

Verification of Applying for other SSI and RSDI for GA and HSP Programs

We have received an increase in questions regarding verification that a client applied for Supplemental Security Income (SSI) or Retirement, Survivors, and Disability Insurance (RSDI).

To address these questions, [CM 0012.12 \(Applying for Other Benefits\)](#) was updated on June 1, 2026, to include a reference to [CM 0010 \(Verification\)](#). We considered the variables involved in application process, including circumstances that may be outside of the client's control. We also considered the information may not be immediately available through the various interfaces because SSA must first process the application before the PBEN panel or other interfaces can be updated.

If you have specific questions or need clarification, please submit a PolicyQuest.

Examples of Acceptable Verification

The following are examples of verification that a client applied for SSI or RSDI benefits:

- If a client shows proof of an SSI application, or the system interfaces an SSI application date to the PBEN panel, this can be considered verification that the client applied for RSDI. SSA evaluates eligibility for RSDI benefits before awarding SSI benefits.
 - The exception is when a client is referred to apply for RSDI (early retirement at age 62), there may not be an SSI application.
- Verification from interfaces, such as TPQY results. Again, if the interface shows an SSI application, this can be used as verification that the client applied for RSDI.
- Communication from a Social Security advocate assisting the client with the SSI/RSDI application process.
- Communication from a housing support provider, case worker, or authorized representative who has direct knowledge that the client applied, such as:
 - Accompanying the client to an SSA interview.
 - Assisting the client with an online application.
 - Helping the client complete the SSI application process.
- An SSA appointment letter.
- A screen print from the client's [my Social Security account](#) showing a pending application.
- The client's attestation statement that they applied for SSI or RSDI benefits.

Workers should use the verification that is available and reasonably obtainable. Because SSA documents are often delayed, workers should not require a specific form of verification.

Remember that good cause may be granted to allow more time if the client is having difficulty obtaining verification. This may also be a good indicator that the client needs additional help and may benefit from a Social Security Advocate.

Inconsistent Information

If a client attests or provided proof of an upcoming appointment with SSA, but a few months later:

- The PBEN panel does not show a current SSI application date, or
- TPQY does not show a pending (H80) or appealing SSI application,

The information may be inconsistent with what was previously reported.

When inconsistent information exists, contact the client to obtain additional information and request verification of the SSI/RSDI application. If the client needs additional time to resolve the discrepancy or obtain verification, consider whether good cause applies to allow additional time.

One common issue is that a client begins an SSI application online but does not complete the required SSA interview. Workers may ask whether the client completed a phone or in-person interview with SSA. Once the SSI interview is completed and SSA processed the application, the application status should generally be available through the interfaces.

Good Cause

Reminder: good cause can be granted when a client needs additional time to apply for benefits or additional time to resolve inconsistent information.

See TE 02.06.08 PBEN IAA Good Cause Workaround for additional guidance. You can also search “PBEN” in the TEMP Manual to find information related to the PBEN panel.

Referrals to Social Security Advocates

Resources are available to help clients with the SSI and RSDI application or appeal process. Applying for or appealing Social Security disability benefits can be complex and often requires timely and accurate completion of forms and supporting documentation

We encourage workers to refer clients to social security advocates for help. Advocates are familiar with SSA’s disability requirements and can:

- Help determine whether a referral is appropriate.
- Identify when additional medical documentation should be obtained before applying.
- Assist with completing applications and appeals.
- Help clients navigate the Social Security process.
- Provide verification of the client's application or appeal status.

To find an advocate, visit the Social Security Advocacy directory at mn.gov/dhs/social-security-advocacy-directory.

QR code to the Social Security Advocacy directory:

