

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

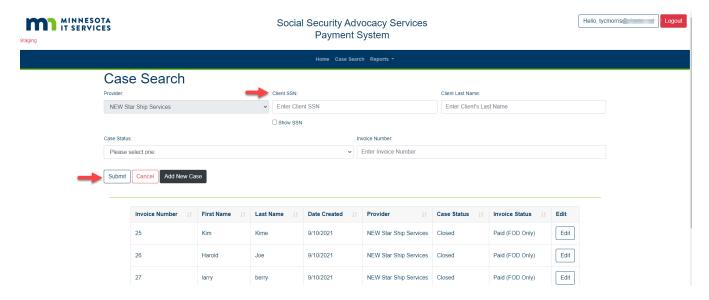
All users of the Social Security Advocacy Services (SSAS) Payment System have the ability to close a client's case at any time, as long as an invoice has not been submitted to DHS for payment (Note: once an invoice has been submitted to DHS for payment, the SSAS system does not allow users to close a 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:

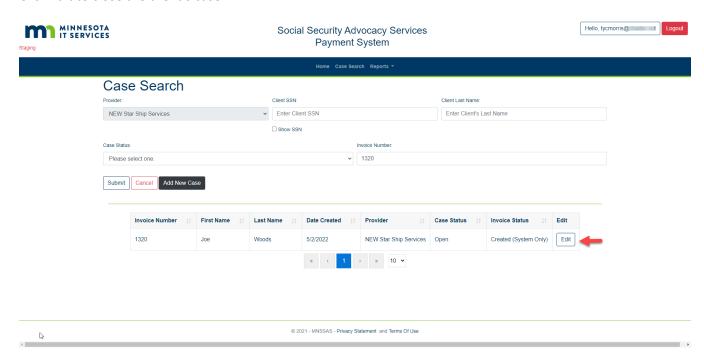
After logging into the SSAS payment system, click on the Case Search link on the blue toolbar.



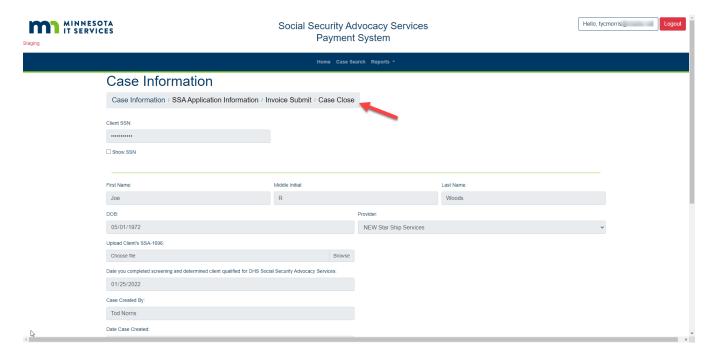
Search for a client's case by entering the client's SSN and clicking the Submit button.



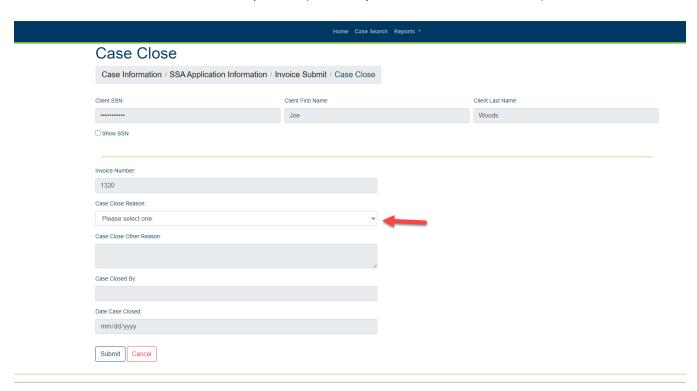
Click Edit to close the client's case.



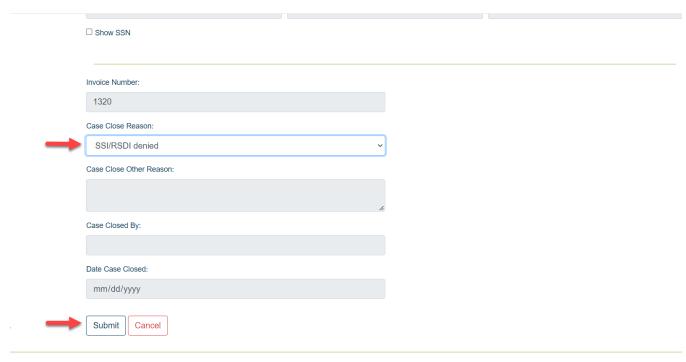
Click the Case Close link.



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



## Click Submit.

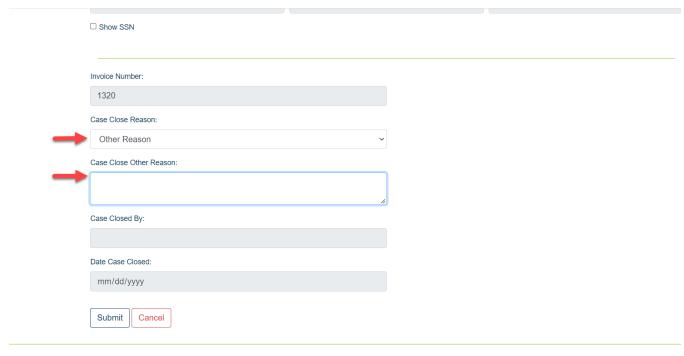


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The Case Search page will be displayed, users will see a confirmation message in a green box showing "This case was successfully closed."



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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If you have additional questions, please contact the SSAS system administrator Ty Morris at: <a href="mailto:ty.morris@state.mn.us">ty.morris@state.mn.us</a> or call 651-431-6271.