



NEIGHBORHOOD LEGAL SERVICES

Because Justice is for All

Social Security Administration Response to COVID-19

Ongoing Benefits

If you are currently receiving benefits, you will continue to receive your monthly benefit amount if you use Direct Deposit. If you receive your checks by mail, they should be coming as they have done in the past subject to any changes at the US Postal Service which is currently delivering mail as usual. If you do not get your benefit this month or the next, you can call your local office (numbers listed below). **DO NOT GO IN PERSON AT THIS TIME.**

Applying for Benefits or Appealing Benefit Denials

As of March 17, local SSA offices are closed to the public indefinitely. If you have online access, you can do most of your business that way. You can file a claim for disability benefits, check your application status, file an appeal if you were recently denied disability benefits, or you can change your address. If you don't have internet access, you can call 1-800-772-1213. Be prepared for up to a 90-minute wait. You can speak to a Social Security representative between 7:00 a.m. and 7:00 p.m. Monday through Friday. Generally, you will have a shorter wait time if you call after Tuesday. If you are checking on your claim status, you do not have to wait to speak to a representative but can use SSA's automated telephone services. This is available 24 hours a day. If you have a sudden and very severe disability such as a terminal illness or you did not receive your monthly payment, need to request a reduced payment schedule or waiver of an overpayment, you can call your local SSA Field Office Inquiry number. This number is only for critical cases

SSA Downtown Pittsburgh--- 1-866-770-2965

SSA McKeesport---1-866-964-2037

For all other local office numbers call 1-800-772-1213

If you Have a Scheduled Hearing Before an Administrative Law Judge

All Social Security Hearing offices are also closed. If you have an upcoming hearing, Social Security will contact you to see if you want to have the hearing by phone or wait for your hearing to be rescheduled. **PLEASE CONTACT YOUR ATTORNEY BEFORE MAKING THIS DETERMINATION.**

What Work is Social Security NOT Doing During the COVID-19 Pandemic

SSA will not start or complete and continuing disability review (CDR). Do not submit or have your doctor submit any medical information at this time. SSA will follow up with you for any medical evidence once the COVID-19 pandemic ends. Where possible, SSA will stop processing and collecting overpayments

SCAMS!!!

The Inspector General of Social Security is warning the public about fraudulent letters threatening the suspension of Social Security benefits due to COVID-19 related office closures. This is **NOT** true. The U.S. Department of Health and Human Services Office of the Inspector General is alerting the public about fraud schemes related to COVID-19. Scammers are offering COVID-19 tests to Medicare beneficiaries in exchange for personal details. **THIS IS NOT A REAL OFFER, DISREGARD IT**