

WHAT IS A REPRESENTATIVE PAYEE?

A representative payee receives Social Security and/or SSI payments for someone who has difficulty in managing, or chooses not to manage, his or her money. The main responsibility of a payee is to use the funds to pay for the beneficiary's current needs and to maintain accurate records for the beneficiary and others as required.

All information is confidential.

For additional information about Representative Payee Services contact us at:

Mid-Cumberland Human Resource Agency
Representative Payee Services
P.O. Box 17385
Nashville, Tennessee 37217

615-850-3906
Fax 615-833-2585

Representative Payee Services



MID-CUMBERLAND
HUMAN RESOURCE AGENCY

REPRESENTATIVE PAYEE SERVICES

What We Do.

We, the payee, act on behalf of you, the beneficiary. We receive your—our client’s—funds and pay your rent, utilities, and other bills. Your SSI checks are deposited on the 1st and your Social Security checks on the 3rd of the month. On deposit day, we pay the rent and reoccurring monthly bills. Other bills are paid as we receive them. We require you to have all your bills sent directly to us. Allowance checks are mailed to you bimonthly. Generally, checks are mailed on Tuesdays, except on deposit days.

In addition to paying your bills, we often help you deal with landlords, creditors, attorneys, and the Social Security Administration. We make payment arrangements with creditors as needed.

Our Fees.

Our fees are based on what the Social Security Administration (SSA) allows us to charge. Call for current rate.

Our Responsibilities.

It is our responsibility to determine your needs and the best way to use your funds

to meet those needs. This includes shelter, food, clothing, transportation, and other items. We report to SSA regularly as to how the funds have been spent. We also report changes such as work activities, relocation, marriage, births, deaths, etc.

Your Responsibilities.

It is your responsibility to report any changes to us immediately. If you have a caseworker, we need to know his or her name and organization to help us better serve your needs.

If you are a child, or if a third person receives funds for you, we need receipts for every disbursement. We may also require other receipts if determined necessary by the staff.

All your requests and changes must be submitted in writing prior to check day.

Most of our communication is done by mail and phone. If you need to see us in person, an appointment is required. Appointments are to discuss distribution of funds, change of basic requests, problems, or if you need help with SSA forms.

Since we have no access to medical information, reviews are usually sent to you.

Serving You.

It is always our goal to serve your needs to the best of our ability and to treat you with respect and dignity.

Our Agency's Vision and Mission

The Agency's vision is to create a society in which each person has a sense of self-worth and well-being; accepts responsibility for self, family, and community; and has the capacity to be productive and independent.

Our mission is “To help people help themselves by providing knowledge and resources to improve the quality of life in the Mid-Cumberland Region.”