



August 21, 2020

What You Need to Know

On August 20, the SSA published a plan for reopening Social Security offices to employees. While this plan is focused primarily on employees safely returning to work, it does give us an idea of where the SSA stands. You can find all of the details [here](#), but here's a quick summary:

1. The offices will develop geographically independent determinations for meeting benchmarks or "Gates."
2. There will be 3 "Gates"
 - Gate 1 - 25% staff
 - Gate 2 - 50% staff
 - Gate 3 - Full staff
3. Gate 3 explicitly states that appointment only service for claimants will continue for most.
4. The Gates will follow the CDC guidelines in the "Guidelines for Opening Up America Again."

What You Need to Do

Stay tuned! IBI will continue to keep you informed.

Contact Us:

Let us know if you have any questions. SSA may not have all the answers yet, but things are moving in a great direction!

For partner support/sales:

Matt Jensen
Executive VP & Chief Marketing Officer
Matt@ibionline.com
800-535-6575 x234

For claims related needs:

IBI Corporate Headquarters
800-535-6575
Hours of Operation
M-F, 8:00-5:00 pm CST