

Supplemental Security Income FAQ for Providers

Supplemental Security Income (SSI) can have a huge impact on families with a disabled child, providing up to \$943 per month in 2024 for those who qualify. But many families who qualify are not receiving it. Partners For Kids is working with Centauri Health Solutions to help your eligible patient families navigate the complex application process. And you, as a provider, may have an important role to play. *Please note: Centauri is only available for members with coverage through CareSource, Buckeye Health Plan, Molina or UnitedHealthcare.*

IDENTIFYING PATIENTS WHO MAY QUALIFY

How does a child qualify for SSI?

In general, a child may qualify as disabled if they have a medically determinable physical or mental impairment (including an emotional or learning problem) that results in marked and severe functional limitations, can be expected to result in death or has lasted or can expect to last for a continuous period of not less than 12 months. The family must also be experiencing financial challenges.

What are some examples of qualifying disabilities?

Refer to the Social Security Administration's complete listing of childhood impairments for a more comprehensive list: <https://www.ssa.gov/disability/professionals/bluebook/ChildhoodListings.htm> Below are some examples, from medical specialty.

- All Specialties: Legally blind or deaf
- Neonatology: Birth weight less than 1,200 grams, cerebral palsy with IQ less than 70
- Gastroenterology: G-tube for feeding
- Hematology: Sickle-cell disease, extreme anemia, coagulation defects, leukemia
- Pulmonology: Chronic asthmatic bronchitis, cystic fibrosis, lung transplant
- Urology: End-stage renal disease, chronic glomerulonephritis, hypertensive renal vascular disease
- Cardiology: Chronic heart failure, disorders of the veins or arteries (obstruction or aneurysm)
- Psychiatry: Schizophrenia
- Infectious Diseases: AIDS/HIV
- Genetic: Down syndrome

Is ADHD, depression or asthma considered a qualifying disability?

Most often, no. However, a family who has a child with ADHD or depression can successfully apply when the family demonstrates that the diagnosis is preventing the child from completing age-appropriate activities and/or interfering with daily functioning. Chronicity and functional impairment may provide context that helps the application, for example, and ADHD functional impairment may include the inability of the child to complete entire days in school.

While asthma is not on the qualifying disability list, chronic asthmatic bronchitis is. It is still worth referring to Centauri for more thorough screening to determine if the patient is eligible.

If my patient is enrolled in Partners For Kids, does that mean they automatically meet the financial requirements?

No. It is possible for a family to qualify for Medicaid but not qualify for SSI due to excess assets or income. It is best for the member to connect with Centauri and work through the income and asset test with their assistance.

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Can non-citizens apply for SSI benefits?

Generally, to be eligible for SSI as a non-citizen, one must be in certain classifications granted by the Department of Homeland Security. Please visit [this resource](#) for more information.

Are there patients who would not qualify for Centauri's services?

There are patients who may not qualify for Centauri's services. Centauri has an agreement with each managed care plan that outlines who they can work with. Generally, Centauri will not provide services to:

- Patients not enrolled in a managed Medicaid plan
- Patients already in the ABD (Aged, Blind, and Disabled) or SSI/SSD Medicaid category
- Patients working with an attorney or other representation for SSI benefits
- Patients already receiving SSI/SSD monthly payments
- Patients who were denied for benefits in the previous six months
- Patients who were denied for benefits and have appealed to the Appeal Counsel, the highest level of appeal

If a patient does not qualify for Centauri's services, what are their options?

1. Patients may contact their health plan to assess other resources available.
2. Patients may contact the [Social Security Administration](#) directly to complete an application.
3. Patients may work with Nationwide Children's Financial Counselors to explore other financial benefits like SNAP or WIC.

REFERRING PATIENTS

Can I receive a list of patients that Partners For Kids / Centauri have already identified as potentially eligible for SSI?

Please email SSI@NationwideChildrens.org for a list of patients who are attributed to you that have been identified through claims data as potentially eligible. If you are a provider in a Nationwide Children's Hospital clinic, we can provide a list of patients identified as potentially eligible who have an appointment in the upcoming two months at your clinic.

How can I refer a patient family to see if they are eligible for SSI?

1. For providers with access to Nationwide Children's Hospital Epic, place a Referral Order via Epic to Nationwide Children's Hospital's Financial Counselors.
2. For providers without access to Nationwide Children's Hospital Epic, email the referral to Partners For Kids at SSI@NationwideChildrens.org or fax the referral to Partners For Kids at (614) 938-8515. The referral form can be found at this [link](#).
3. If the patient is enrolled in Partners For Kids Care Navigation program, contact their assigned care coordinator to coordinate this referral.
4. Recommend the patient family call Centauri at (877) 271-7755. It is preferred for you to assist the patient family with the initial call, but the patient family may also call Centauri on their own.

If my patient's family requests a referral, is it my responsibility to make sure they qualify?

No. While it may be helpful to discuss qualifying conditions with the family, anyone who wishes to be referred can be.

What time commitment will the SSI referral require from me (the provider)?

We are aware that providers are overburdened already and want to make referrals as easy as possible. Providing the referral and sharing the patient's medical chart should be all that is necessary. Centauri has the responsibility for paperwork and appeals after their initial meeting with the patient's family. Your feedback will be important to let us know if that is happening. Please email SSI@NationwideChildrens.org with any feedback.

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If a patient is denied SSI benefits, what are their other options?

If a patient is denied benefits, they have 60 days to appeal the decision. If the patient is interested in appealing and worked with Centauri on their application, Centauri can represent the family in an appeal. If the patient did not work with Centauri on their application and is denied benefits, clinicians can complete a referral to Lawyers For Kids to review their case.

Does the patient need to submit medical records?

No. Once the application is submitted by Centauri, the Social Security Administration (SSA) schedules a phone interview with the patient and family. They also mail a copy of the application submitted and release forms to the patient so they can sign everything and mail it back to SSA. Using these release forms, the SSA requests appropriate medical records.

My patient and family are non-English speaking. Are translation services available during the referral process?

Yes, Centauri will provide a translator for discussions with non-English speaking patients and families.

Does enrollment in SSI have the potential to make families ineligible for other financial need-based programs?

No. SSI enrollment complements Medicaid enrollment and may open doors to other financial benefits for a patient.

If my patient has coverage through AmeriHealth Caritas or Humana, how do I refer them to SSI?

- Members with coverage through AmeriHealth Caritas can contact (855) 804-6582 to be screened for SSI benefits.
- Members with coverage through Humana Healthy Horizons can contact the Social Security Administration at (800) 772-1213 Monday through Friday, 7 a.m. to 7 p.m.

For additional questions, contact
SSI@NationwideChildrens.org

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