


# MANAGEMENT DIRECTIVE

## Commonwealth of Pennsylvania Governor's Office

<b>Subject:</b> Social Security Records	<b>Number:</b> 530.9 Amended
<b>Date:</b>  January 12, 2015	<b>By Direction of:</b>  Kelly Powell Logan, Secretary of Administration
<b>Contact Agency:</b> Office of Administration, Office for Human Resources and Management, HR Service Center, Telephone 717.787.8001	

**This directive establishes policy, responsibilities, and procedures to ensure proper reporting of employees' annual earnings to the Social Security Administration (SSA). Marginal dots are excluded due to major changes.**

1. **PURPOSE.** To establish policy, responsibilities, and procedures to describe certain SSA procedures and their effect on commonwealth employees.
2. **SCOPE.** This directive applies to all employees in departments, boards, commissions, and councils (hereinafter referred to as "agencies") under the Governor's jurisdiction and as appropriate, for independent offices, boards and commissions not under the Governor's jurisdiction.
3. **OBJECTIVES.**
  - a. To ensure the accuracy of Social Security earnings records of all employees.
  - b. To ensure that agency employment records agree with SSA records.
4. **DEFINITIONS.**
  - a. **Agency Human Resources Office.** The office of an agency not supported by the Office of Administration, Office for Human Resources and Management, HR Service Center.
  - b. **Employee.** A person employed by an agency within the scope of this directive.

- c. **Office of Administration, Office for Human Resources and Management, HR Service Center.** The enterprise-wide office which provides services to Agency Human Resources Offices and employees.
  - d. **SSA.** The independent agency of the United States federal government that administers Social Security, a social insurance program consisting of retirement, disability, and survivors' benefits. To qualify for these benefits, most employees pay Social Security taxes on their earnings. Future benefits are based on the employees' contributions.
5. **POLICY.** The commonwealth, as an employer, reports employees' earnings annually to SSA for credit to employees' Social Security accounts. Accounts are credited when both the name and Social Security number on Social Security records agree with the employer's report; therefore, it is imperative that employees' Social Security numbers and names are correct in the SAP HR & Payroll module.
- a. Actual Social Security cards must be used as verification by the agency of employees' Social Security numbers.
  - b. Name changes made with the employer should also be made with SSA, and vice versa, for earnings to be properly credited. Name changes include changes in initials.

6. **RESPONSIBILITIES.**

- a. **HR Service Center or Agency Human Resource Offices** shall:
  - (1) Inform new employees, at time of hire, and employees changing or correcting their names post-hire, of the need to have agency records and Social Security records in agreement.
  - (2) Advise employees, who have reported that their Social Security earnings records may be in error, to contact SSA.
  - (3) Ensure the accurate entry of Social Security numbers and ensure that fictitious or erroneous Social Security numbers are not entered in the SAP HR & Payroll module. Should any fictitious or erroneous Social Security numbers be discovered, take immediate action to correct all records.
- b. **Employees** shall report name changes, incorrect Social Security numbers, or an incorrect date of birth to the HR Service Center or their Agency Human Resource Office and to SSA.
- c. **New employees** shall present actual Social Security cards, not copies or substitutes, when completing initial employment records. Failure to present a Social Security card or failure to follow agency instructions for providing proof of Social Security number may result in termination of employment.

## **7. PROCEDURES.**

### **a. New Employees.**

#### **(1) Agency Human Resource Office.**

- (a)** Advises prospective employee at the time a job offer is made, that their actual Social Security card must be presented when initial employment records are completed. Name and Social Security number must agree with agency employment records.
- (b)** Processes employee appointment only if new employee has presented either a Social Security card or temporary evidence of Social Security number. Advises employee that paychecks cannot be processed without verification of the Social Security number and that a new or replacement Social Security card must be presented upon receipt by the employee.
- (c)** Accepts only an actual Social Security card as proof of Social Security number to ensure the accuracy of employment records in order to ensure proper disposition to SSA.
  - 1** Requests that employee present their Social Security card within two weeks, if the new employee's Social Security card is unavailable when initial employment records are completed.
  - 2** Temporarily accepts other evidence of Social Security number, such as tax records, if the new employee does not have their Social Security card.
  - 3** Directs employee to nearest SSA Office to apply for a replacement Social Security card and advises employee of the SSA's requirement for evidence of identity.
  - 4** Requests that employee present their replacement Social Security card, upon receipt by the employee.
  - 5** Completes employment records with the name used by the employee. If the new employee's name does not agree with Social Security card, requests that new employee change name on Social Security records. Refer to Section 7.b. of this directive. The new Social Security card, with the correct name, must be presented to the Agency Human Resource Office, upon receipt by the employee.
  - 6** Places employee on leave without pay, if the replacement Social Security card is not presented within six weeks.
  - 7** Terminates employee if the replacement Social Security card is not presented within an additional four weeks. In no case is a new employee, who is delinquent in presenting a Social Security card, allowed to remain employed beyond the end of the probationary period.

**b. Name Change.**

**(1) Employee.** Changes name with SSA and provides HR Service Center or Agency Human Resource Office with new Social Security card.

**(2) HR Service Center or Agency Human Resources Office.**

**(a)** Directs employee to file name change with SSA, if employee has not done so. An application for name change can be secured by calling 1.800.772.1213. Evidence of the new name will be required.

**(b)** Advises employee that failure to make name change with SSA could result in a non-match of earnings reported to them.

**(c)** Directs employee to notify HR Service Center or Agency Human Resources Office when new Social Security card is received, as verification that Social Security records have been changed.

**(d)** After employee provides proof of corrected/updated name change, processes name change in the SAP HR & Payroll module records and documents as necessary. The change in the SAP HR & Payroll module records automatically changes the name reported to SSA at the end of the calendar year.

**1 HR Service Center** completes a yearly process with SSA to ensure employee social security numbers, names, and dates of birth within the SAP HR & Payroll module match the records within the SSA system. HR Service Center notifies employees or the Agency Human Resources office when discrepancies exist; **or**

**2 Agency Human Resources Office** contacts the employee after two months (or sooner if year-end is approaching) for verification that change was made on Social Security records in order to complete the process, if the employee has not provided proof of corrected/updated name change.

**c. Applying for a Replacement or Duplicate Social Security Card.** Contact SSA at 1.800.772.1213, Monday through Friday from 7:00 a.m. to 7:00 p.m., to have the necessary application mailed; visit a local SSA Office to pick up an application; or visit SSA's website at [www.ssa.gov](http://www.ssa.gov).

**d. Obtaining a Social Security Statement.** Social Security benefits are calculated based on employees' lifetime earnings. The statement shows Social Security earnings history and provides an estimate of how much has been paid in Social Security taxes. It also estimates future benefits and informs employees how to qualify for them. Early detection of errors is important because correction may become difficult with passage of time.

- (1) Employees attaining ages 25, 30, 35, 40, 45, 50, 55, and 60 who are not receiving Social Security benefits and who are not registered for a "my Social Security" account will receive the statement in the mail about 3 months before their birthday. After age 60, people will receive a statement every year.
- (2) Employees who suspect possible errors in their statements or who wish to obtain a statement other than at the regular intervals noted in Section 7.d.(1) of this directive may contact the SSA directly:
  - (a) By creating a "my Social Security" account online at <http://www.socialsecurity.gov/myaccount/>.
  - (b) By telephone at 1.800.772.1213.
  - (c) By visiting the nearest SSA office and speaking with a representative.

**This directive replaces, in its entirety, *Management Directive 530.9*, dated October 9, 1997.**