

# Social Security Connection

## See what you can do online

January 2021  
Volume 26

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### Field Office Hours Suspended (effective March 17, 2020)

Face-to-face service to the public in our field offices and hearings offices nationwide has been suspended until further notice, due to the Coronavirus (COVID-19) pandemic. Please consider visiting us online: **SSA.gov**



### my Social Security

Check out your *Social Security Statement*, change your address and manage your benefits online today.

**SSA.gov/myaccount**



### Online Services

You can access many of our services online.

**SSA.gov/online services**



## Hearings with the Social Security Administration during Covid-19

In March 2020, we temporarily closed all of our Social Security Hearing Offices due to the Coronavirus pandemic and are not offering in-person hearings. During the office closures, we are providing two flexible, safe, and secure hearing options: either a telephone hearing or our new option of an online video hearing.

Additional information on both of these hearing options is available here:  
**[www.ssa.gov/appeals/hearing\\_options.html](http://www.ssa.gov/appeals/hearing_options.html)**

### What are “online video hearings”?

Online video hearings are a secure way to conduct hearings over the internet, using a free platform called Microsoft Teams. You and your representative, if you have one, can attend the online video hearing safely and securely from any private place with a secure internet connection using a camera-enabled smartphone, tablet, or computer.

Like our telephone hearings option, the online video hearings option is not mandatory. We will conduct online video hearings the same way we conduct telephone and in-person hearings. During the hearing, the administrative law judge (ALJ) will swear in all hearing participants and listen to your testimony.

You will see the ALJ and representative, if one has been appointed. Other participants, such as vocational/medical experts and interpreters, will join by phone.

### What are the technology requirements to participate in an online video hearing?

You and an appointed representative, if applicable, must have access to email and a personal computer, laptop, or Android/Apple tablet or mobile device with a secure and private, high-speed Wi-Fi or cellular data connection. The device must have a camera, microphone, and speakers. If using a mobile device, you must download the free Microsoft Teams application.

We will send you a link to a user guide that explains how to access and use Microsoft Teams before the date of an online video hearing.

Please read our publication *Online Video Hearings at the Social Security Administration* at **[www.ssa.gov/pubs/EN-70-10284.pdf](http://www.ssa.gov/pubs/EN-70-10284.pdf)** for additional information. A short video about online video hearings is available at **[www.ssa.gov/appeals/hearing\\_video.html](http://www.ssa.gov/appeals/hearing_video.html)**.



Securing today  
and tomorrow



## iSSNRC

Need a replacement  
Social Security Card?

Request one at

[SSA.gov/myaccount/  
replacement-card.html](https://ssa.gov/myaccount/replacement-card.html)



## FAQs

Get answers to frequently  
asked questions about  
Social Security.

[SSA.gov/faq](https://ssa.gov/faq)

## SOCIAL SECURITY MATTERS

Social Security's blog  
has the most up-to-date  
articles on what matters to  
you most. It's easy to read  
and easy to share.

[blog.socialsecurity.gov](https://blog.socialsecurity.gov)

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## Submit Your Disability Update Report Online

We are required to conduct continuing eligibility reviews for disabled beneficiaries every three years. This process requires that beneficiaries complete a Continuing Disability Review mailer to update information about their medical conditions and recent treatments.

We now offer an online option to complete this update and provide any supporting documents about your medical treatment or your work.

We designed this new form with convenience in mind — and to save you time. You can access the online form at [www.ssa.gov/ssa455-online-form](https://www.ssa.gov/ssa455-online-form). (Use either Microsoft Edge or Google Chrome for the best online experience.)

You will need your Social Security number, your current address and phone number, and a valid email address to complete the form.

Also, you must have received a request for an updated disability report in the mail.

Once you “Click to Sign”, you will receive an email from [echosign.com](https://echosign.com) asking you to confirm your digital signature. Check your junk folder if you don't receive it within a few minutes. Your signature isn't complete — and your form won't be processed — until you complete the instructions in your email.

Please visit our blog at [blog.ssa.gov](https://blog.ssa.gov) for more articles — and our frequently asked questions page at [ssa.gov/faq](https://ssa.gov/faq). Please be sure to let your friends and loved ones know about this new online option.

**NOTE:** *The mention of Microsoft Edge and Google Chrome is for informational purposes only and does not constitute an endorsement by the Social Security Administration.*

## Protect Yourself from Social Security Scams

Telephone and email scammers are pretending to be government employees. Scammers will try to scare you and trick you into giving them your personal information and money. Don't be fooled! Social Security will **not**:



- Threaten you
- Tell you there is a problem with or suspend your Social Security number
- Demand immediate payment from you
- Require payment by retail gift card, pre-paid debit card, internet currency, wire transfer, or by mailing cash

If you receive a call or email like this, please report it to the Office of the Inspector General at <https://oig.ssa.gov>.

# SSA.gov