

Program Letter

United States
Railroad Retirement Board
Office of Programs



Quality Reporting Service Center

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Letter No. 2016-02

Date: August 26, 2016

TO: Certification Contact Officials

SUBJECT: Removal of Social Security Numbers (SSN) from Pay.gov Bills

Copies of this program letter should be provided to all claims department, labor relations and payroll department personnel involved in the processing and/or payment of claims for pay for time lost, guarantee pay and personal injury settlements.

To better ensure the privacy of railroad employees and U.S. Railroad Retirement Board (RRB) beneficiaries and claimants, the RRB is now required to remove all Personal Identifying Information (PII) from the Pay.gov bills that you currently receive. Therefore, **effective Monday August 29, 2016**, full Social Security Numbers (SSN) can no longer be displayed as part of the Billing Document Number and Bill Number fields on Pay.gov bills.

Change to Bill Number Field - New Employee Identification Method

The **Bill Number** field on each bill will begin with the last four (4) digits of an individual's SSN, followed by a Julian date and ending with an RRB-generated "counter" number.

However, the Employee's Name, the Amount Due, Injury Date or Pay for Time Lost Date, and Settlement Date fields will continue to be displayed on the bills unchanged.

Change to Billing Document Number Field

In addition, the SSN's that are currently displayed as part of the **Billing Document Number** field on each Bill (and also seen when you open/view your bills) will now be shown in a randomly rearranged "scrambled" format.

When Bills Are Available

Your bills on Pay.gov will be updated once a week, every Tuesday. This allows the RRB time to apply any payments received to the accounts so as to provide you with the most current and accurate balances due.

Reminder - Initial Payment Notification

Please remember that you must notify the RRB's Sickness and Unemployment Benefits Section (SUBS) before you make an initial payment. An employee's RUIA record must first be adjusted before an account receivable and pay.gov bill will be created. And no remittance can be credited to an account before an account receivable and bill are created.

Additional Information

For more information, questions or comments related to these changes to Pay.gov, please contact the RRB's Debt Recovery Division at (312) 751-4848.