

Social Security Benefits during COVID-19 Emergency

Changes at SSA

Due to the COVID-19 national emergency, Social Security has implemented multiple changes:

- Social Security offices are closed to the public.
- Much of its work will be handled via telephone and online.
- Most continuing disability reviews and overpayments are halted.

Continuing Services

Social Security continues to pay benefits and will prioritize cases where there is a dire need, someone didn't receive a payment, or benefits can be reinstated after a suspension.

Disability applications are still being accepted, and those with the most severe disabilities will be prioritized. SSA will be providing flexibility in its deadlines for filing wherever possible. In-person hearings are being postponed indefinitely, so claimants are being offered telephone hearings.

Problems with Benefits

If you are having problems with Social Security benefits, you may be able to get help at an Aging and Disability Resource Center (ADRC). The ADRC is not the same as Social Security, but an ADRC does have benefit specialists who might be able to help you navigate a problem you are having with Social Security.

To find the ADRC in your area, you can check here:

<https://www.dhs.wisconsin.gov/adrc/consumer/> . Like Social Security, most ADRC offices are closed to the public and most are conducting most business via phone, so please call first.

For More Information

Please check for updated information at <https://ssa.gov/coronavirus/>

You can find your local Social Security office at <https://secure.ssa.gov/ICON/main.jsp>

You can learn about online services at <https://ssa.gov/onlineservices/>