

Social Security Administration (SSA)

# Congressional Update



## Social Security numbers and cards

It is important for people to know that the Social Security Number (SSN) card is not an identification document, and in many situations, they only need to know their SSN and do not need the physical card. If your constituents require a SSN card, below is some additional information to help.

Most states are working with SSA to provide U.S. citizens age 18 and older the ability to apply for a no-change replacement SSN card through our [my Social Security](#) portal. Visit [www.ssa.gov/myaccount/replacement-card.html](http://www.ssa.gov/myaccount/replacement-card.html) for more information.

We are offering individuals, who are unable to use our online or automated SSN services, the ability to request an in-person appointment in the following limited situations:

- If they are age 12 or older applying for their first SSN card; or
- If they need to update or correct their SSN information (such as name, date of birth, or citizenship) to obtain income, resources, or medical care or coverage, or other services or benefits (for example filing a tax return, applying for housing, or seeking an Economic Impact Payment).

For other situations, we request applicants mail in the SSN card application (SS-5) and required evidence documents to their local field offices. Visit <https://secure.ssa.gov/ICON/main.jsp> to find the constituent's local office and telephone number. Our local offices can guide your constituents to a service channel and help with SSN questions.

We maintain updated information about our service options, including useful information about SSN cards, what people can use as an alternative, and what situations may be considered for an in-office appointment, at [www.ssa.gov/coronavirus](http://www.ssa.gov/coronavirus).

## Office of Legislation and Congressional Affairs (OLCA)

We want to be your first contact for any questions you have about Social Security policy or procedures. If you have questions or would like to request technical assistance on legislative matters, please contact us at **(202) 358-6030**.

Welcome to our first newsletter for congressional offices, which we will use to update you about our agency.

This is an unprecedented time, and I thank you for your support as we persevere. We are handling most work online or over the phone with limited in-person service by appointment only for critical services. Our goal is to balance serving the public while keeping our employees and the public safe, keeping in mind that the very purpose of our programs means that many of the people we serve will fall into CDC high-risk categories. However, I am mindful that we need to press forward to modernize our policies and processes to ensure we can meet all service needs.

One area of interest has been how to obtain an original or replacement Social Security Card. The newsletter includes an article to help you answer questions from your constituents. You can access the most current information on our services during the pandemic, including the direct telephone numbers for our local offices, on our website at [www.ssa.gov/coronavirus](http://www.ssa.gov/coronavirus).

**Andrew Saul**  
Commissioner of Social Security

### Want more information from Social Security?

Check our other [publications](#)

**SOCIAL SECURITY UPDATE**  
[SSA.gov/news/newsletter](http://SSA.gov/news/newsletter)

**SOCIAL SECURITY MATTERS BLOG**  
[blog.SSA.gov](http://blog.SSA.gov)

**PRESS RELEASES**  
[ssa.gov/news/press/releases](http://ssa.gov/news/press/releases)



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### CASEWORK CORNER

We publish a biannual Congressional Inquiries Guide for congressional use only. Caseworkers in district offices receive a copy at the onset of Congress. You can request a copy at [ssa.gov/legislation/congguide.html](https://ssa.gov/legislation/congguide.html)



### HILL STAFF HELP

OLCA's fact sheets to help you answer inquiries from your boss or constituents are available at [ssa.gov/legislation/resources.html](https://ssa.gov/legislation/resources.html)



### CONGRESSIONAL STATISTICS

Visit [ssa.gov/policy/docs/factsheets/congstats](https://ssa.gov/policy/docs/factsheets/congstats) for the number of Social Security and SSI beneficiaries in each state and district.

## New Streamlined Waiver Process for Certain Overpayment Debts

In our continued effort to address the effects of the COVID-19 pandemic, we have streamlined the overpayment debt waiver process for overpayment debts that we did not timely process due to the temporary suspension of certain actions during the pandemic. Your constituents may qualify for a streamlined waiver if:

- An overpayment debt accrued between March 1 and September 30, 2020 because Social Security did not process an action due to the COVID-19 pandemic; and
- We identify the debt by December 31, 2020.

The streamlined waiver process does not apply to overpayment debts resulting from fraud or similar fault, or involving misuse of benefits by a representative payee, nor will the process apply to debts we processed timely.

**Important: under our rules individuals still need to request a waiver.** If your constituent may have a qualifying overpayment debt, please tell them to call their local Social Security office to request a waiver, which can be handled over the telephone. The telephone number for the local office will be in the overpayment notice and is also available at [ssa.gov/locator](https://ssa.gov/locator) on our website.

## Get a Replacement Social Security Card Online

Most states are working with SSA to provide U.S. citizens with the ability to apply for a no-change, replacement Social Security card through our *my Social Security* portal. Most cards requested online reach the customer within two weeks — the same amount of time it takes through the in-office process. Some requests filed online may receive additional review, which may require extra time. Visit [ssa.gov/myaccount/replacement-card.html](https://ssa.gov/myaccount/replacement-card.html) for more information.

## FAQ

### What is a “my Social Security” online account and how can I get one?

The *my Social Security* online account is a personal online service you can use to check your Social Security information and do some business with us. To find all of the services available and how to set up an account, go to [ssa.gov/myaccount](https://ssa.gov/myaccount).

### How can constituents get help from Social Security?

During the COVID-19 pandemic, we recommend your constituents first try [ssa.gov/online-services](https://ssa.gov/online-services) before calling us. Although our offices are not providing service to walk-in visitors, we are answering your constituents' calls. They can find the phone number for their local office by using our Field Office Locator at [ssa.gov/locator](https://ssa.gov/locator), lookup the local office by zip code, then look under Social Security Office Information. The toll-free “Office” number is their local office. They can also call the **National 800 Number** at **1-800-772-1213**.

Have more questions about Social Security? Get answers at [faq.ssa.gov](https://faq.ssa.gov).

