

Social Security Administration Timelines

Tip Sheet

Social Security Administration and Communication

The Social Security Administration (SSA) communicates through written letters and will set up appointments by phone to gather more information about your application. SSA will not call unless you have a phone appointment.

NOTE: The Social Security Administration will not call and/or ask you to verify your Social Security Number, and other private information unannounced. If you receive a call asking for this information, 1) ask for their full name, title, and social security office information for you to record, 2) to explain the purpose of the call, 3) to call you back on the day and time you previously set up, and 4) do not give them any information in case the caller is trying to scam you and get your private information.

Timelines

SSA has specific timelines and requirements in which to act concerning benefits for Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI). From the application process to appealing a decision to when SSA considers you to have received notice of written communication, there is a specific amount of days assigned to act or SSA will determine that you have accepted that result.

Below are the timelines and explanation of them within the typical order from applying for benefits, interviewing, how long to receive an application decision, request an appeal of the decision, etc.:

1. 60 days – the period of time you have to complete your Supplemental Security Income (SSI) and/or Social Security Disability Insurance (SSDI) application after starting it
2. 1 hour – length of interview or appointment to interview you regarding SSI and/or SSDI benefits application
3. 3 to 5 months – the timeline to be approved or denied for SSDI and/or SSI (depending on circumstances including all documents and records, interview(s), and decision-making processes)
4. 60 days – amount of time to request to appeal a denial for SSI/SSDI after you have been informed.
5. 5 days after the letter is postmarked – the time SSA considers you to have received the notice of a decision such as a denial or determination of an overpayment (unless you can show/prove it was received after 5 days from the postmarked date)
6. As soon as possible to inform SSA when receiving SSDI and/or SSI that you have started or stopped working. At the latest by the 10th of the following month your work status has changed
7. Report all work earnings to SSA at least monthly. For more information on reporting wages, please visit SSA's website on reporting wages: <https://www.ssa.gov/ssi/spotlights/spot-telephone-wage.htm>

For more information, please contact Kyle Henderson at 505-539-6079 or KAHenderson@salud.unm.edu.