



Securing today
and tomorrow

How to Get Help from Social Security

In early April, local Social Security offices plan to add more in-person appointments and will again offer in-person service for people without an appointment. We have not set an exact date in April. **We continue to provide help in our offices by appointment only.**

As we expand in-person service, we strongly encourage you to continue to **go online, call us for help, and schedule appointments in advance.**

- The best way for people with access to the internet to get help from Social Security is online at [ssa.gov](https://www.ssa.gov).
- If you cannot use our website, call our [National 800 Number \(1-800-772-1213\)](tel:1-800-772-1213) or your [local Social Security office](#) for help. For quicker access to a representative at our National 800 Number, try calling early in the day (between 8 a.m. and 10 a.m. local time) or later in the afternoon (between 4 p.m. and 7 p.m. local time). We are also less busy later in the week (Wednesday to Friday) and later in the month.
- If we are unable to help when you call our 800 number or local office, we will schedule an appointment for you by phone or in-person.
- We may need to schedule you for an appointment at a later date or call you back to provide the service you are requesting.
- As we get closer to early April, we continue to offer more telephone and in-person appointments.
- The number of people a local office can help in person will depend on local health conditions and other factors.

Know before You Go

If you visit an office, please keep these very important points in mind:

- You must complete a self-assessment checklist to see if it is safe for you to enter an office.
- Everyone must wear a mask. We will provide a mask if you do not have one.
- You may need to wait outside because space in our offices may be limited. Please plan for the weather.
- We ask that you come alone unless you require help with your visit. If you require help, we can only permit one adult to join you. Children are allowed.
- Until announced, we are only able to help you in person if you have an appointment.
- When we resume helping people without an appointment in early April, they should expect long lines, especially during the busiest times in our offices: Mondays, the morning after a Federal holiday, and the first week of the month.

March 9, 2022

What to Know about Hearings

If you are thinking about appealing a decision, or you have an appeal pending, we want you to know you have options that could help you have your hearing sooner.

- We continue to offer hearings by online video and by telephone. Online video hearings and telephone hearings continue to provide flexible, safe, and secure hearing options. [Learn more about hearings options.](#)
- We continue to increase the number of in-person hearings. As our capacity grows, we will move to a more normal scheduling process.

We have additional information on our [Coronavirus Disease \(COVID-19\)](#) webpage.

Is it time for your COVID-19 vaccine booster? Find free vaccines near you at www.vaccine.gov.