



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

**ON TUESDAY, MARCH 17, 2020, ALL SOCIAL SECURITY OFFICES (INCLUDING FIELD OFFICE AND HEARING OFFICES) WERE CLOSED TO THE PUBLIC FOR IN-PERSON SERVICE NATIONWIDE. THIS SUSPENSION OF FACE-TO-FACE SERVICE TO THE PUBLIC IS FOR THE FORSEEABLE FUTURE AND UNTIL FURTHERNOTICE.**

**YOU CAN STILL RECEIVE HELP FROM THE SSA FOR CRITICAL SERVICES BY GOING ONLINE TO [WWW.SSA.GOV](http://WWW.SSA.GOV), OR BY PHONE, FAX, AND E-FAX.**

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 (Monday through Friday, 8 AM to 5:30 PM EST).

**DUE TO THE COVID-19 PANDEMIC, THE SSA IS EXTENDING DEADLINES FOR PROVIDING DOCUMENTATION AND OTHER INFORMATION WHENEVER POSSIBLE.**

The SSA is providing the maximum flexibility in applying their good cause policy, and extending deadlines wherever possible. This policy allows the SSA to extend the time limits for submitting appeals (see below for additional information) and taking other action during this pandemic.

**THE SSA UNDERSTANDS THE COVID-19 PANDEMIC MAY CREATE SITUATIONS THAT CONSITUTE GOOD CAUSE FOR FAILING TO TIMELY FILE YOUR REQUEST FOR HEARING AFTER RECEIVING A PRIOR DENIAL ON YOUR CLAIM.**

The SSA will mail a notice requesting a written explanation for the untimely filing in order to assist you in providing an explanation for why you have missed the deadline to request a hearing during the pandemic.

**THE SSA UNDERSTANDS THE COVID-19 PANDEMIC MAY CREATE SITUATIONS THAT CONSITUTE GOOD CAUSE FOR FAILING TO APPEAR AT YOUR SCHEDULED HEARING.**

The SSA will mail a notice, called a "Request to Show Cause for Failure to Appear," in order to assist you in providing an explanation for why you have missed your scheduled telephone hearing.

**AT THIS TIME, ADMINISTRATIVE LAW JUDGES (ALJs) ARE ONLY ABLE TO CONDUCT HEARINGS BY TELEPHONE OR ONLINE VIDEO 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 by sending a **COVID-19 PUBLIC HEALTH EMERGENCY HEARING AGREEMENT FORM**.
  - The SSA will also accept a verbal agreement to appear by telephone or online video.
- **TELEPHONE OR ONLINE VIDEO 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.
  - *If you request either of the remote hearing options:* A notice will be sent once the hearing is rescheduled with the new date, time, and place of your hearing.
  - *If you request a postponement:* Please be aware the SSA **DOES NOT** have an estimate of when they will

be able to hold your hearing.

- *If you initially decline the remote options and later change your mind:* Please contact your local hearing office to have your hearing scheduled.

**VISIT [SSA.GOV/CORONAVIRUS](https://www.ssa.gov/coronavirus) TO CHECK FOR ADDITIONAL INFORMATION, UPDATES, AND TO RECEIVE ALERTS WHEN THE SSA ADDS OR CHANGES INFORMATION ON THAT PAGE.**

**If you have questions, contact Northwestern Legal Services  
by calling 1-800-665-6957 or apply at [www.nwls.org](https://www.nwls.org)**



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