



SOARing Together
Series 2: Letter 8, 2021
My Social Security Account

"I need an award letter...I lost my Social Security card...What's the status of my application?" These and other remarks are quite often heard when assisting individuals with disability applications. Did you know that you can receive this information and much more with just a few clicks on your computer? Sound too good to be true? Well, not if you have *my Social Security account*. This individualized portal through Social Security is a great tool that allows you and/or your client access to needed Social Security benefit information.

To set up an account, the applicant is asked a series of identifying questions that only they can answer. They are then required to create a user name and password that will give them access to their account. However, it is understandable that in some cases our SOAR clients may be unable to answer the questions to create the account and that is entirely acceptable. Simply choose "I am helping someone who is not with me and therefore cannot sign the application at this time." Just know that you can still move forward with the application without any effect on the process of the claim. If the client already has an existing account and it has been locked for whatever reason by Social Security, please contact your local SSA office. This is not something Amy or I can help with and we will guide you back to the local office.

The benefits of this service include:

- Get a replacement SS card
- Change address or phone number
- Get benefit verification letter
- Set up or change direct deposit
- Check and follow the application process
- View all medical documentation submitted
- Designate a representative payee if needed
- Report changes in income
- View/print proof of benefits
- Change how benefit is received
- All information can be received quickly, easily and privately

As SOAR specialists, when we are with the client completing the SSA-16 SSDI online application www.ssa.gov/benefits/disability we can create *my Social Security account* at the clients request. Because this account is personally made for the client, as specialist we do not need the password and we should never use the account without the client being present.

Account and additional information from SSA can also be accessed through <https://www.ssa.gov/myaccount/>.

From the SOAR TA Center, please review the enclosed flow chart and read more information from the SOARWorks website: <https://soarworks.samhsa.gov/article/my-social-security-ssa-online-benefits-management-portal>.

Although it may not be a requirement for SOAR assisted applications as some other procedures, it is always encouraged when possible to assist applicants with making their own *my Social Security accounts*, wink-wink!

"Your wings already exist. All you have to do now is **SOAR**"-unknown

When assisting an individual with completing and electronically signing an [Online Disability Benefit Application](#) the individual will need to create a **my Social Security** account. SSA [continues to encourage advocates](#) to assist individuals with the Online Disability Benefit Application, and the SAMHSA SOAR TA Center has developed guidance for SOAR providers.

