

What You Need to Know About SSI During the COVID-19 Crisis

Is Social Security open during COVID-19?

Social Security's offices are closed for in-person appointments beginning on March 17, 2020. **You may be able to get help over the phone or online.**

How do I contact my local Social Security office during COVID-19?

You can call Social Security's general number at **1-800-772-1213** or go to **<https://secure.ssa.gov/ICON/main.jsp>** (see below for a list of numbers). **If you are denied an interpreter, contact Community Legal Services (CLS).**

Will I keep getting my Social Security benefits during COVID-19?

Yes. Social Security will keep sending your monthly benefits.

What should I do if I have a Social Security hearing that is scheduled soon?

If you have a representative, contact them first. If you do not have a representative, Social Security will call you. You may choose to participate in the hearing by phone or get a new date for an in-person hearing. **Remember that you have a right to an in-person hearing.**

What do I do if I have a deadline in my Social Security case soon?

Try to meet your case deadlines if you can, but **do not go into the local office while they are closed.** If you have to miss a deadline because of COVID-19, write down the reason and give it to Social Security when they reopen. **You can still send documentation in by mail during the COVID-19 closures.** If possible, make a photocopy of whatever you send to Social Security by mail.

Is Social Security stopping some actions right now?

If you received a notice about a continuing disability review from Social Security before the offices were closed, do not worry. **Social Security is pausing these reviews at this time.**

Is Social Security scheduling doctor's appointments for people with SSI or SSDI applications or disability reviews?

Social Security will sometimes try to schedule a doctor's appointment, called a consultative examination, with its doctor's office, IMA. As of March 31, 2020, **consultative examinations are temporarily cancelled in Pennsylvania.** **Call IMA at 800-897-5252 if you have questions.** If you have a representative, also contact your representative.

What if I want to apply for Social Security benefits?

If you have a disability that makes you unable to work, you can apply for Social Security benefits like SSI or SSDI. If your child has a disability that seriously affects their life, and you have limited income and resources, you can still apply SSI benefits. **Call your local office to start an application or call Social Security's general number (1-800-772-1213) to schedule an application appointment by phone.**



Can Community Legal Services help with my Social Security case?

CLS helps people with appeals if they were denied or cut off SSI because Social Security says that they do not have a disability. We also help people ages 60 and over if Social Security is trying to cut off or reduce their benefits. **If you need help with one of these issues, you can contact CLS for a telephone intake starting March 30, 2020 by calling 215-981-3700.**

SSA Local Office Phone Numbers

SSA Office	Address	Phone	Zip Codes Served
Downtown	2 Penn Center, Suite 2000A, 1500 JFK Boulevard, Philadelphia, PA 19102	(866) 613-3969	19102; 19103, 19105; 19106; 19107; 19108; 19109; 19110; 19121; 19122; 19123; 19130; 19146; 19147; 19155
Northeast	9300 Ashton Road, Philadelphia, PA 19114	(866) 331-7840	19111; 19114; 19115; 19116; 19120; 19124; 19135; 19136; 19149; 19152; 19154; 19006; 19009; 19040
University City	4240 Market Street, Philadelphia, PA 19104	(877) 445-9977	19101; 19104; 19131; 19139; 19142; 19143; 19151; 19153
Germantown	701 E Chelten Ave, Philadelphia, PA 19144	(866) 495-0255	19118; 19119; 19126; 19127; 19128; 19129; 19138; 19141; 19144; 19150; 19001; 19012; 19027; 19038; 19095
South Philadelphia	3336 South Broad Street, Philadelphia, PA 19145	(877) 575-5191	19112; 19145; 19148
Nicetown	2929 North Broad Street, Philadelphia, PA 19132	(877) 319-0727	19132; 19133; 19140
Aramingo	3400 Aramingo Avenue, Philadelphia, PA 19134	(855) 248-0233	19125; 19134; 19137
Upper Darby	8645 West Chester Pike, Upper Darby, PA 19082	(866) 964-0780	
Fairless Hills	444 Lincoln Highway, Fairless Hills, PA 19030	(866) 964-7318	
Limerick	39 West Ridge Pike, Royersford, PA 19468	(866) 964-7415	
West Chester	1101 West Chester Pike, West Chester, PA 19382	(888) 306-3216	
Bethlehem	555 Main Street, Bethlehem, PA 18018	(866) 783-7458	
East Stroudsburg	9090 Franklin Hill Rd, Suite 101, East Stroudsburg, PA 18301	(888) 835-6169	
Norristown	1700 Markley Street, Norristown, PA 19401	(866) 964-6305	19075; 19090
Chester	807 Crosby Street, Chester, PA 19013	(866) 398-1456	19113
Allentown	41 North 4th Street, Allentown, PA 18102	(877) 405-6746	
Easton	134 South 4th Street, Easton, PA 18042	(866) 964-5056	

