

Social Security Administration (SSA)

# Congressional Update



## Ten years of *my* Social Security!

Ten years ago, we launched our *my* Social Security service to offer secure and convenient self-service options online. At the time, there were only two functions available: viewing benefit information and seeing estimates of future benefits and earnings history.

Since then, over 71 million people have signed up for a free — *my* Social Security account to conduct their business online securely and conveniently! *my* Social Security now features a much wider range of self-service options. For example, your constituents who meet certain requirements can now request a replacement Social Security card online! Additionally, with a *my* Social Security account,

Constituents receiving benefits can:

- Get instant benefit verification or a proof of income letter for Social Security, Medicare, or Supplemental Security Income (SSI);
- Start or change direct deposit;
- Check their information and benefit amount;
- Change their address and phone number;
- Request a replacement Medicare card;
- Get an instant Social Security 1099 form or SSA-1042S; and
- Report wages if they work and receive disability benefits or Supplemental Security Income (SSI).

Constituents not currently receiving benefits can:

- View their Social Security Statement to see future benefit estimates, compare different dates or ages to begin receiving benefits, and review their earnings history;
- Get instant status of their application for benefits; and
- Get instant proof that they do not receive Social Security, Medicare, or SSI.

To find out more or to sign up for a *my* Social Security account, your constituents can visit [ssa.gov/myaccount/](https://ssa.gov/myaccount/). If you have questions, please contact the Office of Legislation and Congressional Affairs at (202) 358-6030.

## IMPERSONATION SCAM INVOLVING CREDENTIALS AND BADGES

We would like to bring to your attention a tactic scammers use to target your constituents by posing as government officials.

Scammers are emailing and texting pictures of real and doctored law enforcement credentials and badges to gain trust and demand money.

As a reminder, no one in federal law enforcement will send photographs of credentials or badges to demand any kind of payment, and neither will government employees.

For more information on scams, visit [consumer.ftc.gov/scams](https://consumer.ftc.gov/scams).

If any of your constituents have been a victim of a scam, they should keep records, notify their financial institution and local law enforcement, and file a complaint with the FBI at [www.ic3.gov](https://www.ic3.gov) and the FTC at [ReportFraud.FTC.gov](https://ReportFraud.FTC.gov).

**Want more information from Social Security?** Check our other [publications](#)

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

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

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



Securing today  
and tomorrow



### CASEWORK CORNER

We publish a biannual Congressional Inquiries Guide for congressional use only. We send caseworkers in district offices a copy upon entering Congress. You can request a copy at [ssa.gov/legislation/congguide.html](https://ssa.gov/legislation/congguide.html)

Your local Regional Communications Director can assist you with everything from casework to connecting advocates for People Facing Barriers with SSA. To find your RCD, visit [www.ssa.gov/agency/rcds.html](https://www.ssa.gov/agency/rcds.html)



### CONGRESSIONAL STATISTICS

In FY2020, SSA received over 100,000 casework inquiries from Congress, agency-wide. OLCA's Constituent Services staff handled about 8,000 of these.

### Accessing Our Services

We would like to remind you and your constituents about the best ways and times to access our services. While we continue to encourage using our online services, your constituents can also call us toll-free at 1-800-772-1213 if they cannot complete their business online. Our phone lines are usually less busy before 10 a.m.; from 4 p.m. to 7 p.m. local time; and later in the week or later in the month.

If your constituents need to visit a Social Security office, we strongly recommend making an appointment by calling 1-800-772-1213 or their local field office, if applicable. An appointment reduces the wait time and ensures that your constituents know what documents to bring, so we can help them in one visit. We also continue to help people who visit their local Social Security office without an appointment. Our offices tend to be less busy later in the day, later in the week, and later in the month.

### A New and Faster Way to Request a Social Security Card

We are pleased to announce that we now have a new and faster way for your constituents to start their applications for an original or replacement Social Security Number (SSN) card online. When your constituents go to our SSN and Card webpage at [ssa.gov/ssnumber/](https://ssa.gov/ssnumber/), they will

have to answer a series of questions. These questions will help us determine whether the constituent can:

- Complete the application process online; or
- Start the application process online, then bring in any required documents to their local office to complete the application. This will typically take less time than completing the application in the office.

Once the constituent completes the application, either online or in-person, we will mail the card after we process the application. As a reminder, we do not issue cards at our offices.

### New Compassionate Allowances

On August 15, we announced the addition of 12 new Compassionate Allowances (CAL) conditions, bringing the total number to 266. The CAL program identifies claims where the applicant's disease or condition clearly meets our statutory standard for disability, allowing us to reduce the waiting time to reach a disability determination for your constituents with the most serious impairments. For more information on the CAL initiative and a complete list of all CAL conditions, please visit [ssa.gov/compassionateallowances/](https://ssa.gov/compassionateallowances/).

### 2022 OASDI Trustees Report Recently Released

On June 2, the Board of Trustees of the Federal Old-Age and Survivors Insurance and Federal Disability Insurance (OASDI) Trust Funds released their annual report for 2022 (Report). This report presents the current and projected financial status of the trust funds. In the Report, the Trustees announced that the combined trust fund reserves are projected to become depleted in 2035 if Congress does not act. This is one year later than last year's projection. At that time, there would be sufficient income to pay 80 percent of scheduled benefits. For more highlights on the Report, please visit [ssa.gov/news/press/releases/2022/#6-2022-1](https://ssa.gov/news/press/releases/2022/#6-2022-1). To view the entire Report as well as supplementary materials, please visit [ssa.gov/OACT/TR/2022/](https://ssa.gov/OACT/TR/2022/). If you have any questions, please contact the Office of Legislation and Congressional Affairs at (202) 358-6030.

### Social Security's Online Legislative Resources

Our Office of Legislation and Congressional Affairs maintains a website at [www.ssa.gov/legislation](https://www.ssa.gov/legislation) that provides information about our legislative programs. Here you can find fact sheets about our programs, links to the Office of the Chief Actuary's estimates of proposed legislation, budget information, prior issues of this newsletter, and more. Information specifically related to the 117th Congress, such as Deputy Commissioner for Operations Grace Kim's recent written testimony for the House Committee on Ways and Means Social Security Subcommittee, can be found at [ssa.gov/legislation/117th.html](https://ssa.gov/legislation/117th.html).

