

**NEW YORK**  
*state department of*  
**HEALTH**

Nirav R. Shah, M.D., M.P.H.  
Commissioner

Sue Kelly  
Executive Deputy Commissioner

February 4, 2013

RE: DAL: DAL 13-02  
SUBJECT: SSI Electronic Payments

Dear Administrator:

Beginning March 1, 2013, new regulation requires recipients of Supplemental Security Income (SSI) payments to receive those benefits electronically. Payments will no longer be mailed to individuals by regular paper check. Payments will be made either through direct deposit or Direct Express® prepaid debit card issued by the Department of the Treasury.

As you are aware, case management services include establishing linkages with and arranging for services from public and private sources for income (487.7(g)(1)(vi)). This letter is to give you information on this new regulatory requirement. If you are the representative payee for residents, you can use electronic payments to receive the Social Security or SSI benefits for those individuals.

Recipients currently receiving payment by check will have until March 1, 2013 to switch to direct deposit or the Direct Express® debit card. Residents who have an established bank account can sign up for direct deposit by starting or changing Direct Deposit online (Social Security benefits only), or

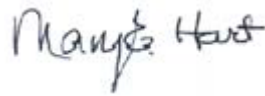
- contacting current bank, credit union or savings and loan association, or
- calling Social Security toll-free at 1-800-772-1213 (TTY 1-800-325-0778), or
- filling out a [Direct Deposit Sign Up Form](#) and taking or mailing it to the Social Security Office. The form is available on the SSA website ([www.ssa.gov](http://www.ssa.gov)) in PDF format for downloading and completion. To read and print the form, you must have Adobe Acrobat Reader software installed on your computer. A copy of the form is attached to this letter.

For residents who do not currently have a bank account, most banks offer a variety of accounts, some with little or no fees. Some financial institutions offer low-cost [Electronic Transfer Accounts \(ETA\)](#) that feature a maximum cost of \$3.00 per month and at least four cash withdrawals per month. Further information is available through Social Security's toll-free number, 1-800-772-1213 (TTY 1-800-325-0778). It will be necessary to have available banking information and Social Security number.

Those residents who do not wish to have a bank account will be paid through The Direct Express® debit card to access benefits. The card is free and there is no sign-up fee and no monthly account fee. Most of the services are provided free of charge. To assist residents to sign up for the debit card, call the toll-free Direct Express® hotline at **1-877-212-9991**.

If you have any questions regarding this electronic benefits program, please consult the Social Security Administration's website for frequently asked questions.

Sincerely,

A handwritten signature in dark ink, appearing to read "Mary E. Hart". The signature is fluid and cursive, with the first name "Mary" being more prominent.

Mary E. Hart, Director  
Division of ACF/Assisted Living Surveillance

Attachment: Direct Deposit Sign Up Form

cc: Regional Office Program Managers