

Social Security Administration (SSA)

# Congressional Update



## Strategic Innovations in Enumeration and SSN Card Issuance

The COVID-19 pandemic caused us to limit our in-person services to protect the health and safety of the public and our employees. We understand that providing only limited in-person services creates challenges for some of our customers, particularly for those individuals seeking to obtain a Social Security number (SSN) card who are required to present identification documents. We understand that providing identification documents by mail is tough for many Americans, and we have been working to address this challenge by developing innovations in enumeration and SSN card issuance.

Under governing regulations, the *Social Security Act*, and the *Intelligence Reform and Terrorism Prevention Act of 2004*, the Social Security Administration (SSA) must verify eligibility and identity before issuing an original or replacement SSN card. We are unable to waive these obligations, but we have changed some of our enumeration procedures over the past year to better accommodate the public while our field offices and card centers remain closed to walk-in traffic. These changes include testing new service delivery options and implementing temporary flexibilities to ensure that your constituents can get the assistance they need without compromising the integrity and security of the enumeration process.

## Internet Social Security Replacement Card (iSSNRC) Application

The iSSNRC application uses Department of Motor Vehicles (DMV) data from 45 states and the District of Columbia to verify identity. The iSSNRC service is available within the [my Social Security](#) portal and can be used by U.S. citizens age 18 and older to apply for no-change, replacement cards. Of the remaining five states, we hope that Nevada and Oklahoma will soon join the partnership. New Hampshire and West Virginia are also on the path towards participation. We continue to pursue Minnesota's participation; however, this will involve changes to State law. Learn more about requesting a replacement SSN card online at <https://www.ssa.gov/myaccount/replacement-card.html>.

We hope to leverage this partnership with the states to implement other innovations that will serve even more customers in the future.

## Use of Video Interviews with State DMV Data for Proof of Identity

Last fall, we began testing the use of the Microsoft (MS) Teams video application to conduct remote interviews for no-change, replacement SSN applications for U.S. citizens age 12 and older in 100 offices. Beginning later this spring, we will test this MS Teams service nationwide for individuals with driver's licenses or state photo identification cards from participating iSSNRC states.

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## SIGN UP FOR A *my* Social Security ACCOUNT

Are you or your constituents looking for new ways to save time? Check out our online services available through a secure *my* Social Security account.

Even if you do not currently receive Social Security benefits, you can:

- Request a replacement Social Security card.
- Review your earnings history and see an estimate of your future Social Security benefits.
- Compare benefit amounts depending on what age you start receiving benefits.
- Apply for retirement benefits when you are ready.

Encourage your constituents to join the 55 million individuals who already have an account, and urge them to create their own personal *my* Social Security account today at [SSA.gov/myaccount](https://SSA.gov/myaccount).

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)



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## LOOKING FOR PAST ISSUES OF CONGRESSIONAL UPDATE?

Find them at [www.ssa.gov/legislation/other.html](http://www.ssa.gov/legislation/other.html)



## INFORMATION FOR BUSINESSES AND ORGANIZATIONS

Businesses and organizations in your district can find answers for many of their Social Security related questions at [www.ssa.gov/thirdparty/groups/employers.html](http://www.ssa.gov/thirdparty/groups/employers.html)



## SOCIAL SECURITY STATEMENTS & FACT SHEETS

We have added new fact sheets to accompany the online Statement. They provide clear and useful information based on one's age group and earnings. See examples at [www.ssa.gov/myaccount/statement.html](http://www.ssa.gov/myaccount/statement.html)

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## Express Interviews

This year, we also began to test express interviews for enumeration and other workloads. These interviews are designed to minimize face-to-face interaction while providing a service delivery option for individuals who cannot use an automated service and meet existing prioritized appointment criteria, or who are unable or unwilling to mail in or drop off original documents. We are currently evaluating express interviews for nationwide implementation.

## Temporary Secondary Evidence Acceptance Policy

In March, we temporarily expanded our evidence policy to accept secondary proof of identity instead of primary proof when U.S. citizens must submit their replacement SSN card requests by mail. So, U.S. citizens no longer must mail in a driver's license, which is the most commonly accepted primary evidence of identity; they can now mail in secondary identity documents – such as a certified copy of a medical or school record, or health insurance or school ID card, which they may be more comfortable sending to us. For such documents to be acceptable, they must meet our standards for authenticity and contain biographical data such as date of birth or age, or a photo.

You can learn more about the temporary policy [here](#), and information about primary and secondary level identity documents, including a list of each, [here](#).

## Secure Drop Boxes for Submission of Evidence Documents

Last fall, we started testing secure drop-off locations for applications and required evidence at 100 SSA field offices and card centers. We hope to implement the option in more field offices in the future.

We hope that these innovations will help your constituents while ensuring their safety and the safety of our employees during this public health emergency. If you have questions or would like further information, please contact the Office of Legislation and Congressional Affairs at **(202) 358-6030**.

# FAQ

### Q: How can individuals or community based organizations assist others with Social Security matters?

Social Security has recently launched a new Web page filled with resources for those who help others conduct business with us. This page is intended for use by anyone, from a family member helping a relative with retirement to a non-profit assisting someone with obtaining a new Social Security card. We have collected links for everything from estimating future benefit payments to requesting a replacement Medicare card, and placed this information in one convenient location – <https://www.ssa.gov/thirdparty/>. We will continue to expand the resources available at this page moving forward.

### Q: How can individuals make sure they are not due a larger Social Security or SSI benefit?

It's not unusual for a benefit recipient's circumstances to change after they apply or became eligible for benefits. If your constituents or their family members receive Social Security or Supplemental Security Income, certain life changes may affect eligibility for an increase in their benefits. See <https://www.ssa.gov/potentialentitlement/> for more information.

