

Appendix A – Abbreviations

General Acronyms

Many of the following abbreviations are used in the RCM and the FOM. You may use these abbreviations in communications (memoranda, forms G-626, etc.)

A

ABD	annuity beginning date
AERO	automatic earnings reappraisal operation
AG	agricultural quarters
AGC	Associate General Counsel
AIM	Adjudication Instructional Manual
AIME	average indexed monthly earnings
ALTA	automated award letter to annuitant
AMC	average monthly compensation
AMR	average monthly remuneration
AMW	average monthly wage
AN	account number
APPLE	Application Express
AQD	alleged quarter of disability
A&SA	age and service annuity
ARD	adverse re-determination program.
ARF	adjusted reduction factor
ASAP	as soon as possible
ASTRO	Automated System to Recover Overpayments

B

BA	railroad employer identification, basic amount
BE	burial expenses
BENE	beneficiary
BIC	beneficiary information code (RRB)
BIC	beneficiary identification code (SSA)
BLB	black lung benefit for coal miners
BY	benefit year

C

CBT	computer based training
CC	current connection
CCOM	Compensation & Certification Operations Manual
CDR	continuing disability review (disability cases)
CERT	certificate, certifying, certification
CHICO	combined health insurance and check writing operation
CIA	child's insurance annuity (RRB)

CITZ	citizen(ship)
CMS	Centers of Medicare & Medicaid Services
CNTRGSTR	Central Register
COA	change of address
COINS	Consolidated Information Screens
COL	cost of living
COLA	cost of living adjustment
COMP	compensation
CONV	conversion
CPS	current pay status
CR	contact representative
CSM	creditable service month(s)
CWOA	closed without award
CY	current year

D

DA	disability annuity (RRB)
DB	direct billing (Medicare)
DBR	daily benefit rate
DC	death certificate
DCM	Disability Claims Manual
DD	direct deposit
DECD	deceased
DF	disability freeze
DIB	disability insurance benefit (SSA)
DISC	discrepancy
DLW	date last worked
DNE	death notification entry
D-O	drop-out (provision of SS Act)
DO	district office (RRB)
DOB	date of birth
DOD	date of death
DOE	date of entitlement
DOFS	date of filing, SMIB
DQRRB	disabled qualified railroad retirement beneficiary
DRC	delayed retirement credits (SSA)
DRR	date rights relinquished
DRS	disability review section (SSA)
DWIA	disabled widow's insurance annuity (RRB)

E

EARN	earnings
EDMA	Employment Data Maintenance System
EDP	electronic data processing
EE	employee

EEI	estimated end of inability date
EFF	effective
EFT	electronic fund transfer
EGHP	eligible group health plan (Medicare SEP)
EI	educational institution
EIN	employer identification number
ENT	entitled, entitlement
ER	employment relation, employer
E/R	earnings record
EXCS EARN	excess earnings

E

FAST	Field-Address-Suspension-Termination System
FEHB(A)	Federal Employee's Health Benefits (Act)
FH	funeral home
FHITF	Federal Hospital Insurance Trust Fund
FIN	final certification
FMB	family maximum benefit
FNOD	first notice of death
FO	RRB field office (RO, D/O or branch office)
FOM	Field Operating Manual (RRB)
FOMF	Financial Organization Master File
FRA	full retirement age
FSIS	Field Service Inquiry System
FTA	full-time attendance
FTS	full-time student

G

GAO	General Accounting Office
GC	General Counsel
GEP	general enrollment period (SMIB)
GF	grandfather clause
GOLD	G-90 Online database

H

HCFA	Healthcare Finance Administration (Obsolete but still used)
HHA	Home Health Agency
HHS	Home Health Services, Department of Health and Human Services
HI(B)	health insurance (benefits)
HIM	health insurance master "file" (SSA)
HIS	inpatient hospital services (HIB)
HMO	Health Maintenance Organizations
HSL	Hybrid Systems Limited

I

IB	Informational Bulletin
IEP	initial enrollment period (SMIB)
IM	Instructional Memorandum
IMPACT	initial monthly partial certification in tiers
INS	insured
IP	Interim Procedure
IPI	ineligible person included
IS	insured status
IW	interim widow

J-K

JA	joint and survivor annuity
JADE	Joint Agency Data Exchange
JS	joint and survivor option
KOR	Key Operating Reports

L

LAF	ledger account file (SSA) - (LAF E = RR certification)
LEMBA	larger excess master benefit amount (SSA)
LGHP	Large Group Health Plan
LI/E	last illness expense
LPE	last person employment
LPS	last person service
LSDP	lump-sum death payment
L/W	living with

M

MA	spouse annuity
MACRO	Master and Clearance Records On-Line
MARC	Microfiche,
MATLOCK	material locator
MBA	monthly benefit amount (SSA)
MBR	master benefit record (SSA)
M/E	medical evidence
MIE	medical improvement expected (disability cases)
MINE	medical improvement not expected (disability cases)
MIP	medical improvement possible (disability cases)
MIRTEL	Medicare information recorded, transmitted, edited and logged
MOMS	monthly microfilm of START
MPM	Medicare Programs Manual
M/S	military service

N

NCSP	non-covered service pension
NEI	national employee index
NIF	not in file
NIS	no insured status
Non-SSEB	non-social security equivalent benefit
NRA	non-resident alien

O

OBD	original annuity beginning date
OM	overall minimum provision (RR Act)
OP	overpayment
OPO	one payment only
OSR	on-site representative (SSA)

P

PC	payee code
PARS	Program Account Receivable
PART	Part certification
PE	post entitlement (SSA)
PG	Programs General
P.H.S.	Public Health Service
PIA	primary insurance amount
PIB	primary insurance benefit
POA	proof of age
POB/E	proof of burial expenses
POD	proof of death
POM	proof of marriage
POM/S	proof of military service
POR	proof of relationship
P/S	prior service
PSC	program service center (SSA)
PSP	Public Service Pension
PT	Procedure Transmittal

Q-R

QC	quarter of coverage
QRRB	qualified railroad retirement beneficiary
RASI	Retirement Adjudication System - Initial
RCM	Retirement Claims Manual
RECOMP	recomputation
REG ANN	regular annuity
RET	retirement
RF	reduction factor

RIB	retirement insurance benefit (formerly OAIB)
RLS	residual lump sum
RO	RRB Regional Office
RPS	RUIA Procedure Supplement
R of R	relinquishment of rights
RR	railroad
RRA	Railroad Retirement Act
RRAILS	Railroad Retirement Automated Integrated Letter System
RRAPID	Railroad Automated Processing Integrated Database
RRB	Railroad Retirement Board
RRDLW	Railroad day last worked
RRXR	Railroad Experience Rating
RUCS	Railroad Unemployment Claims System
RUIA	Railroad Unemployment Insurance Act
RW	remarried widow

S

SBI	state-buy in (Medicare)
SCORE	service and compensation of railroad employees
SDS	surviving divorced spouse
SE	self-employment
SEI	self-employment income
SEP	special enrollment period (SMIB-Medicare)
SES	State Employment Service
SGA	substantial gainful activity
SI	sickness insurance
SM	service months
SMI(B)	supplementary medical insurance (benefit)
SMITF	supplementary medical insurance trust fund
SNF	skilled nursing facility
SNS	skilled nursing services
SP	spouse
SPAR	spouse partial annuity rate
SPC MIN	special minimum
SS	social security
S/S	subsequent service
SSA	Social Security Administration (Act)
SSA DO	SSA district office
SSEB	social security equivalent benefit
SSI	supplemental security income
SSN	social security number
SUP ANN	supplemental annuity (RRB)
SURV	survivor
SURCAL	survival calculation ADP program
SUSP	suspense

SYM	symbol
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I

TAS	tax accounting system
TERM	terminate, terminated, termination
T/I	transitional insured (SSA)
TI	table increase
TOM	Taxation Operations Manual
TPO/TPOINQ	tape print out/ tape print out inquiry
T/S	termination/suspension
TT	teletype
TI	tier 1
T2	tier 2

U-V

UP	underpayment
UPC	unemployment payment control
UI	unemployment insurance
VA	Veterans Administration
VAC	Veterans Administration Center
VARO	Veterans Administration Regional Office
VQ	voluntary quit
VRS	vocational rehabilitation services

W-Y

WC	worker's compensation (worker's comp)
WCIA	widow's current insurance annuity (RRB)
WD	work deductions
WDIS	work deduction insured status
WE	wage earner (includes self-employed person)
WF	windfall
WIA	widow's insurance annuity (RRB)
WIB	wife's insurance benefit (SSA)
WIMA	Widow(er)'s Initial Minimum Amount
WO	without
XS	excess
YOC	years of coverage

Organizational Acronyms**A-C**

ADC	Application Design Center
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AFGE	American Federation of Government Employees (Union)
A&T	Assessment & Training
BCC	Bureau of Compensation and Certification
BC-S	Benefit Continuity (Survivor)
BDMO	Bureau of Disability & Medicare Operations (Obsolete but still referenced)
BFO	Bureau of Fiscal Operations
BHA	Bureau of Hearings and Appeals
BIS	Bureau of Information Services
CASS	Claims Adjustment & Settlement Sections
CESC	Compensation and Employer Service Center
CHAIR	Chairperson's Office
CIS	Congressional Inquiry Section
CSR	Customer Service Representatives
CSU	Clerical Services Unit

D-L

DIS	Disability Initial Section
DPS	Disability Post Section
DRS	Debt Recovery Section
ESC	E-Government Service Center
FS	Field Service
H&A	Hearing & Appeals
HQ	Headquarters
HR	Human Resources
IDU	Imaging Distribution Unit
IFR	Initial Folder Review
IRM	Information Resource Management
ISC	Infrastructure Services Center
LAW	Office of General Counsel (OGC)
LMO	Labor Members Office

M-R

MS	Medicare Section
MMO	Management Member's Office
OEO	Office of Equal Opportunity
OIG	Office of Inspector General
OLA	Office of Legislative Affairs
OP	Office of Programs
OPA	Office of Public Affairs
OPER	Operations
OPR	Overpayment Recovery Section
OSR	On-site Representative (SSA)
PAS	Payment Analysis and Systems Section
PES	Program Evaluation Section

PSD	Program Support Division
PSS	Program Services Section (BFS)
P&S	Policy and Systems
PSU	Payment Services Unit
RAC	RRA Application and Calculation
RECON	Reconsideration Section
RBD	Retirement Benefits Division
RIS	Retirement Initial Section
RIS	RUIA, Internet and Support
RMC	Resource Management Center
RO	Regional Office
RPS-A	Retirement Post Section A
RPS-B	Retirement Post Section B

S-U

SSS	Supply Services Section
SBD	Survivor Benefits Division
SIS	Survivor Initial Section
SPS	Survivor Post Section
SUBS	Sickness and Unemployment Benefits Section
TCIS	Tax Reconciliation Section
UPSD	Unemployment & Program Support Division

Program Acronyms**A**

AEC	Advanced Evidence Collection (Replaced by APPLE Proofs Database)
AERO	Automatic Earnings Recomputation Operation (performed annually from 1978 through 2005)
AESOP	Annuity Estimate Operations
AFCS	Automated Folder Control System
ALTA	Automated Award Letters to Annuitants
ANEX	Annual Extract Operation(Tax)
APPLE	Application express
ASTRO	Automated System to Recover Overpayments

B-C

BASS	BUSI Access Security System
BERT	Beneficiary Enrollment Retrieval system(CMS)
BIC	Beneficiary Identification Code
BXR	Beneficiary Cross Reference
CALC	Tax Withholding Calculation Module
CANCO	Cancelled Checks Operation
CHICO	Check writing Integrated Computer] Operation

COINS	Consolidated Information screens
COL	Cost-of-Living
CWF	Common Working File (CMS)

D-G

DAISY	Daily Activity Input System
DAS	Disability Attainment Selections
DATA-Q	DATA Queued
DELTA	TAS Daily Update System
EDM	Employment Data Maintenance
EFT	Electronic Funds Transfer
ETA	Evaluating Tax Accruals
FAME	FFS Application for Medical Exams
FAST	Field-Address-Suspension-Termination
FIELDSTAR	Field System Tracking and Reporting Program
FOMF	Financial Organization Master File
FSIS	Field Service Inquiry System
GRACE	General Rule Adjustment and Contributions Evaluation (Tax)

H-L

HIM	Health Insurance Master (CMS)
HSL	Hybrid Systems Limited (Although most reports have been replaced by Microsoft Outlook messages and Automated On-Line Reports, a few HSL reports are still used)
IC	Initial Claims System (Replaced by APPLE)
ICETEA	Initial Claims Transmission of Earnings Account
IMPACT	Initial Monthly Partial Annuity Certification in Tiers
IOTA	Interactive Output of Taxation Awards
JADE	Joint Agency Data Exchange
KEYMAST	Key Master Test Screens (Replaced by KORFORMS & SARA)
KEYPROD	Key Master Production Screens (Replaced by KORFORMS & SARA)
KOR	Key Operating Reports
KORFORMS	Key Operating Reports manual activity
LAMDA	TAS Data Base Extraction Program
LUCKS	List Uncashed Checks

M

MACRO	Master and Clearance Records On-line
MAMMA	Monthly Adjustment of MIRTEL Master
MAP	Monthly Attainment Processing
MARC	Microfiche of Annuity Residual and Compensation
MARS	Mechanical Adjustment of Railroad and Social
MATLOC	Material Locator

MBF	Master Benefit File
MBR	Master Beneficiary Record
MEDCOR	Medicare Correction System
MEDREF	Medicare Referral System
MEF	Master Earnings File
MIRF	MIRTEL File
MIRTEL	Medicare Information Recorded, Transmitted, Edited, and Logged
MMAC	MIRTEL Microfilm of Activity
MOLI	MIRTEL On-Line Inquiry
MOMS	Monthly Microfilm of START
MOR	Mechanical Output Referral
MOSBI	Monthly State Buy-In
NRECURRE	Tax - Non-Recurring Module

O-Q

OCR	Optical Character Recognition
OLDDS	On-line Disability Decision Sheet
OLQ	On-line Query
ONCORR	On-line Correction System
OPAC	Online Payment and Collections Facility (FMS)
ORCS	Overpayment Recovery Correspondence System
ORVL	On-line Verification Letters
PAM	Post Adjudication Mechanical
PARS	Program Accounts Receivable
PHUS	Payment History Update System
PIENTRY	Payment Investigation On-line Entry
PISTATUS	Payment Investigation Status
PREH	Payment, Rate & Entitlement History (aka ORIS – On-line Rate History Inquiry)

R

RAIL	Retirement Adjustment to Include Lag (performed annually from 1989 through 2005)
RASI	Retirement Adjudication System Initial
RECALC	Mass Adjustment Tax Withholding Recalculation Program
RECURRE	Recurring Module (Tax)
REQUEST	RASI Examiner Query Using Electronic System Terminals
ROC	Retirement On-Line Calculations
RRAILS	Railroad Retirement Automated Integrated Letter System
RRAPID	Railroad Retirement Automated Integrated Database
RRIC	Railroad Retirement Initial Claims (Formerly used for entering retirement applications on-line. Replaced by APPLE)
RRXR	Railroad Experience Rating
RUCS	Railroad Unemployment Claims System

RUIACALC	RUIA Calculations
RESCUE	Recalculate for Service and Compensation Updated to EDM

S

SAARA	Supplemental Annuity and Retirement Attainments – Obsolete
SAIL	Survivor Adjustment to Include Lag
SALSA	Separation Allowance Lump Sum Award
SAMIC	Supplemental Annuity 1099 – Obsolete
SAMM	START Activity and Master Microfilm
SARA	Search Re-Entry A/B
SCAMP	SSEB Calculation Modular Program (Tax)
SCORE	Service and Compensation of Railroad Employees
SECUTAB	BRC Security Table for FAST
SOD	SCAMP-On Demand
SOLAR	Social Security On-Line Automated RR-1E's
SPAR	Spouse Partial Annuity Rate
SPEED	System to Process Excess Earnings Data
SPOC	SSEB PIA On-Line Calculations (Tax)
SSPI	Social Security Payment Inventory
STAR	RBD/SBD Version - Survivor Tracking and Reporting System
STAR	Tax Version – System to Apply Repayments
STATS	Statistically Targeted Automated Tracking System – Field office counts of monthly RRA and RUIA activities.
STAZA	System to Automate Zero Accruals
SURCAL	Survivor Calculations
SURGE	Survivor G-90 Expeditor
SURPASS	Survivor Payment System
SURVEA	Survivor Electronic Attainments

T-U

TACAL	SUP ANN Tax Credit and Liability System (Obsolete)
TAS	Tax Accounting System (RRA Federal Income Tax)
TAS RECERT	Tax Withholding Recertification Program
TAU	TAS Audit Update
TAXCOR	Tax On-Line Corrections
TAXTECH	Tax Accounting System Technical
TRIC	Telecommunicated Records for Interagency Coordination
TWERP	Monthly Tax Withholding Recertification Program
UFCS	RUIA Claims Files and Folder Control Systems
UPC	Unemployment Payment Control
USTAR	Universal System Tracking And Reporting

W-Z

WEB CONNECT (RRA)	Web Connect – Railroad Retirement Act
WEB CONNECT (RUIA)	Web Connect – Railroad Unemployment Insurance Act
WILBUR	Working Information Letters on Beneficiaries' Rates
WM (WILLIAM)	Daily Tax Withholding Module
ZIPCO	Zip Code

Appendix E - Operations Tracing Schedule for Outstanding Items**A. Compensation And Wage Data From Claims Certification Unit (CCU)****1. Retirement G-90 (from G-60 or RASI)**

1st Tracer - After 30 days, check the status list of pending retirement Search requests.

- If the type reply column shows "DPA MANUAL REENTRY" or "MANUAL PIA RELD," send Form G-60a to CCU.
- If the type reply column shows "SSA REPLY," verify that the SS claim number is correct. In manual cases, release another G-60. In RASI cases, RASI will submit a new request.
- If the case is not on the status list and no G-90 has been received, release another G-60 in manual cases. In RASI cases, if RASI did not receive the G-90 data, RASI will submit a new request.

2. Survivor G-90

An FNOD or on-line SURGE request will generate a SEARCH G-90 wage record request. A G-90 requiring re-entry for lag, military service or SSA reply, appears on the HSL SBD Survivor "A" Search Pending List. (See RCM Informational Bulletin B-93-24 for additional information.) If a G-90 requires group "B" manual review or calculation by the CCU, it will appear on the B G-90 Database (PC) Program.

Tracing An Outstanding Re-Entry "A" G-90

- 1st Tracer - Check the E-mail SBD Survivor A Pending List. If the case is on the pending list, pend for 2 weeks from the date into system. If not received within 2 weeks, determine the "Type

Code" reason the G-90 is delayed and follow the procedure below.

If the G-90 is delayed due to SSA reply, the wage record cannot be traced. If there is no SSA reply furnishing the outstanding wages, the G-90 will drop off the pending list after 30 days with no calculation.

If the G-90 is delayed due to lag, refer the case to the Senior Claims Specialist or Section manager.

If the G-90 is delayed due to military service, trace directly to the CCU E-mail mailbox entitled "RE ENTRY A" using the "Survivor Wage Record Tracer" pattern.

CCU responses will be sent to the SURV INQUIRIES/TRACERS mailbox. The messages will be distributed daily.

- 2nd Tracer - If no response to the E-mail is received within one week, trace with the CCU through the Senior Claims Specialist or Section Manager.

If the case is not on the HSL Pending List, see procedure for tracing an outstanding manual "B" G-90 below.

Tracing An Outstanding Manual "B" G-90

To determine if a G-90 has been referred to CCU for manual review or calculation, access the B G-90 Database Program option #1, "Check on Survivor B G-90". Enter the terminal digit number without dashes or, if a six digit number, the prefix followed by the six digits. If no record is found using a six digit number, also check under the terminal digit number.

If the G-90 has been referred to CCU for category B manual handling, the claim number will be displayed as an existing case with the date received in CCU. If CCU has completed their action and forwarded the paper G-90 to the Survivor Benefits Division, the date of that action will be indicated in the "Date Completed" box.

- 1st Tracer - Trace a category B G-90 not completed by CCU using the Database program. Select "S - Send Message to CCU for Special Handling". Type in the tracer message in the remarks section and enter "Y" to send the message. CCU can acknowledge the special handling request and respond using the Database program, if applicable.

- 2nd Tracer - If no response to the Database program message is received within one week and no G-90 is received, trace with CCU through the Senior Claims Specialist or Section Manager.

3. Tracing G-563

Release 1st Tracer 30 days after request was made. Release a 2nd Tracer G-563 marked "Second Request" 30 days after first tracer was released.

B. Compensation And Pension Data

1. Tracing G-88A.2, Notice of Retirement and Request for Verification of Service Needed for Eligibility.

1st Tracer -

- Advance Filing Cases - The Form G-88A.2 is not released by the field office until the month of the employee's date last worked. Trace 30 days from the annuity beginning date (ABD). Release an E-mail message to the field office nearest the railroad.
- Other Than Advance Filing Cases - Trace 30 days from the filing date of the AA-1 application. Release an E-mail message to the field office nearest the railroad.

2nd Tracer - 30 days after 1st tracer - Telephone the district manager of the field office nearest the railroad.

2. Tracing Form G-88p, Employer's Supplemental Pension Report.

1st Tracer - After 30 days release an e-mail message to the field office nearest the railroad.

2nd Tracer - 30 days after 1st tracer - Telephone the district manager of the field office nearest the railroad.

NOTE: When tracing forms with the Canadian National Railway, always include the employee's PIN and/or SRB number.

C. Proofs etc. Needed To Pay Case

1. Tracing Proof from Field Offices

- 1st Tracer - After 30 days or when referral message is produced - E-mail message to field.

- 2nd Tracer - 30 days after 1st tracer - E-mail message to field.
- 3rd Tracer - 30 days after tracer - Phone call to field. Note - The field office will be abandoning the case if they have been unable to obtain the proof by this time.

2. Tracing Proof from Resources Management Center (RMC)

After 30 days from the date foreign language document was sent to RMC - Send a photocopy of the G-91a in file to RMC. Show "Foreign Language Document Outstanding 30 days," on the G-26 route slip.

D. Medical Evidence

The Disability Benefits Division will take all tracing action necessary for outstanding medical evidence.

E. Social Security Data

1. RLS - (Form G-80 is obsolete). Refer to RCM 2.9.70.-73 for current G-80 RLS handling.
2. Tracing RR1a/RR1e

First Tracer - If the beneficiary or the field office reports that an application for SS benefits has been filed and no RR1a/RR1e is in file, check POLO. If not on POLO, send an RR-25 to the OSR.

F. Military Service Data

1. Tracing G-431 or SF-180

1st Tracer - 30 days after form was released. Release another form.

2. Tracing for Reply to Code Letter 353

1st Tracer - 30 days from date form letter was released - Release a letter marked "Second Request".

2nd Tracer - 30 days after 1st tracer, release a second tracer letter.

3rd Tracer - 30 days after 2nd tracer, refer case to RAC.

G. All Data From Government Agencies Not Mentioned Above

1st Tracer - 30 days from date form or letter was released - Release a letter marked "SECOND REQUEST".

2nd Tracer - 30 days after 1st tracer - Release a 2nd tracer letter.

3rd Tracer - 30 days after 2nd tracer - Refer case to PAS.

H. All Data Requested From Field Not Previously Covered

1st Tracer - 30 days from date request was made - Send E-mail message to the field office manager.

2nd Tracer - 10 days from 1st tracer - Send E-mail message to appropriate regional office.

Appendix G - Addresses Of SSA Program Service Centers and Reviewing Offices

SSA Numbers	Program Service Centers
268 – 302 316 – 399 700 – 728 731	Harold Washington Social Security Center Great Lakes Program Service Center 600 W. Madison St. Chicago, IL 60661
001 – 134 729 805-808	Social Security Administration Northeastern Program Service Center Joseph P. Addabbo Federal Bldg. One Jamaica Center Plaza 155-10 Jamaica Avenue Jamaica, NY 11432-3830
135 - 222 232 – 236 577 – 584 596 – 599 691 - 699 809 - 826	Social Security Administration Mid-Atlantic Program Service Center 300 Spring Garden Street Philadelphia, PA 19123
501 – 504 516 – 524 526 – 576 586	Social Security Administration Western Program Service Center 1221 Nevin Avenue Richmond, CA 94802

600 – 626 646 – 647 650 – 653 680 733 – 751 764 – 765 827 - 867	
303 – 315 429 – 500 505 – 515 525 585 627 – 645 648 – 649 659 – 665 676 – 679 732 868 - 899	Social Security Administration Mid-America Program Service Center 601 East 12th Street Kansas City, MO 64106-2859
223 – 231 237 – 267 400 – 428 587 – 595 654 – 658 667 – 675 681 – 690 730 752 – 763 766 - 804	Social Security Administration Southeastern Program Service Center 2001 Twelfth Avenue, North Birmingham, AL 35285

Reviewing Offices	
DIB Claims	Social Security Administration

All account numbers	Office of Disability Operations 1500 Woodlawn Drive Baltimore, MD 21241
Foreign Claims (All account numbers if at least one beneficiary resides in a foreign country)	Office of Disability and International Operations Office of International Operations P.O. Box 1756 Baltimore, MD 21235

SSA Regional Office Addresses And States Served	
Region	States Served
BOSTON John Fitzgerald Kennedy Building Room 1100, Government Center Boston, MA 02203	Connecticut New Hampshire Maine Rhode Island Massachusetts Vermont
NEW YORK Room 40-102, 26 Federal Plaza New York, NY 10278	New Jersey New York Puerto Rico Virgin Islands
PHILADELPHIA P.O. Box 8788 3535 Market Street Philadelphia, PA 19104	Delaware Pennsylvania District of Columbia Maryland Virginia West Virginia
ATLANTA 101 Marietta Tower Suite 1902 Atlanta, GA 30323	Alabama Mississippi Florida North Carolina Georgia South Carolina Kentucky Tennessee
CHICAGO P.O. Box 8280 Chicago, IL 60680	Illinois Minnesota Indiana Ohio Michigan Wisconsin
KANSAS CITY Federal Building	Iowa Kansas Missouri Nebraska

Room 436 601 East Twelfth Street Kansas City, MO 64106	
DALLAS Room 1440 1200 Main Tower Building Dallas, TX 75202	Arkansas Oklahoma Louisiana Texas New Mexico
DENVER Room 1185, Federal Office Building 1916 Stout Street Denver, CO 80294	Colorado South Dakota Montana Utah Wyoming North Dakota
SAN FRANCISCO 75 Hawthorne Street San Francisco, CA 94105	Arizona Hawaii Nevada California
SEATTLE 2201 Sixth Avenue M S RX-50 Seattle, WA 98121	Alaska Oregon Idaho Washington

Appendix H - Canadian Provinces and Territories by Field Office

First Character of Postal Code	Canadian Province or Region	Office/Speed #
A	Newfoundland and Labrador	Boston/231
B	Nova Scotia	Boston/231
C	Prince Edward Island	Boston/231
E	New Brunswick	Boston/231
G	Quebec East	Albany/211
H	Montreal Metro	Albany/211

J	Quebec West	Albany/211
K	Eastern Ontario	Buffalo/217
L	Central Ontario	Buffalo/217
M	Toronto Metro	Buffalo/217
N	SW Ontario	Detroit/286
P	Northern Ontario	Milwaukee/291
R	Manitoba	Fargo/376
S	Saskatchewan	Billings/372
T	Alberta	Billings/372
V	British Columbia	Seattle/371
X	NW Territories, Nunavut	Spokane/384
Y	Yukon	Seattle/371

Appendix I - Mexican States and Territories by Field Office

<u>Covina, CA</u>	<u>Houston</u>
Baja California Norte	Campeche
Baja California Sur	Chiapas
	Coahuila
	Federal District
<u>Albuquerque</u>	Guanajuato
Aguascalientes	Guerrero
Chihuahua	Hidalgo
Colima	Mexico
Durango	Michoacan
Jalisco	Morelos

Nayarit	Nuevo Leon
Sinaloa	Oaxaca
Zacatecas	Puebla
	Queretaro
	Quintana Roo
<u>Mesa, AZ</u>	San Louis Potosi
Sonora	Tabasco
	Tamaulipas
	Tlaxacala
	Vera Cruz
	Yucatan

Appendix J - Addresses Of State Correctional Authorities

ALABAMA

State Board of Corrections
 101 S. Union St.
 Montgomery, AL 36130

ALASKA

Department of Health & Social Service
 Division of Corrections
 Pouch HO 3, Health & Social Service Bldg.
 Juneau, AK 99811

ARIZONA

Department of Correction
 1601 West Jefferson St.
 Phoenix AZ 85007

ARKANSAS

Department of Correction
 Post Office Box 8707
 Pine Bluff, AR 71611

CALIFORNIA

Department of Correction
 P.O. Box 714

Sacramento, CA 95803

COLORADO
State Department of Corrections
Attn: Records
2862 South Circle Drive Suite 400
Colorado Springs CO 80906

CONNECTICUT
Department of Correction
340 Capitol Ave.
Hartford, CT 06106

DELAWARE
Department of Correction
80 Monrovia Ave
Smyrna, DE 19977

DISTRICT OF COLUMBIA
Department of Correction
614 H Street NW
Washington, D.C. 20001

FLORIDA
Department of Correction
2601 Blair Stone
Tallahassee, FL 32399-2500

GEORGIA
Department of Offender
Rehabilitation
800 Peachtree St. NE
Atlanta, GA 30308

HAWAII
Department of Social Service
and Housing, Correction Division
P.O. Box 339
Honolulu, HI 96809

IDAHO
Department of Correction
Box 7309
Boise, ID 83707

ILLINOIS
Department of Correction

201 Amory Bldg.
Springfield, IL 62706

INDIANA
Department of Correction
804 State Office Bldg.
Indianapolis, IN 46204

IOWA
Department of Social Service
Division of Correction
Hoover Building
Des Moines, IA 50319

KANSAS
Department of Correction
535 Kansas Ave.
Topeka, KS 66603

KENTUCKY
Bureau of Correction
State Office Building
Frankfort, KY 40601

LOUISIANA
Department of Correction
P.O. Box 44304
State Capitol Station
Baton Rouge, LA 70804

MAINE
Department of Mental Health and Corrections
411 State Office Bldg.
Augusta, ME 04333

MARYLAND
Department of Public Safety and Correction Services,
Division of Correction
6314 Windsor Mill Rd.
Baltimore, MD 21207

MASSACHUSETTS
Department of Correction
Saltonstall Office Bldg.
100 Cambridge St.
Boston, MA 02202

MICHIGAN

Department of Correction
Stevens T. Mason Bldg.
Lansing, MI 48913

MINNESOTA

Department of Correction
430 Metro Square Bldg.
Seventh and Roberts Streets
St. Paul, MN 55101

MISSISSIPPI

Department of Correction
723 North President St.
Jackson, MS 39202

MISSOURI

Department of Social Service
Division of Correction
Jefferson City, MO 65101

MONTANA

Department of Institution
Corrections Division
1539 11th Ave.
Helena, MT 59601

NORTH DAKOTA

Director of Institutions
State Capitol
Bismark, N.D. 58505

NEBRASKA

Department of Correctional Service
P.O. Box 94661
Lincoln, NE 68509

NEVADA

Department of Prisons
P.O. Box 7000
Carson City, NV 89701

NEW HAMPSHIRE

(no central dept. of corrections)
adult felons are committed to:
New Hampshire State Prison
Box 14

Concord, N.H. 03301

NEW JERSEY
Department of Corrections
P.O. Box 7387
Whittlesey Rd.
Trenton, N.J. 08628

NEW MEXICO
Criminal Justice Department
Correction Division
State Rd. 14
P O Box 27116
Santa Fe, N.M. 87502

NEW YORK
Department of Correctional Services
State Office Building Campus
Albany, NY 12226

NORTH CAROLINA
Department of Correction
840 West Morgan St.
Raleigh, N.C. 27603

OHIO
Department of Rehabilitation and Correction
1050 Freeway Drive North
Columbus, OH 43229

OKLAHOMA
Department of Corrections
3400 N. Eastern 75 Howard Ave.
P.O. Box 11443
Oklahoma City, OK 73111

OREGON
Department of Human Resources
Correction Division
318 Public Service Bldg.
Salem, OR 97310

PENNSYLVANIA
Department of Justice
Bureau of Correction
P.O. Box 598
Camp Hill, PA 17011

RHODE ISLAND
Department of Correction
Cranston, RI 02920

SOUTH CAROLINA
Department of Correction
4444 Broad River Road
P.O. Box 21787
Columbia, S.C. 29221

SOUTH DAKOTA
Board of Charities & Correction
Office of Correctional Services
Suite 402-403 Foss Building
Pierre, SD.

TENNESSEE
Department of Corrections
Rachel Jackson Building
Ground Floor - MIS
320 6th Avenue North
Nashville, TN 37243

TEXAS
Department of Corrections
Box 99
Huntsville, TX 77340

UTAH

For adult offenders:
Dept of Corrections
Records Bureau
14717 S Minuteman Dr
Draper UT 84020
(801) 545-5700
(801) 545-5702 (fax)

For juvenile offenders:
Department of Social Services
Division of Corrections
150 W. North Temple
Salt Lake City, UT 84103

VERMONT
Agency of Human Services
Department of Corrections

State Office Building
Montpelier, VT 05602

VIRGINIA
State Department of Corrections
P.O. Box 26963
4615 West Broad St.
Richmond, VA 23261

WASHINGTON
Dept. of Social & Health Service,
Adult Correction Division
(Mail Stop FN - 61)
Olympia, WA 98504
Division of Juvenile Rehabilitation
(Mail Stop OB 42 - J)
Olympia, WA 98504

PUERTO RICO
Administration of Correction
Call Box 71308
San Juan, PR 00936

WEST VIRGINIA
Department of Correction
1116 Quarrier St.
Charleston, WV 25301

WISCONSIN
Department of Health and Social
Service, Division of Corrections
Madison, WI 53701

WYOMING
State Board of Charities and Reform
Capitol Building
Cheyenne, WY 82002

[Appendix K – Undeliverable Mail Program Letters and Referrals](#)

The samples listed are letters, USTAR referrals and data entry screens from the Undeliverable Mail Program. Click on the name of the document to view.

A. [Re-mail Letter](#)

B. G-697 Bank Letter

C. [RL-132A-F \(To current address\)](#)

- D. Entry screen for RL-132A-F (To new address)
- E. RL-132A-F (To new address)
- F. USTAR referral (Address Investigation)
- G. Entry screen/USTAR referral (Rep-Payee)

