

## Emergency Message

Effective Dates: 11/30/2021 - Present

**Identification Number:** EM-21051 REV  
**Intended Audience:** All RCs/ARCs/ADs/FOs  
**Originating Office:** DCO OPSOS  
**Title:** Mandating Use of the Dallas Appeals Application for Non-Medical Post Eligibility Supplemental Security Income Reconsideration Requests  
**Type:** EM - Emergency Messages  
**Program:** Title XVI (SSI)  
**Link To Reference:** See References at the end of this EM.

**Retention Date:** 12/30/2023

### Update:

Incorporated reference to new EM 21064 in a NOTE.

### Purpose:

The purpose of this Emergency Message (EM) is to notify technicians of a new requirement to utilize the [Dallas Appeals Application](#), more commonly known as the Banana, when processing Supplemental Security Income (SSI) non-medical post-eligibility (PE) reconsideration requests. Mandatory use of the Banana is required until further notice.

### Background:

Many non-medical PE changes for SSI recipients result in a prospective adverse action. We notify recipients of these adverse actions through a Notice of Planned Action (NOPA). The NOPA explains that the recipient has 60 days after receiving the notice to file a reconsideration request. It also explains that if the recipient files the reconsideration request within 10 days after receiving the notice, SSI payments will continue at the same amount, or Protected Payment Level (PPL), until we make a determination on the reconsideration request. Once received, technicians must review the reconsideration request and determine if Goldberg-Kelly (GK) payments (PPL) apply ([SI 02301.300](#), [SI 02301.310](#), & [EM-21064](#)). Technicians must then load the reconsideration and, if necessary, complete the manual GK input to continue payments at the PPL.

In addition, SSI recipients may request a waiver, file a reconsideration request, or do both, in response to a Notice of Overpayment. When the reconsideration request is about the facts or amount of the overpayment, technicians must enter the reconsideration request and complete additional entries to stop recovery of the overpayment, pending a determination on the reconsideration request. For overpayment reconsideration requests filed within 60-days of the overpayment notice date, technicians must refund by an Automated One-Time Payment (AOTP) any payments withheld in the month of the request or later ([SI 02220.017A.1](#)).

## **Mandating the Banana:**

In November 2019, an update to the Banana expanded automation functionality to allow for loading SSI non-medical PE reconsideration requests, with assistance in preparing and transmitting 1719B GK input, thereby reducing the chance for error. Additionally, the Banana automates inputs to stop overpayment recovery when appropriate and includes helpful policy reminders and prompts. With these available updates, technicians are **now required** to use the Banana when loading SSI non-medical PE reconsideration requests where possible.

**NOTE:** The Banana establishes a tickle on the MSSICS DW01 to remind technicians that the system requires additional inputs to remove the GK PPL once there is a reconsideration decision. The Banana will also establish a C3 diary when stopping recovery of an overpayment.

**NOTE:** As of October 29, 2021, the GK period now extends to 60 days (plus 5 days for mailing). See [EM-21064](#), for instructions regarding how to code the good cause statement and evaluation screens.

Guides, FAQs, and resources related to the Banana program can be found [here](#).

Direct all program-related and technical questions to your Regional Office (RO) support staff or Program Service Center (PSC) Operations Analysis (OA) staff. RO support staff or PSC OA staff may refer questions, concerns, or problems to their Central Office contacts.

### **References:**

[SI 02220.017](#) Supplemental Security Income (SSI) Overpayment Reconsiderations

[SI 02260.001](#) Basic Requirements Concerning Supplement Security Income (SSI) Overpayment Waiver

[SI 02301.300](#) Due Process Protections – General

[SI 02301.310](#) Appeal and the Right to Goldberg Kelly (GK) Payment Continuation

[GN 03101.020](#) Good Cause for Extending the Time Limit to File an Appeal

SM 01901.100 Basic Rules for Issuing Automated One Time Payments – Goldberg/Kelly Cases

SM 01305.515 Payment Tape Considerations

[SSI PE Non-Medical Recons – User Guide](#)

[EM-21064](#) Goldberg Kelly Payment Continuation Period