



Social Security Administration Changes:

New Policy on Identity Verification (Effective March 31st, 2025)

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 the new policies for identification verification through the application as well as tips to navigate the application process.

A new policy will be in effect starting **March 31st, 2025 requiring identity verification for all benefits applications.**

Here is what you need to know:

- **For individuals 18 years and older:** You can set up a MySSA account and apply online. MySSA includes an identity verification process.
- **For individuals under 18:** You will need to potentially plan to visit your local SSA office to complete the verification process. Begin the application process online, but you will need to contact your local office to schedule an in-person appointment for identity verification.
- **If you are applying by phone:** You will need to visit the office for verification.

Check out the Social Security webpage on new 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/>