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Your Update from AgeOptions

March 2020

Agencies Serving Older Adults Are Continuing To Provide Phone and Email Service

Most agencies serving older adults are now working only by phone or email as a precaution against spreading the COVID-19 corona virus. These include AgeOptions' partner community agencies as well as state and federal agencies. Because all these agencies have their own hours and plans for serving clients, we suggest you call those you usually interact with. You can also call AgeOptions at (708)383-0258 for assistance in reaching our partner agencies.

If you need help from Social Security:

The Social Security Administration announced that, beginning March 17, it is offering only phone service in order to protect those it serves and employees. However, Social Security emphasizes that it is still able to provide critical services. Below you will find phone numbers and links for contacting Social Security:

- Our secure and convenient online services remain available at www.socialsecurity.gov. Local offices will also continue to provide critical services over the phone. We are working closely with the [Centers for Disease Control and Prevention \(CDC\)](https://www.cdc.gov), state and local governments, and other experts to monitor COVID-19 and will let you know as soon as we can resume in-person service.
- First, please use our secure and convenient online services available at www.socialsecurity.gov/onlineservices. You can apply for retirement, disability, and Medicare benefits online, 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 – from anywhere and from any of your devices. We also have a wealth of

information to answer most of your Social Security questions online, without having to speak with a Social Security representative in person or by phone. Please visit our online Frequently Asked Questions at www.socialsecurity.gov/ask.

- If you cannot conduct your Social Security business online, please check our online [field office locator](#) for specific information about how to directly contact your local office. Your local office still will be able to provide critical services to help you apply for benefits, answer your questions, and provide other services over the phone.
- If you already have an in-office appointment scheduled, we will call you to handle your appointment over the phone instead. If you have a hearing scheduled, we will call you to discuss alternatives for continuing with your hearing, including offering a telephonic hearing. Our call may come from a PRIVATE number and not from a U.S. Government phone. Please remember that our employees will not threaten you or ask for any form of payment.
- If you cannot complete your Social Security business online, please call our National 800 Number at 1-800-772-1213 (TTY 1-800-325-0778). Our National 800 Number has many automated service options you can use without waiting to speak with a telephone representative. A list of automated telephone services is available online at www.socialsecurity.gov/agency/contact/phone.html.