

Social Security Administration (SSA)

# Congressional Update



## Welcome New and Returning Members and Staff to the 117th Congress

The Office of Legislation and Congressional Affairs (OLCA) is committed to supporting you, our congressional partners, as you serve your constituents and our nation. OLCA is the focal point for all legislative and regulatory activity in the Social Security Administration (SSA), as well as your point-of-contact for any questions you have about our policies or procedures. We have a variety of easily-accessible resources. Some of the ways we can help include:

- Providing information about policy, regulations, and laws affecting Social Security programs
- Technical assistance developing legislation
- Briefings to members and staff on program issues
- Information and informational resources
- Assistance with complex constituent cases

If you have questions or would like to request technical assistance on legislative matters, please contact our policy staff at **(202) 358-6030**.

The Congressional Inquiries Guide (Guide) is available to assist congressional offices with Social Security-related issues. The Guide contains an overview of SSA, descriptions of various aspects of the Social Security and Supplemental Security Income programs, and useful SSA points of contact. Follow this link to request your copy: <https://www.ssa.gov/legislation/congguide.html>.

For claims-related activities or inquiries on behalf of constituents, our Liaison Office on Capitol Hill offers Members of Congress quick access to information and assistance. Our office is located at G1-41 Rayburn House Office Building and will be open to visitors 8:30 a.m. to 5:00 p.m. Monday through Friday after the pandemic. You can also contact us by telephone at **202-225-3133** or by fax at **202-225-3144**.

Additionally, OLCA's home page, [ssa.gov/legislation](https://ssa.gov/legislation), contains links to a wealth of information including state and district level statistics, archives of relevant legislation, and SSA's testimony and legislative proposals. We also invite you to visit our award-winning website at [www.ssa.gov](https://www.ssa.gov) which contains over 1,200 frequently asked questions and answers about Social Security programs and benefits.

We wish you great success in the new Congress and look forward to working with you.

## Online Services Available to Your Constituents

We remain committed to serving your constituents during the COVID-19 pandemic. As you may be aware, our field offices are not open for walk-in services at this time. We are only conducting in-person business for critical services in situations of dire need.

We strongly suggest that your constituents use our online services at [www.ssa.gov/onlineservices](https://www.ssa.gov/onlineservices), if possible. Using our website, they can:

- Apply for benefits, check the status of their applications, and file appeals;
- Request a replacement Social Security (in most states) or Medicare card;
- Estimate their future benefits;
- View or print important documents, such as proof of benefits and most recent *Social Security Statement*; and
- Make changes to name, address, and direct deposit information.

For those constituents who are unable to access our online services or whose needs cannot adequately be addressed online, we continue to answer phone calls. Constituents can find their local SSA office phone number by using our Office Locator at [ssa.gov/locator](https://ssa.gov/locator). Our national 800 number is **1-800-772-1213**.

**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

You can get answers to the most frequently asked questions about Social Security at [faq.ssa.gov](http://faq.ssa.gov). We also provide information in multiple languages at [ssa.gov/site/languages/en/](http://ssa.gov/site/languages/en/)



### 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](http://ssa.gov/legislation/resources.html)



### CONGRESSIONAL STATISTICS

Visit [ssa.gov/policy/docs/factsheets/cong\\_stats](http://ssa.gov/policy/docs/factsheets/cong_stats) for the number of Social Security and SSI beneficiaries in each state and district.

## Information Technology (IT) Modernization Update

Over the last year, we have made great strides in updating our IT to better serve the public. We have enhanced process flow and efficiency for our frontline employees; provided our adjudicators with tools to help facilitate accurate, quality disability determinations and decisions; improved our data acquisition, analysis, and management; and increased the reach of online services that allow your constituents to conduct their business with Social Security from the comfort and safety of their homes.

Some highlights of our IT accomplishments:

- Began rollout of new video meeting options for hearings and for certain Social Security Number (SSN) replacement card requests, eliminating the need for many in-person appearances.
- Partnered with 5 new states (for a total of 45) to enable their residents the request a replacement SSN card online.
- Created an online web form to enable eligible applicants to apply for Medicare Part B services without visiting an office or sending their request in the mail.
- Improved our process for members of the public to register for a secure online *my* Social Security account.
- Continued our shift from paper-based to electronic processes in a range of areas from medical evidence acquisition for disability cases to W-2 reporting.
- Provided a secure online portal where individual representative payees with a *my* Social Security account can now complete many Social Security functions.
- Implemented desktop faxing in many of our offices, allowing staff to send and receive faxes directly from their computers.
- Expanded use of tools using machine learning and natural language processing to provide decision support and quality feedback for disability case adjudication.

Implemented updates and enhancements to improve consistency and accuracy in benefit payments and automate time-consuming manual tasks to provide timely, efficient customer service.

We are proud of our efforts and are working hard to develop even more enhancements to leverage IT in support of our mission of service to the American public.

If you have questions or would like further information, please contact the Office of Legislation and Congressional Affairs at **(202) 358-6030**.

### Quick and Easy W-2 Filing Options Using Business Services Online

For information on W-2s, electronic filing, and verifying Social Security numbers, your constituents' first stop should be Business Services Online. Our online suite of services offers fast, free, and secure W-2 filing options for accountants and others who process W-2s (the Wage and Tax Statement) and W-2Cs (Statement of Corrected Income and Tax Amounts).

Users must register to use these services at [www.ssa.gov/bsowelcome.htm](http://www.ssa.gov/bsowelcome.htm). Read more about electronic wage reporting at [www.ssa.gov/pubs/EN-05-10034.pdf](http://www.ssa.gov/pubs/EN-05-10034.pdf).

### Help Us Add New Users to the my Social Security Online Portal

The *my* Social Security portal at [ssa.gov/myaccount](http://ssa.gov/myaccount) is your constituents' online gateway to Social Security, providing interactive and secure access to many of our online services. Creating an account gives constituents the control to check their *Social Security Statements*, change their addresses, verify reported earnings, estimate future benefits, and much more.

To date, 57 million people have signed up for a *my* Social Security account. Keep an eye on this box to monitor our progress throughout the year.

