



# Idaho SOAR Process

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*Case Managers trained in the Idaho SOAR process are expected to complete the following steps. This process is a collaborative effort between Idaho Division of Behavioral Health, Social Security Administration, and Disability Determination Services. This process will enable SOAR Case Managers to complete the SOAR application process effectively.*

## Step One: Determine Eligibility

- Determine whether the applicant qualifies for the SOAR program using the *Identifying SOAR Applicants* document
- Have applicant sign your agency's Release of Information.
- If necessary, have applicant sign the [SSA-3288: Consent for Release of Information](#) and fax to the SOAR contact at your local SSA office. This allows you to obtain information about any of the applicant's prior or pending applications. You may also fax the [SSA-1696](#) to access this information.
  - If there are prior or pending claims, SSA will mail an electronic copy of the disability file on a CD, so be sure to provide the address where it should be sent.
  - The claimant/SOAR Case Manager is able to obtain one free copy for programmatic purposes (i.e.: appeals or potential initial claim filing).

## Step Two: Establish Protective Filing Date (PFD)

- The PFD is established by **initiating** the Online Disability Benefit Application. Go to [www.ssa.gov](http://www.ssa.gov), click "Disability," select "Apply for Disability," then choose "Start a New Application."
    - [SSA-827 Authorization to Disclose Information to the Social Security Administration](#)
      - Tip: The first question will be: "Who is Completing This Application?"
        - I am applying for myself.
        - I am helping someone who wants to apply for benefits and is with me.
        - I am helping someone who is not with me, and therefore cannot sign the application at this time.
- IF the applicant will be with you when you complete the application (recommended), you can select the second option at this time. If you select the third option, this becomes a THIRD-PARTY application and can cause a long delay in getting the claim to DDS.
- [SSA-1696 Appointment of Representative](#)
  - "File Copy" – Submit with packet
  - "Claimant Copy" - Give to client



- “Representative Copy”- put in client file
- “ODAR Copy” - put in client file in case a hearing is needed
- If the applicant is at an institutional facility and will be released within 2 weeks of submission, use the address they will be released to. If the applicant will not be released within two weeks, use the facility address as the applicant’s residence address.
- After providing some basic identifying information about the applicant, a re-entry number will be assigned. **Do not proceed past this screen until you are prepared to submit the complete application packet.** Choose “Save and Come Back Later.” You will then have 60 days to complete and submit the application.

I agree with the Electronic Signature Agreement above.

 You will no longer be able to change this information once you continue to the next step.

When you select "Accept & Continue" below, you will be sending this completed information electronically to the Social Security Administration. Please make sure that everything is correct before continuing. Once you complete the remaining steps in the process, you will receive a receipt containing all of the information you have provided.

- Print the webpage AND write down the re-entry number. You will not be able to get back into the application without it!

### Step Three: Necessary Forms and Documents to Complete the Online Application and Paper Packet

- [SSA-8000: Application for Supplemental Security Income](#)  
*If the applicant is within two weeks of discharge from an institutional facility upon submission, use the address they will be released to. If the discharge is more than two weeks from the date of submission, use the facility address as the residence.*
  - Fill out completely and sign
  - Keep a copy for your client’s file
  - Be sure to write “**Homeless**” in Question 3: Residence address as well as in **Remarks**.
- [SSA-3369 The Work History Report](#)
  - A good way to fill this out is to have your client bring in an old resume
  - Keep a copy for your client’s file
  - If no work history then complete it and indicate “no work history”
- SSA-3373** The Function Report-Adult
- SSA-821** Work Activity Report *if applicable*
  - Submitted if client is working or has worked since the alleged onset date



- **SSA-4814** Medical Report on Adult with Allegation of Human Immunodeficiency Virus (HIV) Infection *if applicable*
  - a. Submitted if client is claiming HIV infection
  
- **Medical Records**
  - Only need 1-2 years back, 1 year from onset, or any strongly relevant records related to disability.
  - SSA or DDS can also request any medical record listed on the **SSA-3368** as long as the medical provider name and date seen are provided.
    - If a client has a terminal condition, providing the pathology report can expedite the decision
  
- **Medical Summary Report**
  - Incorporate all medical information that speaks to applicant's functional impairments and severity of symptoms.
  - Work with applicant's primary provider to obtain additional information and get a commitment for a co-signature on the MSR.
    - a. An acceptable medical source must sign the MSR for it to be considered medical evidence. Example:  
**I verify that this summary is in keeping with my assessment and interactions with claimant's name. I agree that the functional limitations, detailed above, prevent claimant's name from obtaining or maintaining employment.**

**Signature**

**Verified by: Providers Name, Organization, Title**

  - Include direct quotes from the applicant as well as your observations of how his/her illness/symptoms interfere with his/her ability to work.
  - Ask a colleague or the SOAR TA Center to review the report for clarity and grammar.
  
- **List of Medical Records Obtained**
  - Provide a list of providers that you obtained medical records from.

## Step Four: Complete and Submit Online Disability Benefit Application

- Submitted online within 60 days of setting the PFD.
- Go to [www.ssa.gov](http://www.ssa.gov), click "Disability," select "Apply for Disability," then choose "Return to a Saved Application." Use the re-entry number you received when you set the PFD.
- Applicant MUST be with you to electronically sign/proceed through the application.
- The Online Application includes these four steps/sections that correspond to information collected on paper forms:
  - **Step 1: Provide Background Information (SSA-16: SSDI Application)**
    - Remarks section:



- Enter client contact information and/or alternate contact information when available. ***This is very important because the application will not move forward if SSA has questions and cannot contact the applicant/SOAR case manager.***
- Enter "SOAR Application – Packet to Follow on or before *DATE*"
- Enter "Homeless Applicant"
- Enter "Represented by *SOAR CASE MANAGER NAME*"
- ***Step 2: Provide Disability Information (SSA-3368: Adult Disability Report)***
  - Tip: When answering the question "Did your condition(s) cause you to make changes in your work activity before you stopped working?" a "Yes" response will require SSA to contact the claimant to develop a possible earlier onset date. The only alternative would be to have the appropriate form(s) and help the claimants complete and mail them into the SSA office which would cover the details of all work activity and earnings since the date the claimant alleged they made changes in work activity.
- ***Step 3: Sign Medical Release (SSA-827: Authorization to Disclose Information to SSA)***
  - Allows SSA and DDS to obtain medical records for the applicant.

## Step Five: Submit Paper Application Packet

- Submitted to SSA no later than two (2) days after submitting the Online Disability Benefit Application.
- All forms must be filled in completely and signed. It is recommended that you make a copy of each form and keep in the client's file.
- Submit the packet via one of the following methods:
  1. Mail Packet: Idaho SSA preferred method.
  2. Drop-box: some regions have a drop box available where you can deliver packets during business hours.
  3. Hand-Delivered Packet:
    - a. Contact SSA and request an appointment at which you will submit the completed application. ***This may not be an option at all offices.*** *Note: This is not requesting an interview for the applicant, but is an appointment for the representative to submit the application documents. Begin attempts to contact SSA at least 1-2 weeks before the 60-day deadline to allow for potential scheduling conflicts; or*
    - b. Take a number and wait in the lobby. You will not be permitted to just drop off the packet.
- The packet will include:
  - SSA-827: Authorization to Disclose Information to the Social Security Administration
  - SSA-1696: Appointment of Representative
  - SSA-8000: Application for Supplemental Security Income
  - SSA-3369: The Work History Report
  - SSA-3373: Function Report-Adult
  - SSA-821: Work Activity Report *if applicable*
  - SSA-4814: Medical Report on Adult with Allegation of Human Immunodeficiency Virus (HIV) Infection *if applicable*



- Medical Summary Report
- List of medical records obtained

## **The application is submitted, now what?**

*The application will now move through the SSA and Disability Determination Services (DDS) process.*

### SSA Responsibilities

SSA will process the claim using current procedures including:

- a. Send SOAR identified application to DDS electronically.
- b. SSA will not be able to move forward if the earnings record is marked as “not sure” or otherwise incomplete on the SSA-16. SSA will need to contact the applicant to complete this as well as any other earnings issues.
- c. Once DDS makes medical decision, assist with locating individuals upon claim allowance and may enlist the help of the contact identified on SSA-1696.
- d. Recommend and/or help facilitate payee selection if necessary.

### DDS Responsibilities

The claim will be assigned to the SOAR DDS representative until all medical evidence is received in the file, at which time the claim will be assigned to an adjudicator.

- a. DDS adjudicator will fax the SOAR Case Manager a bar-coded cover sheet to submit additional information directly into the client’s file. If the SOAR Case Manager uses this option the claim will be assigned to an adjudicator within a day or two of receipt of the medical packet.
  - a. If the SOAR Case Manager does not use the bar-coded cover sheet to send the information directly to DDS:
    - i. File will be sent to Scanning Center in Salt Lake City if more than 15 pages.
    - ii. DDS will place a hold on the SOAR application to ensure receipt of packet prior to mailing letter standardizing time frame.
  - b. SOAR State Leads or Hub Leads will work with the SOAR DDS representative if the SOAR Case Manager is having difficulties with getting the medical packet into the file or if they are having issues with the assigned adjudicator.
  - c. DDS adjudicator evaluates the case, reviews the packet, including the Medical Summary Report.
  - d. The DDS adjudicator decides if a CE is needed, usually within a month.
    - a. If a CE is needed:
      - i. DDS requests the appointment when the doctor can schedule the exam. DDS tries to set appointment as close as possible to where the claimant lives, but sometimes travel is required.



- ii. Most doctors submit their reports to DDS within two weeks of the appointment date, but they are allowed more time if necessary.
- e. The adjudicator/medical consultant team reviews the case and makes a determination. Normally the case review to determination takes 2-3 days. The claim is then sent back to SSA to issue the decision.
- f. Total average response time at DDS is under 60 days. Some claims may take longer, particularly if DDS needs to defer the claim (heart attack, traumatic brain injury, stroke). DDS must wait 3 months (6 months in some TBI claims) to be able to effectively review the associated physical or cognitive difficulties that can occur with these medical issues. If the claim is picked for quality regional review, the process could also take longer.
- g. No SOAR Case Manager should contact DDS to track progress unless sixty (60) days have expired and no letter of determination has been received. At that time, the SOAR Case Manager will contact DDS. She can check to see if the claim went to a further review or if there were complications that are delaying the decision.

### Important Information

- A person who is physically or mentally unfit for employment is exempt from the Job Search (JSAP) requirement of the Food Stamp Program.
- If a disability is claimed which is not evident or benefits not yet awarded, documentation of the disability should be submitted to IDHW. Acceptable proof includes a statement from a physician or licensed/certified psychologist stating disability.