

# IMPORTANT: COVID-19 PROCEDURES

## PLEASE READ BEFORE YOUR HEARING DATE

Due to the COVID 19 pandemic, you must follow the health and safety guidelines below when you come to our office for your scheduled hearing.

Please read the information below to prepare for your visit to our hearing office.

### Before the Hearing

- For the most up to date information on what to expect when visiting our hearing offices please visit our website, [www.ssa.gov/appeals/hearing\\_inperson.html](http://www.ssa.gov/appeals/hearing_inperson.html). If you do not have access to the internet, please call the hearing office at the telephone number at the top of the notice of hearing.
- 24 hours prior to your scheduled hearing, you can access the COVID-19 health screening questions through the COVID-19 Check-In tool using a computer, smartphone, or tablet at <http://www.ssa.gov/appeals/checkin.html> or by scanning the Quick Response (QR) Code below.
  - How to scan a QR code with the Camera app:
    - Open the Camera app
    - Select the rear facing camera. Hold your device so that the QR code appears in the viewfinder in the Camera app. Your device recognizes the QR code and shows a notification.
    - Tap the notification to open the link associated with the QR code.



- The COVID-19 health-screening questions are also located at [www.ssa.gov/appeals/hearing\\_inperson.html](http://www.ssa.gov/appeals/hearing_inperson.html). If you do not wish to use the COVID-19 Check-In tool using an electronic device, you can call your local hearing office at the telephone number at the top of your Notice of Hearing to complete the COVID-19 health screening questions the business day before your scheduled hearing.
- If you want to review your file before your hearing, you must call the hearing office at the number at the top of this notice to make arrangements.
- Please be on time for your hearing, but please **do not** arrive more than **15** minutes before your hearing time. We are limiting the number of people who can be in our public reception areas. Therefore, we may ask you to wait outside until others leave the office.

See Next Page

- Generally, only you and your appointed representative, if you have one, may enter the office. If you need another person with you including a witness to provide evidence or information that supports your case, please call the hearing office at the number shown at the top of this notice to make arrangements.
- Please note that representative/claimant rooms are not available.
- You are required to wear a face mask at all times while in the office including during the hearing. If you are unable to wear a face mask, please contact our office right away to make alternate arrangements for your hearing.

### **On the Day of the Hearing**

- Be sure you do not have any COVID-19 symptoms and call the number at the top of this notice right away if you do.
- During the COVID-19 pandemic, we are limiting the number of people who can be in our public reception areas. Therefore, please be prepared to wait outside the office.
- You must wear a face mask at all times while in the office.
- Adhere to signage requiring physical distancing.

### **What to Expect During the Hearing**

- Because we are limiting the number of people in each hearing room, generally only the Administrative Law Judge, you and your appointed representative, if you have one, will be in the hearing room during the hearing. Any other hearing participants may participate by telephone.
- We are taking steps to protect hearing participants from COVID-19. For example, you may be seated behind a plastic barrier in the hearing room.