

Social Security



Frequently Asked Questions Local Assistance Centers

The following questions were most frequently asked of the Social Security Administration employees at the Local Assistance Centers in San Diego County. Additional questions and answers can be found online at: http://ssa-custhelp.ssa.gov/cgi-bin/ssa.cfg/php/enduser/std_alp.php

Question: I lost my Social Security card. What should I do?

Answer: You can replace your card for free if it is lost or stolen. To replace the lost Social Security card:

- Complete an [Application For A Social Security Card \(Form SS-5\)](#);
- Show us documents proving your identity;
- Take (or mail) your completed application and documents to your [local Social Security office](#) or nearest card center.

All documents must be either originals or copies certified by the issuing agency. We cannot accept photocopies or notarized copies of documents.

Keep your Social Security card in a safe place with your other important papers. **Do not carry it with you.**

Question: How long will it take before I receive my replacement social security card?

Answer: Your card will be received in approximately two weeks.

Question: What is the charge for a Social Security card?

Answer: There is no charge.

Question: Can I apply for my spouse to receive a Social Security card?

Answer: No, your spouse must complete and sign her/his own application in order to receive a Social Security card.

Question: What documents do I need to change the name on my Social Security card?

Answer: You may be asked to provide a divorce decree, marriage certificate, court documents or adoption papers.

Question: Will I receive a new Social Security number when I replace my Social Security card?

Answer: No, your number will be the same.

Question: Where will my card be mailed if my house was destroyed?

Answer: The Social Security Administration will mail the card to the address that you provide on your application for a card. You may select an alternate address of a friend or relative. You may also set up a post office box or consult with you local post office to ascertain their procedures for instances of this sort.

Question: My check is deposited directly to my bank account. Must I still notify Social Security that I have moved to a new address?

Answer: Yes. We need your correct mailing address to send you notices and other correspondence about your benefits even if you receive your checks directly deposited to your bank.

You can change your address [online](#) by answering a series of questions that have to match our records. You can also change your address on the Internet if you have established a permanent password.

If you would like to get a password, you can [apply online](#) or you can call us at 1-800-772-1213. A change of address also may be reported to our local Field Offices. Addresses and telephone numbers of these local offices may be obtained from the [Social Security Office Locator](#).

Question: How do I obtain a Proof of Income letter?

Answer: You can obtain a Proof of Income Letter either via the Internet, by calling our toll free 1-800 number, or by visiting your local Social Security office:

- Internet: [Request a Proof of Income Letter](#).
- 1-800 number: You can call our toll-free number, 1-800-772-1213, and one of our representatives will be glad to mail one out to you. People who are deaf or hard of hearing may call our "TTY" number, 1-800-325-0778, between 7 a.m. and 7 p.m. on business days.
- Local Social Security office: The address and directions to your [local office can be found on the Internet](#).

Question: Can I apply for Social Security benefits on the Internet?

Answer: Yes. You can apply for [Social Security Retirement benefits, Spouse's benefits or Disability benefits](#) online. When your application is received in your local social security

office, we will make sure that we have all the information we need to make a decision on your claim.

You will find helpful links to all the online forms you need to [apply for disability benefits](#). Reviewing and collecting the information shown in the Disability Starter Kit will help prepare you for your disability interview or help you to complete your online Disability Report. The Disability Report Form asks for information about your conditions or impairments that prevent you from working.

To prepare for filing retirement benefits, see [How to Apply for Retirement Benefits](#).

At this time, you cannot apply for Supplemental Security Income (SSI) benefits online. If you wish to file for SSI benefits (aged, blind or disabled), contact the Social Security Administration immediately at 1-800-772-1213, so that you do not lose any potential benefits.

If you are filing for SSI disability for an adult or a [child](#), you can complete the Disability Report online. You can also view the Fact Sheet and Checklist in the [Disability Starter Kit](#) to see what information you will need and the kinds of questions we will ask when you have your disability interview in your local Social Security office or over the phone. Call 1-800-772-1213 (TTY 1-800-325-0778) or visit your local Social Security office right away so that you do not lose potential benefits, even if you complete the Disability Report online.

Question: **How do I obtain a replacement Medicare card?**

Answer: You can request a replacement Medicare card online. To make your online request, you will need:

- Your name as it appears on your most recent Social Security card
- Your Social Security Number
- Your date of birth

The address for this service is <http://www.socialsecurity.gov/medicarecard/>. Your Medicare card will arrive in the mail in about 30 days.

If you prefer, or if you are unable to use the online request to obtain a replacement Medicare card, call our toll-free number, 1-800-772-1213. Our representatives there will be glad to help you.

You can also visit a local office. For the office closest to you try our [Field Office Locator](#).

Question: **What is the current Medicare Part-B premium?**

Answer: The Part B monthly premium will be \$96.40 in 2008, an increase of \$2.90, or 3.1 percent, from the \$93.50 Part B premium for 2007. The 2008 amount is the smallest percentage increase in the Part B premium since 2000.

The premiums paid by beneficiaries enrolled in Medicare Part B cover physician services, outpatient hospital services, certain home health services, durable medical equipment and other items.

Most beneficiaries will continue to pay the standard premium. Beginning in 2007, a small number of beneficiaries with higher incomes (individuals with income exceeding \$80,000 and married couples with income exceeding \$160,000) began paying a higher Part B premium based on their income. For 2008, this amount will be increased to \$82,000 for an individual or \$164,000 for a married couple. For information on the increase for other income levels, see "[Medicare Part B Monthly Premiums in 2008](#)", a FAQ on the **Medicare** Web site.

For more information, see Social Security's publication, [Medicare Part B Premiums: New Rules For Beneficiaries With Higher Incomes](#), call us toll-free at 1-800-772-1213 (TTY 1-800-325-0778) or visit your [local Social Security office](#).

More information about Medicare can be found at www.medicare.gov.

Question: **How much can I earn and still continue to receive my retirement benefits?**

Answer: SSA uses the formulas below, depending on your age, to determine how much your benefit must be reduced:

- If you are under [normal \(or full\) retirement age \(FRA\)](#): when you start getting your Social Security payments, \$1 in benefits will be deducted for each \$2 you earn above the annual limit. For 2008 that limit is \$13,560 and for 2007, that limit is \$12,960. Remember, the earliest age that you can receive Social Security retirement benefits remains 62 even though the FRA is rising.
- In the year you reach your FRA: \$1 in benefits will be deducted for each \$3 you earn above a different limit, but only counting earnings before the month you reach FRA. For 2008, this limit is \$36,120; for 2007, this limit is \$34,440.
- Starting with the month you reach FRA: you will get your benefits with NO limit on your earnings.
- If a child or spouse on your record works while receiving benefits, the same earnings limits apply to him or her as apply to you. If your child or spouse is eligible for benefits this year and is also working, you can use our earnings test calculator to see how those earnings would affect the child's benefit payments. (Your child's or spouse's earnings affect only his or her own benefits. They do not affect your benefits or those of any other beneficiaries on your record.)

Note: There are different rules for people [receiving Social Security Disability](#). Also, if you retire in the middle of a year, [Click Here](#).