

# Social Security Administration

# Important Information

## We are still available to help by phone.

A local representative is available to take your call Monday thru Friday from 9:00 a.m. – 4:00 p.m. at:

1-866-964-1301

(TTY) 1-800-325-0778

We may be able to schedule an appointment if we cannot help you by phone.

Please do not come into one of our local offices. We cannot accept walk-in visitors at this time.

You may also visit **SSA.gov**. Many of our services can be completed online.

Visit **CDC.gov** for information about COVID-19.

On behalf of the Social Security Administration (SSA), I/we want to let you know that during the current coronavirus pandemic, SSA continues to provide help to you and others in your community.

While their offices are not providing service to walk-in visitors due to COVID-19, SSA remains committed to providing ongoing benefits and vital services. SSA asked me to let you know that they remain ready and able to help you by phone with most Social Security matters. You can speak with a representative by calling your local Social Security office or their National 800 Number. They provide local office phone numbers conveniently online with their [Social Security Office Locator](#).

SSA also wants you to know they have many secure and convenient [online services](#) to:

- Apply for [Retirement](#), [Disability](#), and [Medicare](#) benefits,
- Check the status of an application or appeal,
- Request a replacement Social Security card (in most areas),
- Print a benefit verification letter, and
- Much more.

Most business with SSA can be done online, but they know that many people still rely on phone or in-person help. That's why they want you to know you can still count on them by phone. And, if you have a critical situation they cannot help you with by phone or online, they may be able to schedule an appointment for you.

If you need help from SSA, please don't wait until they can see you in person. Reach out now and get the help you need.

Lastly, SSA also understands that getting medical and other documentation can be difficult due to the pandemic. So, they are continuing to extend certain deadlines wherever possible.