

SOAR DIALOGUE CALL 4/21/20

Intros and Updates

Pamalia Davis- Durham- one processing

Monica Lee- Raleigh

Shentelle Livan- WakeMed Raleigh

Rex Mercer-Orange County- first approval!

Vickie Payne- Alamance

Connie Ness- Raleigh

Lori Beullah- Charlotte

Natasha Posey- Raleigh- celebrating a couple of approvals

Robyn Burge- Raleigh

Stacey Costner- Cleveland County- 2 processing

Announcements

DDS- working from home, all CEs cancelled

SSA- all FOs closed effective today, caseworkers should mail in forms that require wet signature (postmark date will be considered date of receipt)

COVID-19

Subscribe to SSA Coronavirus page ssa.gov/coronavirus

- Benefits will be paid on time
- Online and phone service while offices are closed to the public
- Extending deadlines through the good cause policy (honor PFD, accept recon application)
- Suspending medical continuing disability reviews

Consider telehealth- HIPAA regulations have been relaxed so providers are able to see patients online. If your client has a way to do this...

CEs are cancelled indefinitely- can ask DDS if the client's provider can do an exam

Creative workarounds: mailing forms to client with note to call provider to review, going in person and leaving forms on hood of car for example and provider walks away, using police (depending on feelings of client)

Other workarounds people want to share?

Highlighted forms put in a bag to meet client outside, trunk of car to lean against

Using gloves, masks, disposing of pens

3 way calls with SSA, having them mail forms to client directly

Unemployment Insurance (UI) Federal government adding \$600 per week to the maximum state UI benefit paid for 4 months until July 31, 2020

Supplemental Security Income (SSI) • Recipients are required to apply for any other benefit they may be eligible to receive (e.g. Unemployment Insurance (UI)) • Recipients may be eligible for more income through UI than SSI • SSI would be suspended while receiving UI over the Federal Benefit Rate (\$783)

Social Security Disability Insurance (SSDI) • Recipients may be eligible to receive both UI and SSDI • There is no impact on the SSDI benefit amount or eligibility

Stimulus payments:

Supplemental Security Income (SSI) • Payments are not taxable • Will not count as income for that month • Will not be counted as a "resource" for twelve months from receipt • SSI-only beneficiaries will receive automatic payments by early May

Social Security Disability Insurance (SSDI) • Payments are not taxable • Not impacted by unearned income • No impact on SSDI or Retirement • No impact on Medicare premiums or eligibility • SSDI recipients will receive automatic payments end of April

*Beneficiaries with dependents under 17 need to enter info at IRS:

<https://www.irs.gov/coronavirus/non-filers-enter-payment-info-here>

As recession hits, more people will look to disability benefits to get a much needed income. Remember criteria- condition expected to last at least 12 months or result in death

Advice for having "no conversation"

Go over criteria for program and be completely honest

Pretend I am DDS examiner and go through possible reasons for denial, can sometimes reveal more info about disabling conditions

Offer compassion

Refer to vocational rehab or ideas for low impact jobs, give encouragement

Advise them to build medical evidence if condition progresses

People can always apply for themselves even if we do not take on as a SOAR case

Open Questions/Tips

Work on own mental health- hard to hear the stories, feel like hands are tied

Take time for self- praying, meditating, cleaning/organizing, etc

Harder for clients- hard to hear

Need a break

Personally impacted by virus

Lack of control with process slowing down

Some approvals coming fast for some folks