

# Title XVI Crossover for Title II CSs



## **Title XVI Crossover Guide for Title II Claims Specialists**

SOCIAL SECURITY ADMINISTRATION,  
Office of Human Resources, Office of Learning  
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## **INTRODUCTION**

The Title XVI Crossover Training Guide for Title II Claims Specialists (CS) is a resource guide for CSs who are learning the Title XVI program. You will receive the complete CS Basic Training materials, but the actual course will cover training on only selected topics. While it is not all-inclusive of the Basic Title XVI Course, it will provide you with the information you need for Crossover training. As a Title II CS, you should be familiar with Social Security in general and even with some aspects of the Title XVI program. Due to your systems experience and overall familiarity with Social Security, the Crossover Course will be taught at a more advanced pace than the Title XVI Basic Course.

The Crossover guide is organized into lessons referred to as modules just as the Title XVI Basic Training Guide. Each module in the Crossover Guide will list the objectives, off-air activities and exercises that will be covered during the Crossover training. The activities and exercises highlighted in this Crossover Training Guide will help to reinforce the information you have learned during your training.



## GENERAL INFORMATION

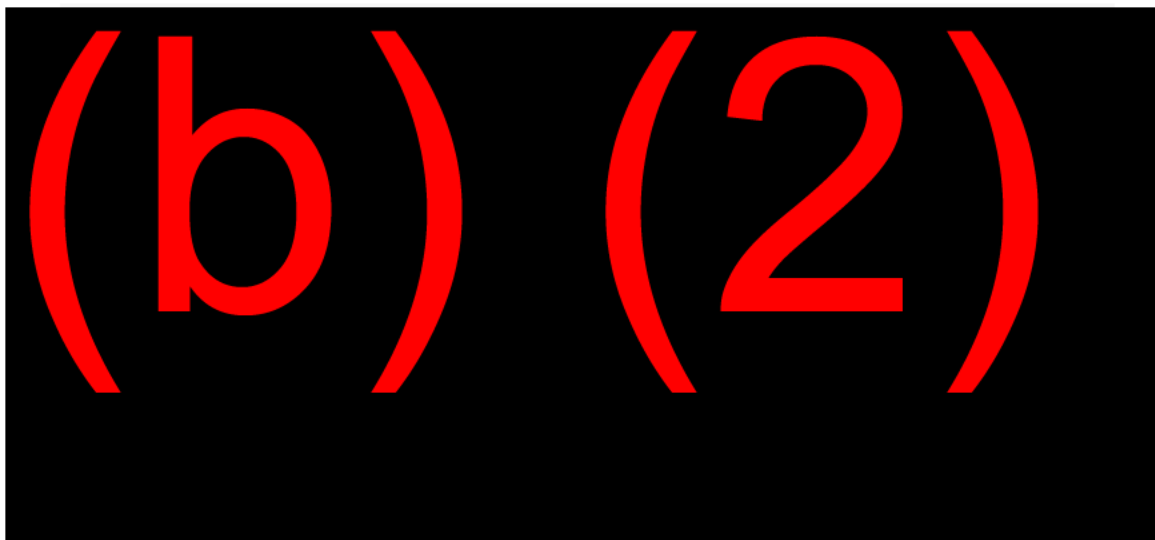
### Course Layout

This is a hybrid course. You will be completing Video on Demands (VOD) of the live IVT broadcasts as well as online objectives. For modules with all online objectives, you will complete the online objectives along with VOD's of workshops and supplemental instructions. The online objectives will not have course materials but will have resources built within the objective pages that you will access to complete them.

### Test Access

You will access the test in Blackboard under the TXVI Crossover Course.

Below is a facsimile of the TXVI Crossover onDemand Blackboard page.



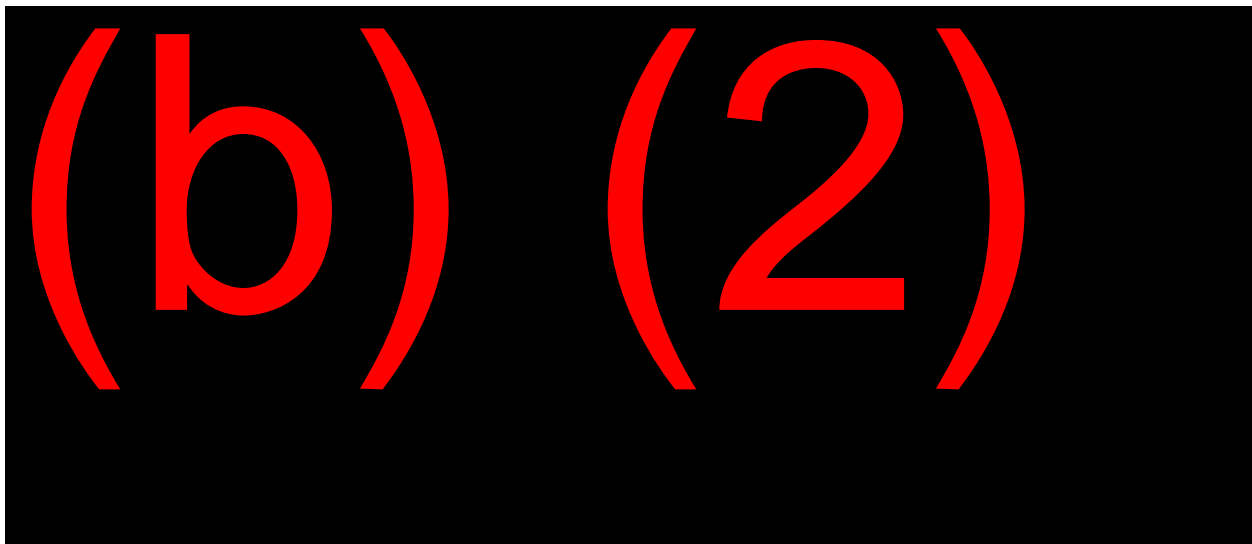
On the left side of the page, you will select the "Content" tab. This will open all of the tests for the course.

### Course Completion and Certification

When you complete your final test for the course, you will need to complete the evaluation survey and the course certification. You will access this under the Special Instructions for the final test. You will complete the evaluation survey first. Then you will self-certify your

completion of the course. If you do not complete the certification, you will not be added to ePAD.

Below is a facsimile of the self-certification page.





## **MOD-1: TITLE XVI BASICS**

### **MOD-01/CH-01 SSI Overview**

Trainees will read this lesson on their own and complete the off-air activities and exercises.

### **MOD-01/CH-02 Introduction to MSSICS**

Trainees will read this lesson on their own and complete the off-air activities and exercises.

### **MOD-01/CH-03 General Applications**

Trainees will view the VOD and complete the off-air activities and exercises.

### **MOD-01/CH-04 Proof of Age**

Trainees will complete the online objective. This does not have a course materials text. All associated material for the objective are housed within the objective page.

### **MOD-01/CH-05 Marital Relationship**

Trainees will complete the online objective. This does not have a course materials text. All associated material for the objective housed within the objective page.



## **MOD-02: CITIZENSHIP, ALIEN STATUS AND RESIDENCY**

### **MOD-02/CH-01 Citizenship, Alien Status and Residency**

Trainees will view the VOD and complete the off-air activities and exercises.

Upon completion of this module, trainees will complete Test 1, which covers Mod 1 and Mod 2.



## **MOD-03: LIVING ARRANGEMENTS AND INSTITUTIONS**

### **Living Arrangements Lesson**

Trainees will complete the online objectives. This lesson does not have a course materials text. All associated material for the objectives are housed within the objective pages.

### **Institution Lesson**

Trainees will complete the online objectives. This lesson does not have a course materials text. All associated material for the objectives are housed within the objective pages.

Upon completion of this module, trainees will complete Test 2, which covers Mod 3.



## **MOD-04: RESOURCES**

### **Introduction to Resources Lesson**

Trainees will complete the online objective. This lesson does not have a course materials text. All associated material for the objective is housed within the objective page.

### **Complete Resource Selection Page Lesson**

Trainees will complete the online objectives. This lesson does not have a course materials text. All associated material for the objectives are housed within the objective pages.

Upon completion of this module, trainees will complete Test 3, which covers Mod 4.





## **MOD-05: INCOME**

### **Introduction to Income Lesson**

Trainees will complete the online objective. This lesson does not have a course materials text. All associated material for the objective is housed within the objective page.

### **Complete Income Selection Pages for Unearned Income Lesson**

Trainees will complete the online objectives. This lesson does not have a course materials text. All associated material for the objectives are housed within the objective pages.

### **Code Income Selection Pages for Earned Income**

Trainees will complete the online objectives. This lesson does not have a course materials text. All associated material for the objectives are housed within the objective pages.

### **Determine if Income is Earned, Unearned or Both**

Trainees will complete the online objectives. This lesson does not have a course materials text. All associated material for the objectives are housed within the objective pages.

Upon completion of this module, trainees will complete Test 4, which covers Mod 5.



## **MOD-06: CLAIMS PROCEDURE & OTHER ISSUES**

### **MOD-06/CH-01: Eligibility for Other Benefits**

Trainees will view the VOD and complete the off-air activities and exercises.

### **MOD-06/CH-02: Claims Development**

Trainees will view the VOD and complete the off-air activities and exercises.

### **MOD-06/CH-03: Claims Clearance**

Trainees will view the VOD and complete the off-air activities and exercises.

Upon completion of this module, trainees will complete Test 5, which covers Mod 6.



## **MOD-07: DEEMING AND COMPUTATIONS**

### **MOD-07/CH-01: Deeming**

Trainees will view the VOD and complete the off-air activities and exercises.

### **MOD-07/CH-02: Payment Determinations**

Trainees will view the VOD and complete the off-air activities and exercises.

### **MOD-07/CH-03: Couples Comps**

Trainees will view the VOD and complete the off-air activities and exercises.

### **MOD-07/CH-04: Payment Procedures**

Trainees will view the VOD and complete the off-air activities and exercises.

Upon completion of this module, trainees will complete Test 6, which covers Mod 7.



## **MOD-08: DISABILITY ISSUES AND APPEALS**

### **MOD-08/CH-01 Substantial Gainful Activity in Initial Claims Cases**

Trainees will view the VOD and complete the off-air activities and exercises.

### **MOD-08/CH-02 Disabled/Blind Earned Income Provisions**

Trainees will view the VOD and complete the off-air activities and exercises.

### **MOD-08/CH-03 SSI Appeals**

Trainees will view the VOD and complete the off-air activities and exercises.

### **MOD-08/CH-04 Reopening Under Administrative Finality**

Trainees will view the VOD and complete the off-air activities and exercises.

### **MOD-08/CH-05 Goldberg/Kelly Procedures**

Trainees will view the VOD and complete the off-air activities and exercises.

Upon completion of this module, trainees will complete Test 7, which covers Mod 8.





## **MOD-09: POST ELIGIBILITY AND REDETERMINATIONS**

### **MOD-09/CH-01 SSI Post-eligibility**

Trainees will view the VOD and complete the off-air activities and exercises.

### **MOD-09/CH-02 Redetermination of Eligibility**

Trainees will view the VOD and complete the off-air activities and exercises.



## **MOD-10: PAYMENT ISSUES, PROGRAM VIOLATIONS, FRAUD AND ABUSE**

### **MOD-10/CH-01 Suspension, Termination and Stop Payment Events**

Trainees will view the VOD and complete the off-air activities and exercises.

### **MOD-10/CH-02 Payments and Nonreceipt**

Trainees will view the VOD and complete the off-air activities and exercises.

### **MOD-10/CH-03 Program Violations, Fraud and Abuse**

Trainees will complete the online objectives. This lesson does not have a course materials text. All associated material for the objectives are housed within the objective pages.



## **MOD-11: SPECIAL SYSTEMS PROCEDURES**

### **MOD-11/CH-01 Special Systems Procedures**

Trainees will view the VOD and complete the off-air activities and exercises.

Upon the completion of this module, trainees will complete Test 8, which covers Mod 9, Mod 10, and Mod 11. At the end of the test, the trainee must complete the final survey and the self-certification as per the special instructions. If a trainee does not complete the survey and self-certification, enrollment into ePAD will not occur.



## **MOD-12: WORKLOAD MANAGEMENT**

This is an optional, but recommended, lesson for Title II CSs.





## FEEDBACK SHEET

### Request to the participant

As you use this training package, please make a note of errors to be corrected and/or revisions needed. At the completion of this segment, this form should be mailed to Studio 4 at the address on the next page.

### Source of report

Location of training: \_\_\_\_\_

Your name: \_\_\_\_\_

Your phone number: \_\_\_\_\_

### Topics

Is there any material in this module that is covered but not relevant to your position and should be removed? If so, what?

Can you identify any topic that is not covered in this module and should be included?

### Complexity level

Are there any modules, which appear, either too simple or too complex? Which ones? Why?

**Exercises**

Please rate the usefulness of the exercises.

1	2	3	4	5
Irrelevant		Adequate		Quite helpful

Please note your corrections below or attach a photocopy of corrected pages.

Page #      Correction Needed

**Comments**

Use the space below for your comments on how we can improve this material.

**Mail to:**

Studio 4 Course Manager  
61 Forsyth St SW  
Suite 22T64  
Atlanta, GA 30303