

Verification of Social Security & Other Public Benefits/MA

Fact Sheet 2024

There are several ways to formally verify Social Security, state and public health insurance benefits, including the following:

Social Security Disability Benefits

A Benefits Planning Query (BPQY) is a report produced by Social Security that informs Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) beneficiaries about their current benefit status. It contains detailed information, including:

- Disability onset & benefit entitlement dates
- Cash benefit monthly payment amount(s)
- Overpayment balance & any withholdings
- Next continuing disability medical review
- Representative Payee & Authorized Representative status
- Health insurance (Medicare & Medicaid/MassHealth)

A beneficiary or someone else on their behalf, (e.g., an advocate, benefits counselor, representative payee, authorized representative, and/or service organization) can request a BPQY either from the local Social Security office, or by calling the national toll-free line at 1-800-772-1213. When requesting the BPQY, the best practice is to reference it as Form SSA-2459.

Beneficiaries, Community Work Incentives Coordinators (CWIC), or certified benefits counselors, can request BPQYs at no charge. All others are normally charged a fee and must submit a [Consent for Release of Information form \(Form SSA-3288\)](#), filled out and signed in ink by the beneficiary.

Public Health Insurance: Medicaid/MassHealth

MassHealth beneficiaries can verify their active health plan by calling the 24/7 Self-Service Access phone line at 1-888-665-9993. To facilitate this process, the Social Security Number (SSN) or 12-digit MassHealth identification number will be needed.

All others can verify MassHealth benefits by having the beneficiary give verbal consent via a three-way call to a MassHealth Customer Service Representative, and/or the beneficiary can complete and sign a [Permission to Share Information Form](#). This form grants a person or agency approval to receive this information.

Public Health Insurance: Medicare

Medicare beneficiaries can access their personal information about benefits and services by registering for Medicare's free, secure online account portal at www.mymedicare.gov/. When doing so, they must provide their Medicare number, the address Social Security has on record, and the effective dates for Medicare Parts A and B. A confirmation letter will be sent and emailed to the beneficiary once registered.

Medicare beneficiaries can call 1-800-633-4227 to verify their benefits. To allow a third party to receive personal information, a [Medicare Authorization to Disclose Personal Health Information](#) must be signed by the beneficiary.

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Other Public Benefits: DTA Connect

Beneficiaries who have smart phones, can now download the free DTA Connect mobile application to verify their DTA benefits. By simply entering their date of birth and Social Security Number, a beneficiary can obtain access to the following:

- Confirmation of processed documents they sent to their local DTA office
- A benefits summary that includes monthly benefit amount, next benefit issue date, Electronic Benefit Transfer (EBT) balance
- Alerts about their benefits, upcoming appointments and workshops

Other Public Benefits: Subsidized Housing

To have a better sense of how housing will be impacted by work, it is important to find out whether the housing is subsidized by the state, or the federal Department of Housing and Urban Development (HUD).

To confirm the type of housing, it is best to start by contacting the leasing agent at the local housing authority and/or the site manager. A good general rule of thumb is if the lease or income verification has the words “federal public housing”, “U.S. Department of Housing and Urban Development”, or “HUD”, the housing is likely federally funded housing. However, if the wording contains “state-assisted housing”, “Department of Housing and Community Development,” or “DHCD”, then the housing is likely state-funded housing.

Visit the HUD website for a [list of all the Public Housing Authorities in Massachusetts](#).

For more information about

**Work Without Limits
Benefits Counseling**

call toll-free

1-877-YES-WORK

(1-877-937-9675)

or visit

workwithoutlimits.org