



# MEDICARE

IN

# ANSWERS

MINUTES

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## Social Security Changes: What You Need To Know

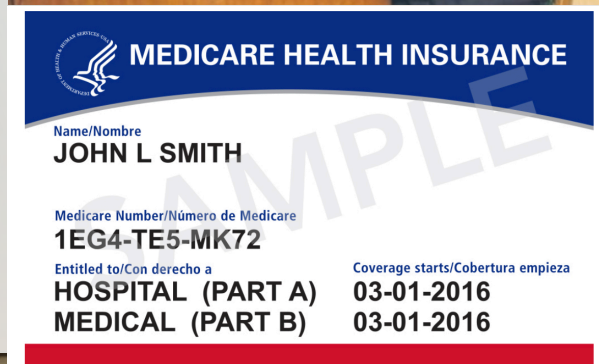
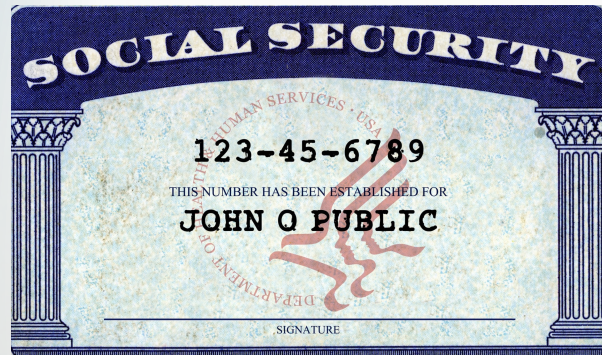
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This guide is not intended to assist you in making any decision regarding your healthcare coverage. You can contact Social Security at 1-800-772-1213 or via the web at [www.ssa.gov](http://www.ssa.gov) and/or Medicare at 1-800-MEDICARE (1-800-633-4227) or via the web at [www.medicare.gov](http://www.medicare.gov) 24 hours, 7 days a week for detailed information about your specific situation before making any decisions. You may also need to speak to your Human Resources contact and/or the State Health Insurance Program helpline for assistance.

# KEY CHANGES TO SOCIAL SECURITY EFFECTIVE 4/14/2025



- **Stronger ID Verification**
- **Reduction in Telephone Assistance**
- **Push to Online and In-person visits**



# WHAT DROVE THE CHANGES



- **SSA Staff Reductions**
- **Focus on Fraud/Waste**
- **Process Improvements**



# WHO DOES IT APPLY TO?

- Individuals applying for retirement, survivor, spousal or dependent child benefits
- Beneficiaries who need to update their direct deposit information
- Beneficiaries who receive paper checks and need to change their address



# WHAT IS CHANGING?



- **How Address Updates Are Reported**
- **Requests For Direct Deposit Changes**
- **Application Process for Retirement Benefits, Medicare and Supplemental Social Income (SSI)**

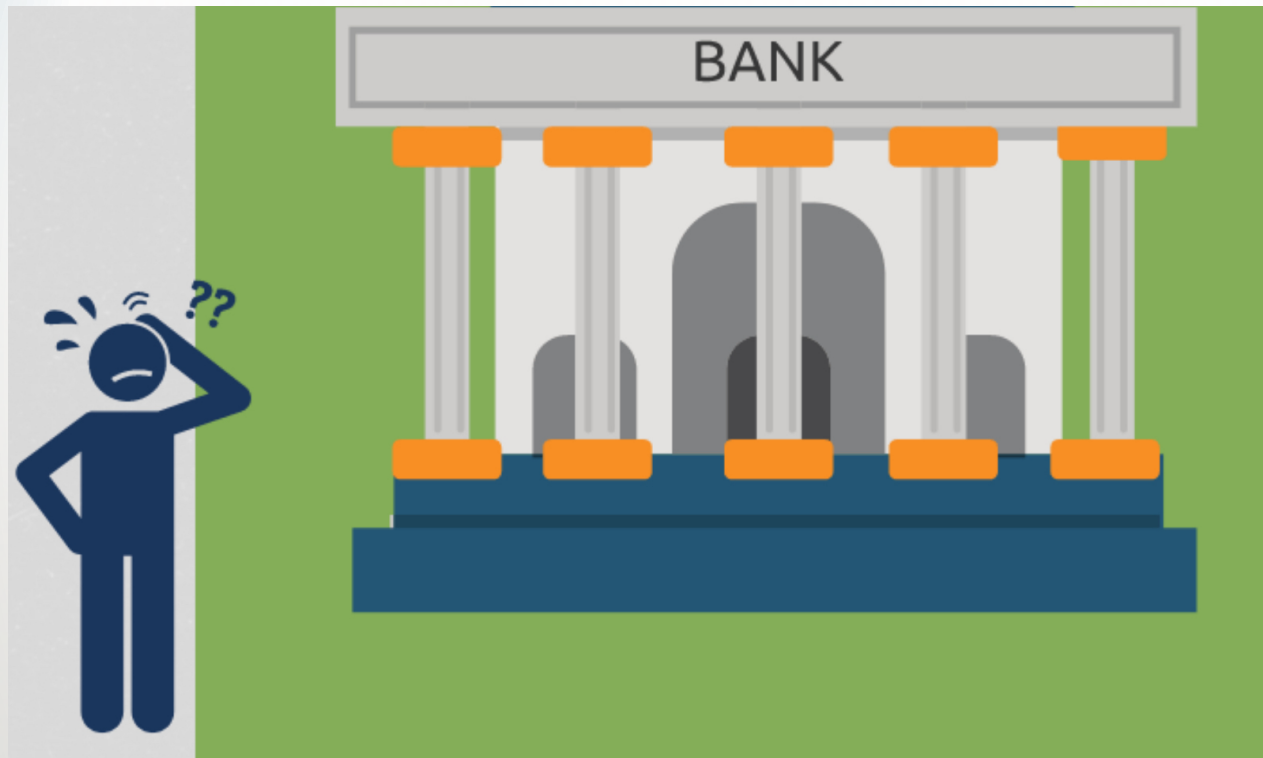


# ADDRESS CHANGES



- To change a mailing address you must update it online through your “My Social Security” portal.
- Or Visit a Social Security Field Office

# DIRECT DEPOSIT CHANGES



- You must make the change through your “My Social Security” account or visit a Social Security office.
- The change will be processed in (1) day instead of 30.



# APPLYING FOR MEDICARE, DISABILITY (SSDI) OR RETIREMENT BENEFITS



- You must verify your identity online through the “digital identity proofing” tool - Or you will need to visit a social security office to prove your identity in person.
- Exception - anyone applying for Social Security Disability Income (SSDI), Medicare or Supplemental Security Income (SSI) who is **UNABLE** to access portal.

# HOW DOES IDENTITY PROOFING WORK



- PERSONAL INFORMATION
- KNOWLEDGE-BASED AUTHENTICATION
- DOCUMENT VERIFICATION
- SMS One-Time Code Being Phased Out
- Using [login.gov](https://www.login.gov) or [ID.me](https://www.id.me)



# PERSONAL INFORMATION

## What is personal data?

### *General Personal Data*

- First/middle name
- Last name
- Address
- Mobile number
- E-Mail address
- Internet Protocol (IP) address
- Date of birth
- Occupation

### *Sensitive Personal Data*

- Race or ethnic origin
- Political, religious or philosophical beliefs
- Trade union membership
- Genetic data or biometric data
- Health information
- Sexual relationships or orientation



- **Name**
- **Address**
- **Social Security Number**
- **Birthdate**