

## Closing a case in the Social Security Advocacy Services Payment System

All users of the Social Security Advocacy Services (SSAS) Payment System have the ability to close a client's case at any time, as long as an invoice has not been submitted to DHS for payment (Note: once an invoice has been submitted to DHS for payment, the SSAS system does not allow users to close a case.) Examples of when you should close a client's case include when the Social Security Administration denies your client's claim and you do not help the client appeal, when a client becomes incarcerated, when a client changes grantees or is no longer homeless or at risk for homelessness, etc.

### To close a client's case, follow these steps:

After logging into the SSAS payment system, click on the Case Search link on the blue toolbar.

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IT SERVICES

Staging

Social Security Advocacy Services  
Payment System

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Home Case Search Reports

### Welcome

The Minnesota Department of Humans Services has created a webpage, (Add link\*\*\*Social Security Advocacy: Policies and Procedures\*\*\* ), for contracted agencies. This is where Social Security advocates will find resources, trainings, and further information to help them with their advocacy work.

This system is the property of the State of Minnesota. Use of this system without authority from the State of Minnesota, or in excess of authority, may result in state and federal civil and criminal sanctions/penalties, disciplinary action, and/or other appropriate action. By continuing to use this system, you are representing yourself as an authorized user.

Any activity on this system may be monitored or accessed by the State of Minnesota or other authorized officials at any time. This includes any data created, stored, or accessed using this system. All such data is subject to the Minnesota Government Data Practices Act. Any identified evidence of possible criminal activity will be provided to appropriate law enforcement agencies.

Report suspected violations and unauthorized use to the Social Security Advocacy Services System Administrator at 651-431-6271. For assistance with the Social Security Advocacy Services Payment System email [DHS.SSAadvocacy@state.mn.us](mailto:DHS.SSAadvocacy@state.mn.us) or call 651-431-6271

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Search for a client's case by entering the client's SSN and clicking the Submit button.

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### Case Search

Provider: NEW Star Ship Services

Client SSN: Enter Client SSN

Client Last Name: Enter Client's Last Name

☐ Show SSN

Case Status: Please select one

Invoice Number: Enter Invoice Number

**Submit** Cancel Add New Case

Invoice Number	First Name	Last Name	Date Created	Provider	Case Status	Invoice Status	Edit
25	Kim	Kime	9/10/2021	NEW Star Ship Services	Closed	Paid (FOD Only)	Edit
26	Harold	Joe	9/10/2021	NEW Star Ship Services	Closed	Paid (FOD Only)	Edit
27	larry	berry	9/10/2021	NEW Star Ship Services	Closed	Paid (FOD Only)	Edit

Click Edit to close the client's case.

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### Case Search

Provider: NEW Star Ship Services

Client SSN: Enter Client SSN

Client Last Name: Enter Client's Last Name

☐ Show SSN

Case Status: Please select one

Invoice Number: 1320


**Submit** Cancel Add New Case

Invoice Number	First Name	Last Name	Date Created	Provider	Case Status	Invoice Status	Edit
1320	Joe	Woods	5/2/2022	NEW Star Ship Services	Open	Created (System Only)	Edit

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Click the Case Close link.

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## Case Information

Case Information / SSA Application Information / Invoice Submit / Case Close

Client SSN:  
\*\*\*\*\*  
☐ Show SSN

First Name: Joe Middle Initial: R Last Name: Woods

DOB: 05/01/1972 Provider: NEW Star Ship Services

Upload Client's SSA-1696:  
Choose file Browse

Date you completed screening and determined client qualified for DHS Social Security Advocacy Services:  
01/25/2022

Case Created By:  
Tod Norris

Date Case Created:

Select a Case Close Reason from the drop down. (Note: only one reason can be selected.)

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## Case Close

Case Information / SSA Application Information / Invoice Submit / Case Close

Client SSN: \*\*\*\*\* Client First Name: Joe Client Last Name: Woods

☐ Show SSN

Invoice Number: 1320

Case Close Reason: Please select one: 

Case Close Other Reason:

Case Closed By:

Date Case Closed: mm/dd/yyyy

Submit Cancel

Click Submit.

☐ Show SSN

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Invoice Number:  
1320

Case Close Reason:  
SSI/RSDI denied

Case Close Other Reason:

Case Closed By:

Date Case Closed:  
mm/dd/yyyy

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The Case Search page will be displayed, users will see a confirmation message in a green box showing “This case was successfully closed.”

☒ This case was successfully closed. ×

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Payment System

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## Case Search

Provider: Client SSN: Client Last Name:

NEW Star Ship Services Enter Client SSN Enter Client's Last Name

☐ Show SSN

Case Status: Invoice Number:

Please select one: Enter Invoice Number

If you select “Other Reason” the SSAS system allows users to enter text in the Case Close Other Reason box to explain the reason the case was closed. Click Submit when finished.


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☐ Show SSN


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Invoice Number:

Case Close Reason:  

 Other Reason ▼

Case Close Other Reason:  



Case Closed By:

Date Case Closed:

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If you have additional questions, please contact the SSAS system administrator Ty Morris at:  
[ty.morris@state.mn.us](mailto:ty.morris@state.mn.us) or call 651-431-6271.