



Social Security Administration:

Application Process and Identity Verification

Disclaimer: Please note that the information provided here is subject to change. The SSI application process and related policies are constantly evolving, and we recommend staying informed by checking with the Social Security Administration for the most up-to-date information.

Changes to the Social Security Administration:

SSA has reduced its staff by 7,000 employees, with more layoffs to be expected. This will likely lead to longer wait times for services and a delay in process benefit applications. Below is information regarding policies for identification verification through the application as well as tips to navigate the application process.

Here is what you need to know about identity verification:

You can create a personal **my Social Security** account to prove your identity one time. You can continue to use the Social Security's online services without proving your identity in person at a Social Security office **effective April 14th, 2025.**

You do not need to visit an office to prove your identity if you are applying by telephone for **Medicare** or **Social Security Disability Insurance** or **Supplemental Security Income** **effective April 14th, 2025.**

Check out the Social Security webpage on identity verification requirements at <https://www.ssa.gov/news/identity-proofing.html>

Tips for Communicating with Social Security:

Preparation is Key: Given the long wait times, it can be crucial to be prepared. Ensure that your application file is complete, which should include the following items:

- Medical Records
- Required identifying documents
- Proof of income and resources
- Room-Board Agreement (if applicable)

Track Documents: Keep notes about your interactions with Social Security. What did they tell you to do? What were the timelines given? What information or documentation did you share?

Make and Keep Copies: Before submitting any of your documents to Social Security, make and keep copies and note the date you submitted.

Stay Persistent: You may need to ask for the same thing repeatedly and often. You may need to submit the same document, but be persistent with the application.

This bulletin was created with information shared from the NW Access Fund:

- Northwest Access Fund: Offers information on changes to Social Security as well as host monthly classes on how to apply for SSI/SSDI. To learn more visit <https://www.nwaccessfund.org/coaching/classes/>