose

This EM is to instruct all field offices to initiate an interim process for mailing programmatic remittances to Mid-Atlantic Program Service Center (MATPSC). In addition, it instructs technicians to resume mailing non-programmatic remittances and returned unendorsed Treasury checks to the appropriate locations.

B. Background

Starting May 2, 2022, field offices (FO) will mail remittances to MATPSC using the physical mailing address, not the post office box mailing address. FOs will terminate mailing remittances to the Wilkes Barre Direct Operations Center (WBDOC).

C. Instructions for Programmatic Remittances

2. Field offices will mail all programmatic remittances to MATPSC via the United States Postal Services (USPS). Do not send by certified mail.
   a. Prior to inputting the remittance into DMS or eFOR, 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 day 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.
3. 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/2022]
4. Make a note in DMS Remarks that the remittance has been
returned to the remitter.

ii. Each remittance has been input into DMS or eFOR 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 for MATPSC only:

NOTE: Do not mail any remittances to MATPSC using the PO Box 3430 address and disregard the MATPSC mailing address shown on the Field Office Remittance Transmittal (FORT). As stated in EM-21008 REV 2, all mail addressed to MATPSC using PO Box 3430 is being diverted to the Lockbox for processing and FO remittances should only go to MATPSC. Do not send any remittances processed through SERS to MATPSC or WBDOC. See GN 02403.161 for information on using SERS.

D. Instructions for Non-Programmatic Remittances

Continue processing non-programmatic remittances as directed in policy.

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

Continue 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

FOs should follow the instructions in GN 02403.030 Processing Medicare Premium Remittance Received in the Field Office (FO).

NOTE: DO NOT SEND REGULAR MONTHLY PREMIUMS TO MATPSC. All payments apart from retroactive installments, go to the Medicare Premium Collection Center (MPCC).

G. Instructions for Processing 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.

UPDATE: As of 02/28/2022, PCs will only use the following mailing address for these remittances:

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/2022]

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

3. 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 using vHelp 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

Link to this document:

EM-20032 SEN REV 5 - Mailing Instructions for Remittances from Field Offices and Program Service Centers - 05/02/2022