



DIRECTION HOME

AKRON CANTON AREA AGENCY ON AGING & DISABILITIES

WHO WE ARE



We provide choices for people to live
independently
in the place they want to call home



A photograph of a wooden porch with a swing bench, potted plants, and a cat. The porch is made of light-colored wood and has a dark wooden swing bench hanging from chains. Several potted plants with pink and white flowers are on the porch. A cat is lying on the swing bench. The background shows a green lawn and some trees.

WHO WE ARE

National- 655 Area Agencies on Aging

State- 12 Area Agencies on Aging

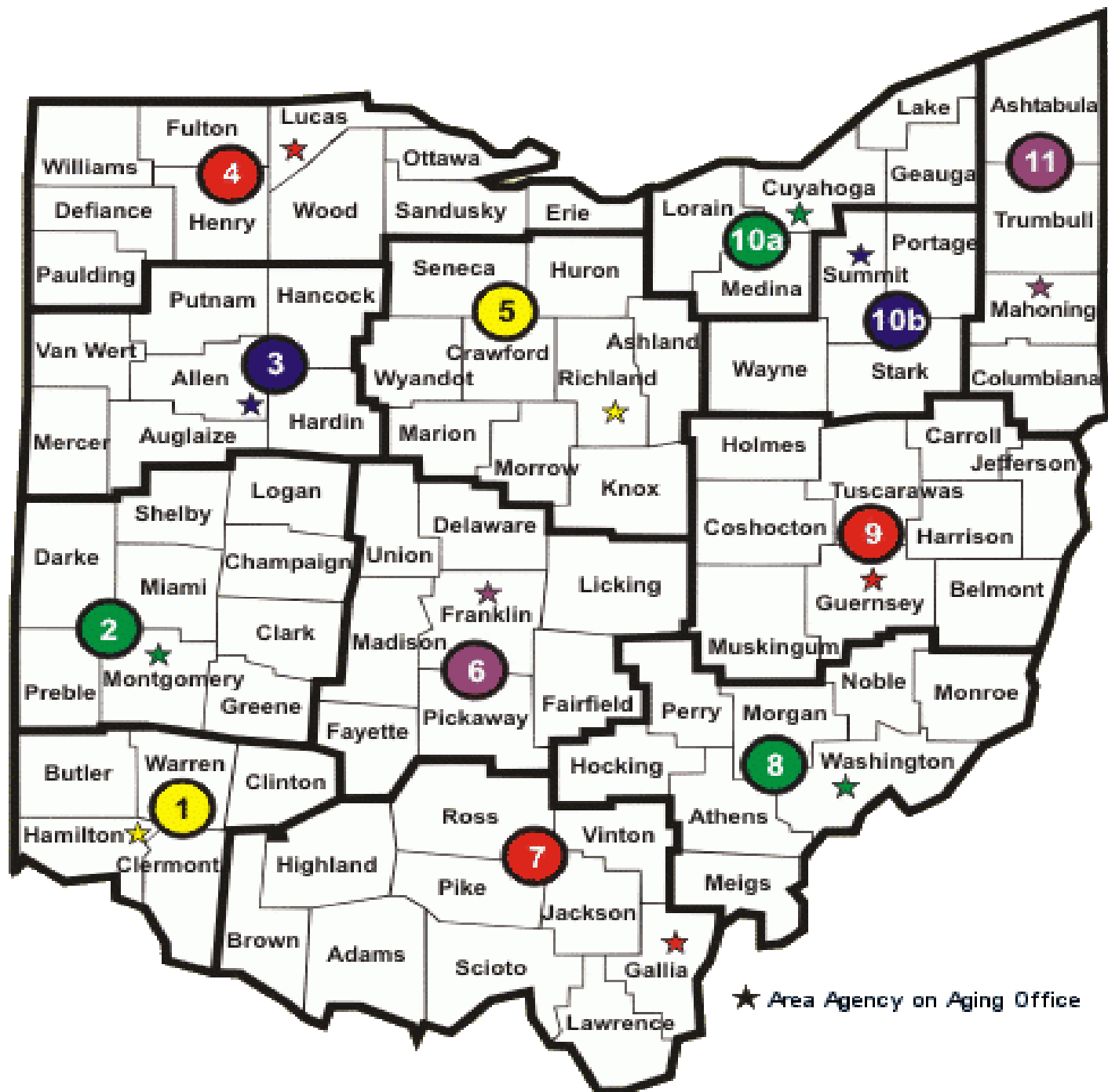
Local- Portage, Stark, Summit, Wayne Counties

Board- 28 members

Executives- Business, Law, Social Work, Policy

Employees- 230+, primarily Licensed Social
Workers and Registered Nurses





WHAT WE DO



FOCUS ON SOCIAL DETERMINANTS OF HEALTH

Five Most Pressing Social Determinants of Health



Housing

- Housing quality and instability
- Neighborhood violence

26-36

Years of reduced life expectancy for those experiencing homelessness³



Food

- Inaccessible, unaffordable healthy food
- Disconnection from benefits (e.g., SNAP)

74%

Of food insecure households had to choose between paying for food and medicine⁴



Economics

- Insufficient wages
- Lack of insurance coverage

2x

Greater mortality risk for Medicaid beneficiaries vs. private insurance⁵



Interpersonal

- Social isolation
- Discrimination
- Provider bias

26%

Increased risk of mortality resulting from loneliness⁶



Education

- Health illiteracy
- Lack of language skills
- Quality of public schools

9 years

Gap in life expectancy for those without a high school diploma vs. college graduates⁷

Examples

Impact

ADRC

Aging and Disability Resource Center

The ADRC is the area's front door to long-term services and support. We have a broad knowledge of the resources available, and we assist individuals applying for programs and benefits that help them remain in their communities through our three units: Screening, Assessment, and Pre-Admission Review. In addition, we make level of care determinations to authorize Medicaid to pay for nursing facility stays. See how it works:



1. **Individuals call the ADRC looking for help.**
2. **Trained ADRC representatives gather screening information.**
3. **A free in-home assessment is scheduled with a licensed professional to determine program eligibility or other care options.**



Individuals can also receive support and resources electronically, over the phone, or in the mail.



In 2021...

22,500+ people linked to resources over the phone

5,770+ one-on-one in-person* assessments completed

*as able

5,640+ individuals assessed for initial and continued enrollment in MyCare Ohio Medicare/Medicaid Waiver Program



Most Requested Services:
Transportation
Nutrition (home-delivered meals)
Utility assistance
Chore/homemaker services
Emergency response systems



ADRC



**DIRECTION
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HCBS

Home and Community-Based Services

The largest department at Direction Home Akron Canton, HCBS provides customized care management for older adults and individuals with disabilities designed to keep the care recipient healthy, happy, and at home. We assign all members their own care manager to help coordinate available services that fit their specific needs. In one year....



25,000
Home visits completed

50,000
Phone calls to ensure well-being



Resulting in over **7,500** frail individuals successfully living at home with **improved quality of life.**

Plus, over **1,000 referrals** to Adult Protective Services or other community resources to address the **health and safety** of our members.



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HCBS EXAMPLES

Adult Day Services

Case Management

Community Transition
Service

Counseling

Durable Medical
Equipment

Emergency Response
Systems

Home-Delivered Meals

Home Health Aide

Minor Home Repair

Home Modification

Medical Transportation

Non-Medical

Transportation

Respite Services

Emergency Response
Systems

Senior Volunteers



Provider Relations



Provider Relations serves as Direction Home Akron Canton's quality assurance checkpoint. We closely monitor our providers to ensure compliance and encourage the highest level of care. Check out our network:

Our provider network provides services to 7,700+ older adults and individuals with disabilities.

In 2020, we helped provide:

128 participants with entry in wellness programs

634,700+ home-delivered meals

150,700+ congregate meals

5,200+ transportation trips

\$472,500+ in minor home repairs



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Types of services:

Adult Day Service
Assisted Living Waiver
Caregiver Respite
Choices Home Care
Chore
Community Transitions
Consumer Directed Personal Care
Emergency Response Systems
Home-Delivered Meals
Homemaker
Independent Living Assistance
Minor Home Modification
Nutritional Consultation
Personal Care
Pest Control
Social Work/ Counseling
Transportation



We manage **300+** providers. By the numbers:

254 PASSPORT providers

47 Assisted Living Waiver providers

20 Older Americans Act providers

69 Care Coordination providers



Provider Relations



Elder Rights

Dignity, Respect, and Quality Care

Elder Rights believes all individuals living in long-term care facilities have the fundamental right to dignity, respect, and quality care. We work tirelessly to protect their rights through long-term care selection, transition coordination, complaint investigation, and consumer advocacy. In one year alone...



We Serve:

160+ Nursing Homes

140+ Adult Care Homes

120+ Assisted Living Facilities

for a total of **428** licensed/certified facilities in a 9-County region....

Portage, Stark, Summit, Wayne

Belmont, Carroll, Coshocton,
Guernsey, Harrison, Holmes,
Jefferson, Muskingum,
Tuscarawas



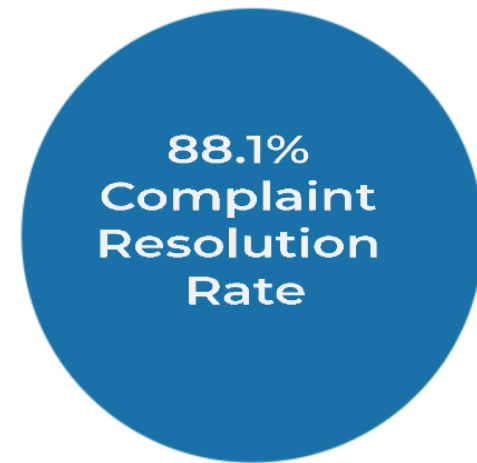
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AREA AGENCY ON AGING & DISABILITIES



1,571

Cases opened



2,125

Individual complaints investigated

6,240 staff hours spent investigating complaints

1,330 volunteer hours of service by

37 Ombudsman associates

2,987 staff hours spent on advocacy



ELDER RIGHTS



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AREA AGENCY ON AGING & DISABILITIES

Operations

Communications, HR, and IT

Operations is responsible for making the Agency's message and expertise accessible to our consumers, partners, payors, referrers, and more. We're passionate about championing the brand and its mission. In just one year...



Educating virtually and in-person:



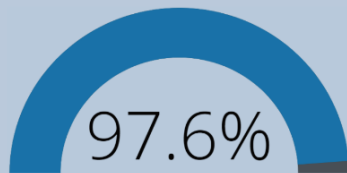
Medicare

event attendees

Speaker's Bureau

event attendees

Continuing Education Unit
(CEU) participants



97.6% satisfaction rating
for CEU trainings

Continuing Education available for:

Licensed Social Workers (LSW)

Licensed Independent Social Workers (LISW)

Social Work Assistants (SWA)

Licensed Professional Counselors (LPC)

Licensed Professional Clinical Counselors (LPCC)

Licensed Nursing Home Administrators (LNHA)

Growing our staff by:



100%
in 21 years

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32,634 Unique website visits

allowing access to care services, educational opportunities, community events, available resources, and more

1,300+ Facebook followers

330+ Twitter followers

500+ LinkedIn networkers

**...with 26,000+
total impressions**

Internally:

288 average IT help desk tickets resolved monthly

3,452 IT help desk tickets submitted

28 hours average time to receive and close IT help desk tickets

97.6% satisfaction rating over six categories

1,560+ HR help desk queries answered

7 hours average time to close HR help desk inquiries

Our Foundation

Direction Home Akron Canton Foundation



Our Mission

To enable older adults not eligible for government assistance to **remain independent and secure at home** through access to a range of supportive services.

Our Vision

All older adults in our region shall have access to community-based long-term care **regardless of their ability to pay.**



Foundation Fundraising Campaign

\$170,000+ raised annually

\$2+ million since 2000



100% of proceeds

go to advocacy efforts that influence public policy for near poverty older adults and individuals with disabilities so they can age in place



Care for a Lifetime Campaign

\$60,000+

raised annually in
employee donations

339 individuals

currently served through
Care Coordination

16 older adults with moderate income are placed in the Care Coordination program annually through these funds



Services include:

Providing information and assistance in all aspects of the aging process, providing services, such as homemaking or personal care, providing an emergency response system, offering training on age-related topics, supporting caregivers (spouses, children, neighbors), helping you or a loved one remain independent

WHO WE HELP

‘Eloise’



‘William’



‘Fiona’



STAY HAPPY. STAY HEALTHY. STAY HOME.



www.DHAD.org



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We Focus on the Person. Not the Problem.

Our person-centered approach to care empowers
you to age in place.

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[MAKE A REFERRAL](#)



Care Services

Elder Rights

Resources & Education

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2022 RAFFLE

PROVIDER RECRUITMENT

MAKE A REFERRAL

Advocacy

Continuing Education Programs

Health & Wellness Education

Medicare Education

U.S Census & Regional Data

Compliance

Emergency Preparedness

Home Energy Assistance Program (HEAP)

Pre-Admission Review (PAR)

The Joseph L. Ruby Student Scholarship
Opportunity

December 1, 2021 CEU

Free Medicare Seminars

(scroll down to find upcoming schedule and access to supplemental materials)



Medicare is an essential program that helps 85 percent of our members receive the services they need to remain safe, healthy and comfortable. Now more than ever, Medicare allows eligible consumers many options regarding how they receive their Medicare benefits and who delivers their care. This complexity can lead to confusion, but Direction Home Akron Canton is here to help. We make it our goal to offer **free, unbiased** information to Medicare beneficiaries throughout our four-county region (Portage, Stark, Summit, and Wayne counties) during Medicare Open Enrollment (October 15 - December 7). Topics discussed include:

- Enrollment process
- Options for coverage

Community Education Programs

[Health & Wellness Education](#)

[Medicare Education](#)

[U.S Census & Regional Data](#)

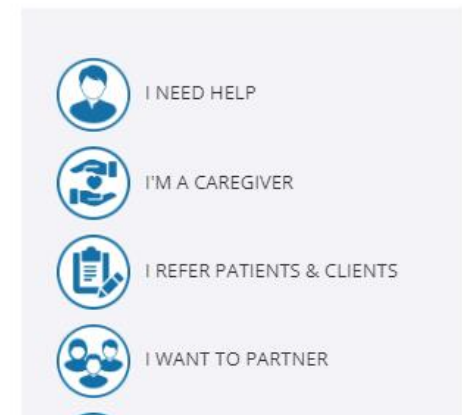
[Compliance](#)

[Emergency Preparedness](#)

[Home Energy Assistance Program \(HEAP\)](#)

[Pre-Admission Review \(PAR\)](#)

[The Joseph L. Ruby Student Scholarship Opportunity](#)



upcoming Medicare seminars, please contact us at 330.776.4020 or email events@dhad.org.

Not able to attend a seminar but still would like the materials? We've got you covered. Click the links below for 2023 plan information.

- [Recorded Medicare Made Simple Seminar](#) (recorded in 2021 - 2022 seminar coming soon!)
- [Medicare FAQs](#)

Advantage Plan Comparison Charts:

- [Portage county](#)
- [Stark county](#)
- [Summit county](#)
- [Wayne county](#)

Other Plan Information:

- [Part D Extra Help Informational Brochure](#)
- [Part D \(prescription drug plans\)](#)
- [Medigap](#)

Medicare Preventative Services Information:

- [Guide to Preventative Services](#)

More Useful Information:

CONTACT THE AGING & DISABILITY RESOURCE CENTER

877-770-5558

screening@dhad.org

www.dhad.org/refer

Resources, supports, solutions & more for long-term
care and planning needs



Medicare 2023



DIRECTION HOME
AKRON CANTON AREA AGENCY ON AGING & DISABILITIES

Francine D. Chuchanis

Director of Entitlement Rights

Medicare Enrollment

- ▶ If enroll 3 months prior to age 65, coverage starts month of 65th birthday
- ▶ If turn 65 first day of month, coverage begins month prior
- ▶ If enroll month of 65th birthday or during 3 months after age 65, coverage starts month after enrollment in 2023
- ▶ Automatic if receiving social security check or Railroad Retirement Benefits
- ▶ Automatic if Under age 65 and disabled for 24 months

Special enrollment periods

**If impacted by
emergency or
disaster**

**Previously
incarcerated**

**Health plan or
employer error**

**Exceptional
cases beyond
individual
control**

Already on Medicare ?

Check Coverage NOW

Read Annual Notice of
Change (ANOC) – may be
online

Make Changes: October 15
– December 7

Includes all Medicare
Beneficiaries

Two Coverage Choices

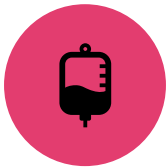
Medicare Advantage Plans

- ▶ Must have Part B
- ▶ Not supplement
- ▶ Most include drug coverage
- ▶ Same services + Extras
- ▶ Out-of-Pocket limits
- ▶ Geographic restrictions
- ▶ Provider restrictions/prior authorizations

Traditional Medicare

- ▶ No extras
- ▶ No out-of- pocket limits
- ▶ Can add Medicare Supplement
- ▶ Must Add Stand Alone Part D
- ▶ No geographic restrictions
- ▶ No gatekeeper/prior authorizations

Medicare Part A Coverage



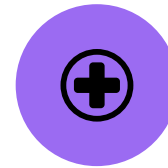
BLOOD



**MEDICALLY
NECESSARY
INTERMITTENT
HOME HEALTH
SERVICES**



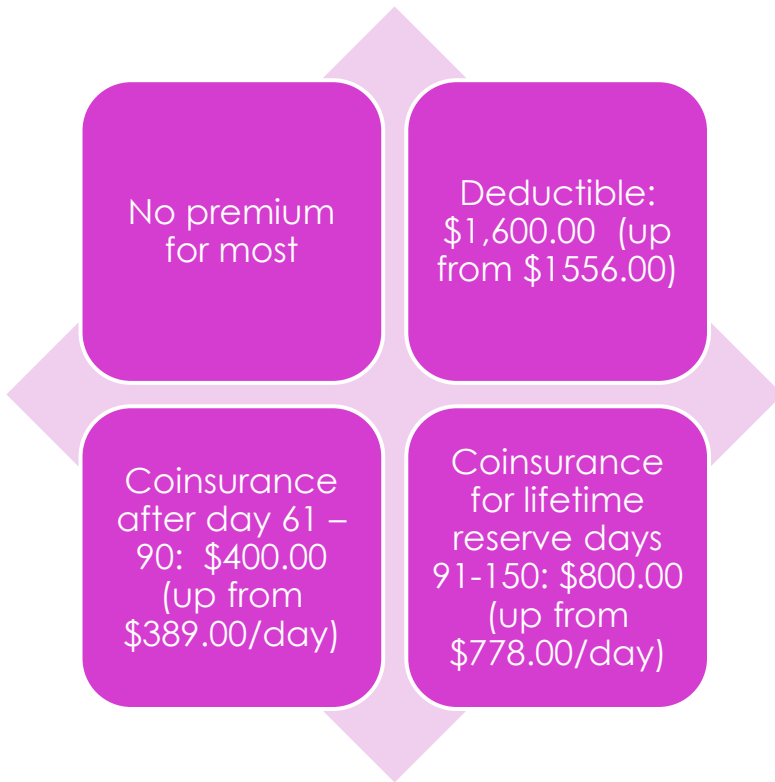
HOSPICE CARE



**INPATIENT
HOSPITAL CARE**



**SKILLED
NURSING HOME
CARE**



Original Medicare Part A Hospital Insurance: 2023

Coverage of Skilled Care in Nursing Home

Custodial care not covered

3 Day Hospital Stay
Required but not
during PHE

Observation Status
does NOT count

Full coverage
Days 1-20

Coinsurance days 21-
100: \$200.00 (up from
\$194.50/day)

Benefit lasts 100 days of
coverage

New benefit begins
after no skilled care in
nursing home or
hospital for 60 days –
waived due to COVID

Part A: Hospice Coverage

Comfort care
not for curative
treatment

Services for pain
relief and
symptom
management

Drugs and DME
for pain relief
and
management

Aide and
homemaker
services

Spiritual & grief
counseling

Does not cover
room and
board in a
skilled facility

5% Copay for
inpatient respite
care

Original Medicare Part B Medical Insurance: 2023

Premium: \$164.90 (down from from \$170.10/month)

Yearly Deductible: \$226.00 (down from \$233.00/year)

20% of Medicare approved amount copay: Waived for most preventive services

Part B is income adjusted: Single income more than \$194,000/year, and \$176,000/year couple

Some Can delay Part B

You or your spouse have medical insurance primary to Medicare through **CURRENT** employer

Inform SSA that you wish to delay

If covered by COBRA, you have 8 months to enroll in Part B

Late Enrollment Penalty is 10% of premium for each month you were eligible and did not enroll

Supplemental Plans

Standard private insurance covering out-of-pocket costs under Original Medicare

Must have Parts A & B

Premiums vary by company

Plans C & F only available to those eligible for Medicare before 1/1/2020

No coverage for prescriptions, dental, vision, long term care

Some coverage for foreign travel

Guaranteed Issuance/No Underwriting – first 6 months have Part B at age 65

Medicare Savings Programs: Ohio 2022-23

**QMB – pays Part B
premium and all
deductibles and
copays**

- Single income lower than \$1553/month, resources lower than \$8400
- Married income lower than \$1546/month, resources lower than \$12,600

**SLMB – pays Part B
premium**

- Single income lower than \$1379/month, resources lower than \$8400
- Married income lower than \$1851/month, Resources lower than \$12,600

**QI – pays Part B
premium
(limited)**

- Single income lower than \$1549/month, resources \$8400
- Married income lower than \$2080/month, resources lower than \$12,600

**Contact Department
of Job and Family
Services or Direction
Home to Apply**

Changes in Part D: Standard Benefit 2023

- ▶ Initial Deductible: \$505 (up from \$480)
- ▶ Initial Coverage limit: \$4,660 (up from \$4,430)
- ▶ Coverage Gap: 75% Discount on medications
- ▶ Out of Pocket Threshold: \$7,400 (up from \$7,050)
- ▶ Catastrophic Coverage: 5% of total drug cost or \$4.15 generics, \$10.35 brand name

Part D: Choices

- ▶ **Part D included with most Medicare Advantage Plans**
- ▶ **Stand Alone Part D Plan – Select with Traditional Medicare**
- ▶ Do not need if have VA coverage or other creditable coverage
- ▶ Lifetime Late Penalty – 1% of average national premium for each month not enrolled
- ▶ **Cannot enroll mid year**

Special Enrollment Changes: Part D

If move out of
service area

If move in or
out of a nursing
home

If dual or low-
income subsidy
enrolled

Other special
circumstances

Part D Selection Considerations

- ▶ Coverage
- ▶ Cost
- ▶ Restrictions: prior authorization, quantity limits, step therapy
- ▶ Pharmacy network

Need for Yearly Analysis

www.medicare.gov

Call Medicare:
1-800-633-4227

Call OSHIP:
1-800-686-1578

Extra Help Part D: 2023

Low-Income Subsidy (LIS):

- ▶ Single – Income below \$1,719/month, resources below \$15,510
- ▶ Married – Income below \$2,309/month, resources below \$30,950
- ▶ Full LIS & duals can choose plans with \$0 premiums and will pay small copays, no donut hole
- ▶ If chose plan with premium higher than \$34.71/month, will pay difference
- ▶ **To apply contact:**
www.socialsecurity.gov or call
1-800-421-7277

Medicare Advantage Plans

Must have
Part B

Most include
drug coverage,
a few do not

Must obtain
Part D Stand
Alone Plan if no
drug coverage

All have out-of-
pocket
maximums

Some have \$0
premiums

Most do not
require a 3-day
hospital stay for
rehab

Provider
limitations often
apply

MA Plans Offer Additional Benefits

Fitness Benefit

Telehealth

Cash Cards

Dental

Hearing

Vision

Transportation

Regional Plan changes

- ▶ Several 5 Star Plans
- ▶ Premiums remain stable
- ▶ Some decreases in out-of-pocket maximums
- ▶ Several plans added \$0 copays for visits to PCP

Two Medicare Savings Plans: Lasso Health Care 2023

High Deductibles: Only cover costs after deductible met



Plan deposits money into a bank account yearly which you use to pay any health care costs



Only Part A & B covered services count toward deductible



Cannot be charged more than Medicare approved amount



Money left each year stays in account

Special Needs Plans 2023

- ▶ Cover, people with chronic conditions, persons in nursing homes, duals
- ▶ Some have premiums
- ▶ Some have medical and drug deductibles
- ▶ Benefits vary & should be compared to other choices
- ▶ If dual eligible & on My Care Ohio, compare benefits carefully

My Care Ohio Plans for Duals

- ▶ **CareSource My Care Ohio**
- ▶ **United Health Care My Care Ohio**
- ▶ Duals must choose one for Medicaid coverage
- ▶ Can choose for both Medicaid & Medicare Coverage (Opt-In)
- ▶ If Opt-In Extra Benefits Included
- ▶ Can choose another Medicare coverage option – **BE CAREFUL**

Selection Considerations



Cost: focus
on services
you use
most



Coverage:
formularies,
networks,
extra
services



Benefits:
may be
subtle
differences



Quality:
Star Ratings



**Plan
Reputation:**
talk to
providers

How to Analyze Costs & Coverage

- ▶ Online: www.medicare.gov
- ▶ OSHIIP: 1-800-686-1578
- ▶ Medicare: 1-800-633-4227

Choose Wisely

Remember, you only can switch plans during certain times of the year

Can switch at Open Enrollment – **NOW!**

Can switch coverage between January and March each year if in a Medicare Advantage Plan

Duals can switch once per quarter for the first 3 quarters of the year

What's New?

MEDICARE 2023 & BEYOND

Medicare Trustees Report 2022

- ▶ Hospital Insurance Trust Fund Part A – Solvent until 2028
 - ❖ Improved by 2 years due to Covid deaths
 - ❖ Financed by employer and employee taxes
- ▶ Part B & D – remain financed indefinitely due to payments from general revenue fund at 75% and monthly premiums charges to beneficiaries at 25%

Inflation Reduction Act Changes: Prescription Coverage

- ▶ **2023:** All recommended vaccines covered at pharmacies, some limitations on drug prices, \$35 copay/month for Part D insulin
- ▶ **2024:** 5% coinsurance during catastrophic coverage will be eliminated, premiums will not be permitted to rise more than 6%/year, full subsidy expanded to include persons below 150% of poverty
- ▶ **2025:** Part D out-of-pocket limit reduced to \$2000/year including deductibles & copays
- ▶ **2026-2029:** Medicare begins negotiating for drug prices. List of 10 expected in 2023.

Legal Battles & Other Advocacy Efforts

- ▶ Soon will be able to appeal Observation Status if changed after discharge as a result of lawsuit won by Center for Medicare Advocacy
- ▶ Center for Medicare Advocacy suing Medicare for violations of federal law protecting beneficiaries' rights to home health care
- ▶ Movement by advocacy groups for Traditional Medicare to include dental & vision coverage



Questions

THANK YOU

Social Security 2023 Updates



COLA-8.7%

Maximum Taxable Earnings

\$160,200.00

Quarter of Coverage

\$1640.00

Avg Social Security-

\$1,827.00 (retirement)

\$1,1483.00(disability)

“maximum” worker retiring at FRA

\$3,627.00

Retirement Earnings Test

\$21,240.00 (\$1,770.00 mth)

\$56,520.00(\$4,710.00 mth)



Securing today
and tomorrow

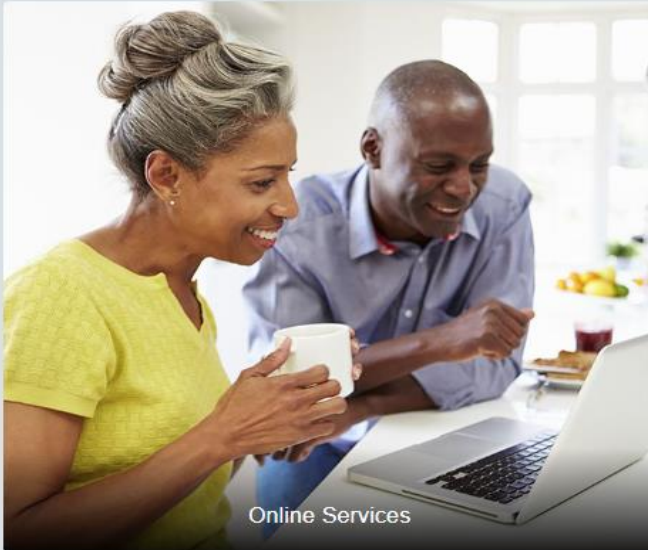
[SocialSecurity.gov](https://www.SocialSecurity.gov)



Social Security

SEARCH MENU LANGUAGES SIGN IN/UP

What should I do if I get a call claiming there's a problem with my Social Security number or account?



Online Services



Retirement



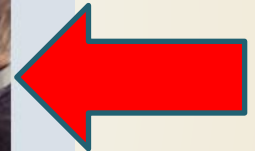
Disability



SSI



Medicare



my Social Security

Check out your *Social Security Statement*, change your address & manage your benefits online today.



Social Security Number

Your Social Security number remains your first and continuous link with Social Security.



How to Get Help

Learn how to get help from Social Security.



FAQs

Get answers to frequently asked questions about Social Security.



Securing today
and tomorrow

SSA.gov

Medicare Benefits [\(En español\)](#)

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Medicare is our country's health insurance program for people age 65 or older. Certain people younger than age 65 can qualify for Medicare too, including those with disabilities and those who have permanent kidney failure.

The program helps with the cost of health care, but it does not cover all medical expenses or the cost of most long-term care. You have choices for how you get Medicare coverage. If you choose to have Original Medicare (Part A and Part B) coverage, you can buy a Medicare Supplement Insurance (Medigap) policy from a private insurance company.



The Centers for Medicare & Medicaid Services is providing equitable relief to people who could not submit premium-Part A or Part B enrollment or disenrollment requests timely due to challenges with contacting us by phone. This relief applies to the 2022 General Enrollment Period, Initial Enrollment Period, and Special Enrollment Period.

If you were unable to enroll or disenroll in Medicare because you could not reach us by phone after January 1, 2022, you will be granted additional time through December 30, 2022.

For more information, call 1-800-772-1213 or use our [Office Locator](#) to find the number for a local office.



Securing today
and tomorrow


SSA.gov

How to Apply Online for Just Medicare

Are you within three months of turning age 65 or older and not ready to start your monthly Social Security benefits yet? You can use our online retirement application to sign up just for Medicare and wait to apply for your retirement or spouses benefits later. It takes less than 10 minutes, and there are no forms to sign and usually no documentation is required.

[Apply for Medicare Only](#)

[Return to Saved Application](#) | [Check Application Status](#) | [Replace Medicare Card](#)

To find out what documents and information you need to apply, go to the [Checklist for Online Medicare, Retirement, and Spouses Applications](#) .



Securing today
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SSA.gov

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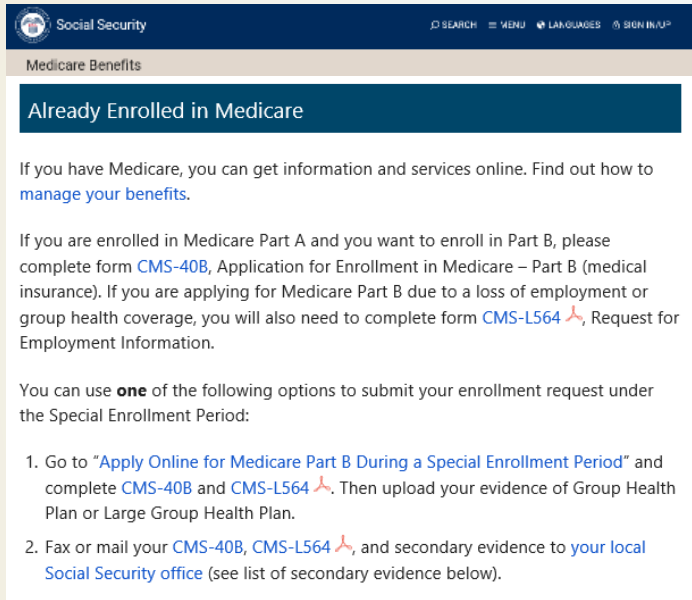
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Securing today
and tomorrow

SSA.gov

Medicare Applications



The screenshot shows the 'Medicare Benefits' section of the Social Security website. It features a dark blue header with the Social Security logo and navigation links. Below the header, a light blue box contains the title 'Already Enrolled in Medicare'. The main content area is white and contains three paragraphs of text. The first paragraph states that users can get information and services online and provides a link to 'manage your benefits'. The second paragraph explains that users enrolled in Medicare Part A who want to enroll in Part B should complete form CMS-40B, and those applying for Part B due to a loss of employment or group health coverage should also complete form CMS-L564. The third paragraph lists two options for submitting enrollment requests: online or by fax/mail. The online option involves completing CMS-40B and CMS-L564 and uploading evidence of group health plans. The fax/mail option involves sending CMS-40B, CMS-L564, and secondary evidence to a local Social Security office.


Social Security

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Medicare Benefits

Already Enrolled in Medicare

If you have Medicare, you can get information and services online. Find out how to [manage your benefits](#).

If you are enrolled in Medicare Part A and you want to enroll in Part B, please complete form [CMS-40B](#), Application for Enrollment in Medicare – Part B (medical insurance). If you are applying for Medicare Part B due to a loss of employment or group health coverage, you will also need to complete form [CMS-L564](#) , Request for Employment Information.

You can use **one** of the following options to submit your enrollment request under the Special Enrollment Period:

1. Go to “[Apply Online for Medicare Part B During a Special Enrollment Period](#)” and complete [CMS-40B](#) and [CMS-L564](#) . Then upload your evidence of Group Health Plan or Large Group Health Plan.
2. Fax or mail your [CMS-40B](#), [CMS-L564](#) , and secondary evidence to [your local Social Security office](#) (see list of secondary evidence below).

- If you already have Medicare Part A and wish to add Medicare Part B, complete the online application, or fax or mail completed forms CMS-40B and CMS-L564 to your local Social Security office.

ssa.gov/benefits/medicare



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Medicare Benefits [\(En español\)](#)

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Medicare is our country's health insurance program for people age 65 or older. Certain people younger than age 65 can qualify for Medicare too, including those with disabilities and those who have permanent kidney failure.

The program helps with the cost of health care, but it does not cover all medical expenses or the cost of most long-term care. You have choices for how you get Medicare coverage. If you choose to have Original Medicare (Part A and Part B) coverage, you can buy a Medicare Supplement Insurance (Medigap) policy from a private insurance company.

? The Centers for Medicare & Medicaid Services is providing equitable relief to people who could not submit premium-Part A or Part B enrollment or disenrollment requests timely due to challenges with contacting us by phone. This relief applies to the 2022 General Enrollment Period, Initial Enrollment Period, and Special Enrollment Period.

If you were unable to enroll or disenroll in Medicare because you could not reach us by phone after January 1, 2022, you will be granted additional time through December 30, 2022.

For more information, call 1-800-772-1213 or use our [Office Locator](#) to find the number for a local office.



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Social Security

The Official Website of the U.S. Social Security Administration

Social Security Office Locator



Important Information

Our website, www.ssa.gov, is the best way for people with access to the internet to get help. If you cannot use our website, call our National 800 Number or your local Social Security office for help. We will schedule an appointment for you, if necessary.

If you must visit an office: Physical distancing of at least 6 feet and masks are required. 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. Visit www.ssa.gov or call first, if possible, so you know what documents to bring. Find out which offices are closed, or open by appointment only, by visiting www.ssa.gov/emergency

People without an appointment 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.

We may offer you an appointment for a future date or call you back to provide the service you are requesting.

Find the Office for this ZIP Code.

ZIP:

[Zip Code Look Up](#)

Using our online services, you can:



- Apply for most types of benefits
- Estimate your future benefits
- Do so much more

To learn more, visit [What You Can Do Online](#).

National 800 Number

Toll-Free: 1-800-772-1213



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Extra Help with Medicare Prescription Drug Plan Costs

- Medicare beneficiaries may qualify for Extra Help with Medicare prescription drug plan costs
 - Needs-based program for people with limited income and resources
- Extra Help may be worth an estimated \$5,100 per year



ssa.gov/extrahelp



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Scam Awareness & Social Security

- We do contact citizens - generally those who have ongoing business with Social Security - by telephone for customer-service purposes.
- Social Security employees will never threaten you for information; we will not state that you face potential arrest or other legal action if you fail to provide information.
- In those cases, the call is fraudulent, and you should just hang up. Don't give out any information.



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Fraud Resources

- Federal Trade Commission (FTC) →1-877-438-4338
- Tax Issues, visit irs.gov/identity-theft-central or call 1-800-908-4490
- [FTC.gov/idtheft](https://ftc.gov/idtheft) for prevention tips and free resources
- DMV DL/ID Fraud Hotline →1-866-658-5758
- Get your free credit reports at annualcreditreport.com or call 1-877-322-8228



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If You Suspect Fraud



Get on the National Do Not Call Registry to reduce telemarketing calls. Visit [donotcall.gov](https://www.donotcall.gov) or call **888-382-1222**.

If you suspect fraud or financial exploitation, please contact the Office of Inspector General (OIG) at oig.ssa.gov

If you suspect elder abuse, call the Eldercare Locator at **1-800-677-1116** or visit eldercare.acl.gov to connect with local reporting entities.



Learn more on the National Center on Elder Abuse website: ncea.acl.gov



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How to Apply for Benefits



File online for Retirement, Spouse, Disability, or Medicare Only

- If you are disabled, you can file for Retirement and Disability with same application if you are at least 62 but not yet FRA.
- Survivor* application is not available online.



Schedule phone appointment at 1-800-772-1213, 8 a.m. – 7 p.m. Monday through Friday.



Schedule in-office appointment at 1-800-772-1213.

*** *Child and survivor claims can only be done by phone or in the office.***



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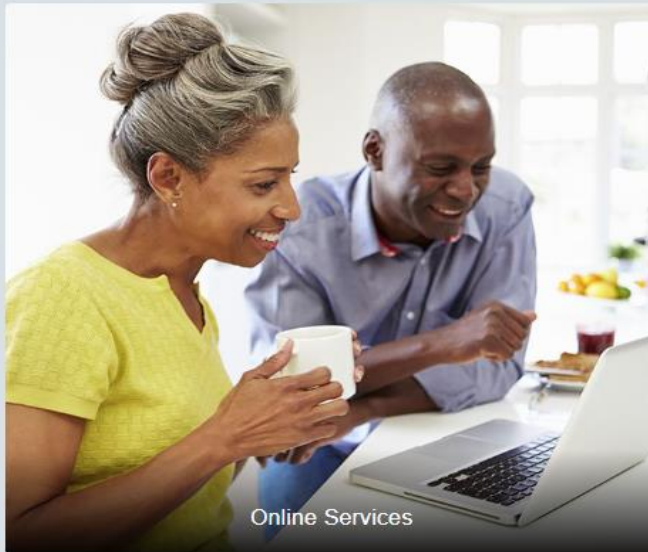
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Social Security

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What should I do if I get a call claiming there's a problem with my Social Security number or account?



Online Services



Retirement



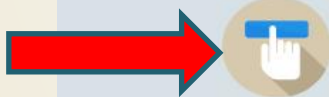
Disability



SSI



Medicare



my Social Security

Check out your *Social Security Statement*, change your address & manage your benefits online today.



Social Security Number

Your Social Security number remains your first and continuous link with Social Security.



How to Get Help

Learn how to get help from Social Security.



FAQs

Get answers to frequently asked questions about Social Security.



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my Social Security Services

If you receive benefits or have Medicare, you can:

- Opt out of mailed notices for those available online;
- Request a replacement Social Security card if you meet certain requirements;
- Report your wages if you work and receive Disability Insurance (SSDI) and/or Supplemental Security Income (SSI) benefits;
- Get a benefit verification letter as proof that you are getting benefits;
- Check your benefit and payment information and your earnings record;
- Change your address and phone number;
- Start or change direct deposit of your benefit payment;
- Submit your advance designation of representative payee request;
- Request a replacement Medicare card; and
- Get a replacement SSA-1099 or SSA-1042S for tax season.

ssa.gov/myaccount/what.html



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Q&A Session



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[SSA.gov](https://www.ssa.gov)