

# BENEFITS FOR INDIVIDUALS

## Policy and Procedure

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### POLICY

As Representative Payee for an individual in services, Metro Support Services, Inc. (MSS) will assist in obtaining and maintaining all financial benefits available to individuals receiving services.

As Representative Payee, MSS will assist individuals to maintain benefits for the following including, but not limited to:

- SSI/SSDI
- Medicaid/Medicare
- Tax/Rent/Heat Rebate

As a courtesy, MSS will assist individuals with alternative Representative Payees upon request.

### PROCEDURE

- **When an individual enters services with MSS**, the agency will assist with applying for Representative Payeeship, unless the individual/guardian/family member retains responsibility.
- Once an individual is in services with MSS, their incoming benefits checks are recorded and deposited directly.
- MSS will submit the annual Representative Payee Report
- **If the individual in services is employed:**
  - The contracted provider will send copy of pay stubs to MSS by the 3<sup>rd</sup> of month.
  - Provider will attach copy of pay stubs to Personal Needs Tracking Sheet (unless individual is a PNF 1 or PNF 3, and wages are not tracked).
  - Provider will notify MSS about any changes in an individual's address, wages, or employment.
  - As Representative payee, MSS will track monthly income from all sources per PNF status.
  - MSS will report all wages to Social Security by the 10<sup>th</sup> of each month.
  - MSS will compile and submit re-determination for Medicaid.