

Frequently Asked Questions: Social Security Administration Issues

Social Security Administration (SSA) Information

Contacting the SSA

Services are available from 7:00 a.m. - 7:00 p.m., business days.

- **Website:** www.ssa.gov
- **Toll-free services:** 1-800-772-1213
- **TDD/TTY services:** 1-800-325-0778

Local Field Offices

You can find the address and contact information for your local field office at secure.ssa.gov/ICON/main.jsp.

Social Security Administration field offices are located in:

- Appleton
- Eau Claire
- Fond du Lac
- Green Bay
- Greenfield
- Janesville
- Kenosha
- La Crosse
- Lancaster
- Madison
- Manitowoc
- Marinette
- Milwaukee
 - Downtown
 - North
 - West
- Oshkosh
- Portage
- Racine
- Rhinelander
- Rice Lake
- Sheboygan
- Superior
- Waukesha
- Wausau
- West Bend
- Wisconsin Rapids

Tip: Going in person to your local field office?

- Call and make an appointment, when possible.
- Write your concerns down with dates and supporting information.
- Take someone with you who can help you communicate your concerns.

This resource material is intended as a self-advocacy guide for people with disabilities. Nothing written here shall be understood to be legal advice. For specific legal advice, please contact an attorney.

Eligibility

Q: I was found ineligible for SSA Benefits.

If you disagree with a decision made by SSA, you can appeal it. You can file for reconsideration by using form SSA-561 for someone to complete a review of your claim.

Q: My child was found ineligible for SSA Benefits.

If you disagree with a decision made by SSA, you can appeal it. You can file for reconsideration by using form SSA-561 for someone to complete a review of your claim.

Form SSA-561: www.ssa.gov/forms/ssa-561.pdf

Representative Payee

Q: I do not need a rep payee, but I was assigned to one anyway. What should I do?

If you disagree that you need a representative payee or would like to change your representative payee, it is encouraged that you contact the SSA office within 60 days (about 2 months) of being notified to appeal that decision.

Q: My rep payee is not using my money correctly. What should I do?

If you do not agree on how your representative payee is spending your money or if you believe there is misuse of your funds, contact the SSA Office or the Inspector General.

Fraud, waste, and abuse concerning SSI / SSDI

Q: Who should I contact if I suspect fraud, waste, or abuse of my SSI/SSDI benefits?

Contact the Office of the Inspector General:

www.dhs.wisconsin.gov/oig/index.htm

Office of the Inspector General address and contact information:

1 W. Wilson Street, Madison, WI 53703

PO Box 309, Madison, WI 53701-0309

Fraud Hotline: 877-865-3432

Office Number: 608-266-2521

The Office of Inspector General handles allegations of fraud, waste, and abuse concerning SSA programs and operations. They also address allegations of criminal activity and serious misconduct involving Social Security employees.

What You Need for Your Complaint

Report fraud and abuse via the Office of the Inspector General here:

www.reportfraud.wisconsin.gov/rptfrd/default.aspx

- Name and contact information of the individual or business related to your complaint. This includes, if available, addresses, telephone numbers, e-mail addresses, etc.
- Narrative explaining the nature, scope, time frame and how you came to learn about the activity in question.
- The name and contact information of any individual who can help corroborate the information you are reporting.
- Supporting evidence in electronic format that can be uploaded with your report. This may include e-mail communications, documents, billing records or photographs.

Take Action If You Suspect Identity Theft

Contact the Federal Trade Commission at 1-877-ID-THEFT (438-4338) or visit www.identitytheft.gov.

Place a fraud alert on your credit record with one of the three credit bureaus:

- Equifax: 1-866-349-5191
- Experian: 1-888-397-3742
- TransUnion: 1-800-680-7289

Contact your financial providers (banks, credit card companies, etc.) to flag irregular transactions.

Check your Social Security earnings statement online to make sure your reported wages are correct.

- Check your earnings statement: www.ssa.gov/myaccount
- Block electronic access to your Social Security accounts: secure.ssa.gov/acu/IPS_INTR/blockaccess

Overpayments

Overpayments occur when you received more money from the SSA than you should have been paid.

Q: How will I be notified if I have been overpaid?

Overpayment notices explain why you've been overpaid, your overpayment amount, your repayment options and your appeal and waiver rights. The office of SSA will assume you got the notice five days after it was sent unless you can prove otherwise. The deductions from SSI will not occur until 60 days from the notice was sent.

Q: What if I need help with my overpayment?

The following resources are available for overpayment issues:

Name: SSA Overpayments Information for Consumers

Website: www.ssa.gov/pubs/EN-05-10098.pdf

This document, available in English and Spanish, explains overpayments, options for repaying, and your rights to appeal and waive if you do not agree that you have been overpaid.

Name: Form SSA-561-U2: Request for Reconsideration

Website: www.ssa.gov/forms/ssa-561-u2.pdf

This form is used to file appeals for overpayment issues.

Name: Form SSA-632: Request for Waiver of Overpayment Recovery or Change in Repayment Rate

Website: www.ssa.gov/forms/ssa-632-bk.pdf

This form is used to request a waiver in cases where you think you are not at fault for the overpayment, and either cannot afford to pay the money back or think the overpayment is unfair for a different reason.

Name: Form SSA-634: Request for Change in Overpayment Recovery Rate

Website: www.ssa.gov/forms/ssa-634.pdf

This SSA form is used to request a change in the current rate of withholding to recover an overpayment because you are unable to meet your necessary living expenses.

Local Resources

The local agencies listed below may be able to assist you with eligibility and overpayments:

Statewide Resources

Name: Disability Benefit Specialists (18-59 years old)

Website: www.dhs.wisconsin.gov/benefit-specialists/dbs.htm

Disability Benefit Specialists provide trusted and confidential advice about programs and health care that will best meet their needs to people with disabilities who are between the ages of 18 and 59 years old. They assist with questions and issues related to health insurance, Medicaid, Medicare, Social Security, and other public and private benefits. The services disability benefit specialists provide are free.

Name: Elder Benefit Specialists (60 years old+)

Website: www.dhs.wisconsin.gov/benefit-specialists/ebs.htm

Elder benefit specialists provide trusted and confidential advice to adults ages 60 and older about benefits, including health care and programs that could save them money. These benefits include income, health insurance, housing and utilities, and expenses such as groceries, internet bills, and phone bills. The services elder benefit specialists provide are free.

Name: Legal Action of Wisconsin
Phone: 608-256-3304 or 800-362-3904
Website: www.legalaction.org

Legal Action of Wisconsin provides free legal services to low-income people in need. They have a Government / Public Benefits and Health Law program. More information can be found here:
www.legalaction.org/services/government-public-benefits-and-health-law

Regional Resources

Name: Judicare
Phone: (715) 842-1681
Toll-Free: (800) 472-1638
Website: www.judicare.org

Judicare provides free legal services to low-income people in the 33 northern counties of Wisconsin.

Learn more about their eligibility requirements:
www.judicare.org/legal-services/eligibility-info/

Discrimination by the SSA Office

Q: What if I experience customer service issues at my local field office?

You can file a formal complaint in writing to the local field office or the regional SSA office.

Q: What if the SSA is discriminating against me?

You can submit a Civil Rights Complaint Form for allegations of program discrimination by the SSA: www.ssa.gov/forms/ssa-437.pdf

You must file a complaint for discrimination within **180 days** (about 6 months) of the action you allege was based on discrimination. If the action took place more than 180 days ago, you must explain why you waited to file the complaint. SSA will waive the 180-day deadline if they believe you had worthy cause for filing late.

Q: How do I submit my complaint?

You can file the complaint by mail, email, or fax. The complaint must be signed, and if it is not, the Social Security Office will send the complaint form back for signature.

You can email the form to program.complaint.intake@ssa.gov or fax it to 833-795-0131.