



STATUS OF SOCIAL SECURITY ADMINISTRATION (SSA) OPERATIONS AND SOCIAL SECURITY DISABILITY(SSDI)/SUPPLEMENTAL SECURITY (SSI) INCOME DURING COVID-19

ALL SOCIAL SECURITY OFFICES (INCLUDING FIELD OFFICE AND HEARING OFFICES) WILL BE CLOSED TO THE PUBLIC FOR IN-PERSON SERVICE STARTING TUESDAY, MARCH 17, 2020. THIS CLOSURE IS UNTIL FURTHER NOTICE.

THE SSA HAS SUSPENDED THE FOLLOWING WORKLOADS UNTIL FURTHER NOTICE:

- The SSA will NOT start or complete any current medical continuing disability reviews.
 - If you have a medical continuing disability review pending, please DO NOT request medical information from your doctors at this time. There will be follow up about this evidence once the COVID-19 pandemic subsides.
 - If you are waiting for a hearing on your continuing disability review decision AND you continue to receive benefit payments, we will schedule your hearing once SSA offices reopen to the public. If you ARE NOT currently receiving benefits, the SSA will proceed with your hearing.
- The SSA will NOT conduct any non-disability hearings.
- Where possible, the SSA is suspending their processing and collection of overpayments.

YOU CAN STILL RECEIVE HELP FROM THE SSA BY GOING ONLINE TO WWW.SSA.GOV OR BY PHONE.

The SSA asks that the public try the **ONLINE SERVICES** before calling. To find the phone number for your local office, you can use the Field Office Locator on the SSA website and look under Additional Office Information. If you cannot use the online services or reach your local office, you may call the National 800 Number at 1-800-772-1213.

DUE TO COVID-10 THE SSA IS EXTENDING DEADLINES TO PROVIDER DOCUMENTATION AND OTHER INFORMATION WHEREVER POSSIBLE.

The SSA is providing maximum flexibility in applying their good cause policy. This policy allows the SSA allows us to extend the time limits for submitting appeals and taking other actions during this pandemic.

AT THIS TIME, ADMINISTRATIVE LAW JUDGES (ALJs) ARE ONLY ABLE TO CONDUCT HEARINGS BY TELEPHONE UNTIL STANDARD OPERATIONS RESUME.

- Hearing office staff **WILL** contact you or your representative in advance of your scheduled hearing to confirm availability for a telephone hearing.
- **TELEPHONE HEARINGS ARE NOT MANDATORY.** You may ask to postpone the hearing until the SSA resumes standard operations and can hold your hearing in the manner you were originally scheduled.
 - A notice will be sent once the hearing is rescheduled with the new date, time, and place of your hearing.

**If you have questions, contact Northwestern Legal Services
by calling 1-800-665-6957 or apply at www.nwls.org**

April 2020