# **Vocational Rehabilitation Services Manual B-200: Processing Initial Contacts and Applications**

Revised January 2022

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## **B-204: Application**

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### **B-204-4: Obtaining a Temporary Social Security Number**

If the customer does not have an SSN or prefers not to provide it, ReHabWorks (RHW) assigns a temporary SSN. VR staff must not use or create any type of random number for the customer's SSN when entering data into RHW.

If the SSN that the customer provides is already assigned to another customer in RHW:

* verify the customer's SSN by viewing the customer's SSN card or other documentation; and
* email VR.RHWSupport@twc.texas.gov.

If the customer later presents a Social Security card, complete the [VR5158, RHW Data Correction Request form](https://intra.twc.texas.gov/intranet/gl/html/vocational_rehab_forms.html) and email the form to VR.RHWSupport@twc.texas.gov to replace the temporary SSN generated by RHW with the verified SSN. A copy of this form is filed in the customer’s case file.

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