

Social Security Administration (SSA)

# Congressional Update



## Slam the Scam Day 2023

In partnership with the Office of the Inspector General (OIG), we held our fourth annual “Slam the Scam” Day on March 9, 2023.

Slam the Scam is an extensive outreach effort to educate and protect the public against Social Security-related imposter scams and includes Federal, State, local, nonprofit, and private partners. Slam the Scam along with other continued coordinated outreach efforts have played a significant role in the 95 percent reduction rate of scam complaints from nearly 105,000 in September 2020 to approximately 5,200 in January 2023.

We remain vigilant against scammers who continue to target the public, especially underserved communities, with requests for gift cards, prepaid debit cards, or internet (crypto) currency to resolve alleged Social Security number issues (e.g., overpayments or identity theft) or to avoid arrest. We will never request those forms of payment.

For more information on how to identify, avoid, and report Social Security-related imposter scams, visit <https://www.ssa.gov/scam/>

## Your constituents with limited English proficiency

One of our priorities is to improve access to our programs and services. A focus of our efforts are underserved communities and people who encounter barriers to Social Security benefits and services. For example, we are actively increasing engagement with your constituents with limited English proficiency regarding our programs, services, and benefits. In the coming months, we will increase our outreach efforts to educate your constituents on our multi-language products, services, and resources. Please reference future editions of this newsletter; our blog, Social Security Matters, at [blog.ssa.gov](http://blog.ssa.gov); and our Twitter account @SSAOutreach, for more information.

## Learning more about Social Security

Throughout the year, we work with the Congressional Research Service (CRS) to provide congressional staffers training about our programs. CRS has many written products that provide an overview of our programs, policies, and the Social Security Act. If you would like to request a direct briefing, please contact the Office of Legislation and Congressional Affairs at 202-358-6030.

## SOCIAL SECURITY NAMES DIRECTOR FOR THE OFFICE OF NATIVE AMERICAN PARTNERSHIPS

We are pleased to announce that Acting Commissioner, Kilolo Kijakazi, has recently appointed Richard Litsey as the Director for the Office of Native American Partnerships, the new tribal office within the Office of the Commissioner. Mr. Litsey previously worked for the National Indian Health Board and the United States Senate and has also held positions at SSA. He is an enrolled member of the Muscogee (Creek) Nation and a member of the Federal Bar Association. The Office of Native American Partnerships seeks to improve services to Tribal communities by engaging in meaningful national and regional policy consultations, roundtable discussions, and seminars with Tribal and Federal experts. The office will also serve as the primary SSA point of contact for Tribal Government Offices.

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



### ACTUARIAL ANALYSES

Visit [ssa.gov/OACT/](https://ssa.gov/OACT/) for estimates on various proposals' effects on the Social Security trust fund and much more.

## Our redesigned military & veterans webpage

We recently redesigned our webpage that provides information of particular interest to veterans and those currently serving. The page is available at [www.ssa.gov/people/veterans/](https://www.ssa.gov/people/veterans/). We hope that this new design allows your military and veteran constituents to find relevant information more easily and help them discover resources available to them.

## Getting two SSI payments in one month

Your constituents receiving Supplemental Security Income (SSI) payments will generally receive their payments on the first day of the month. However, when the first day of the month falls on a weekend or a Federal holiday, they will receive their payments on the last business day before the first day of the month. That means they may receive two SSI payments in one month.

We do this to avoid putting your constituents at a financial disadvantage and ensure they do not have to wait beyond the first of the month for their payments. In this case, it does not mean they are receiving a duplicate payment, so they will not need to contact us to report the second payment. In 2023, this will happen in March, June, September, and December. The complete Social Security benefit payment schedule for 2023 is available at [www.ssa.gov/pubs/EN-05-10031-2023.pdf](https://www.ssa.gov/pubs/EN-05-10031-2023.pdf).

## The Digital First model

As we move forward with our Digital Modernization Strategy, we are keeping the needs of your constituents – our customers – foremost in mind. The Digital First Model puts customers and staff who use our digital products at the center of our decision making. Considering their pain points early in the process helps us develop digital products to increase customer satisfaction and eliminate inefficiencies.

For example, we recently updated our text message communications to notify constituents of new messages in their *my Social Security* Message Center inbox. We had been experiencing difficulties with mobile carriers blocking these messages, resulting in a success rate as low as 3 percent; therefore, we switched our delivery system to Amazon Web Services short code. As a result, our success rate is now 97 percent. Our updated text communication allows your constituents to easily learn of important information.

## Tax forms are available on my Social Security

Every January, we mail tax forms, including the SSA-1099 and the SSA-1042S, to your constituents who received Social Security benefits in the last year. These forms are not available to your constituents who receive Supplemental Security Income, or SSI. Constituents who need a duplicate form or who did not receive a form, can download a copy in their personal *my Social Security* account.

## Medicare reminders: General Enrollment Period ends soon and new webpages

We would like to remind you and your constituents that the Medicare General Enrollment Period ends on March 31. During the General Enrollment Period, your constituents may enroll in Medicare Part B for the first time if they missed their Initial Enrollment Period and do not qualify for the Special Enrollment Period. Coverage will begin the first of the month after sign up, and a late enrollment penalty may apply. For more information about Medicare enrollment, including Special Enrollment Periods and late enrollment penalties, please visit [www.medicare.gov/basics/get-started-with-medicare/medicare-basics/what-does-medicare-cost](https://www.medicare.gov/basics/get-started-with-medicare/medicare-basics/what-does-medicare-cost).

We would also like to bring your attention to the newly redesigned Medicare content pages that have recently gone live on our website at [www.ssa.gov/medicare](https://www.ssa.gov/medicare). Our goals for these updates includes: easier navigation, reduced time to task, removal of duplicated content found on both [ssa.gov](https://ssa.gov) and [Medicare.gov](https://medicare.gov), and clearer explanations of the rules and process to apply for Medicare and perform other Medicare-related tasks. These new pages were informed by user testing sessions with members of the public and validated through our collaboration with the Centers for Medicare and Medicaid Services.

