

SSA Updates its No Phone Policy

Cross References

- ssa.gov/news/press/releases

On March 18, 2025, the Social Security Administration (SSA) announced it would no longer allow identity verification over the phone. Applicants signing up for Social Security benefits would either have to set up and use their personal “my Social Security” account, which requires online identity proofing, or visit a local Social Security office to prove their identity in person.

On March 26, 2025, after receiving complaints from the public, Congress, advocates, and others, SSA has updated its policy. In-person identity proofing for people unable to use their personal “my Social Security” account for certain services will be effective April 14, 2025, with some exceptions. Individuals applying for Social Security Disability Insurance (SSDI), Medicare, or Supplemental Security Income (SSI) who cannot use a personal “my Social Security” account can complete their claim entirely over the telephone without the need to come into a local SSA office.

Individuals who cannot use their personal “my Social Security” account to apply for benefits will only need to prove their identity at a Social Security office if applying for Retirement, Survivors, or Auxiliary (Spouse or Child) benefits. However, SSA will not enforce these requirements in extreme dire-need situations, such as terminal cases or prisoner pre-release scenarios. SSA is currently developing a process that will require documentation and management approval to bypass the policy in such dire need cases.

Individuals who do not or cannot use the agency’s online “my Social Security” account services to change their direct deposit information for any benefit will need to visit a Social Security office to process the change, or can call 1-800-772-1213 to schedule an in-person appointment. SSA also recommends that individuals unable to apply online call to schedule an in-person appointment to begin and complete a claim for Retirement, Survivors, or Auxiliary (Spouse or Child) benefits in one interaction.

People who do not already have a “my Social Security” account can create one at www.ssa.gov/myaccount/.

SSA has also posted a press release stating that media reports of SSA permanently closing local field offices are false. SSA has not permanently closed or announced the permanent closure of any local field office. From time to time, SSA must temporarily close a local field office for reasons such as weather, damage, or facilities issues, and it reopens when the issues are resolved.