



“Everything negative - pressure, challenges - is all an opportunity for me to rise.”

— Kobe ‘Bean’ Bryant

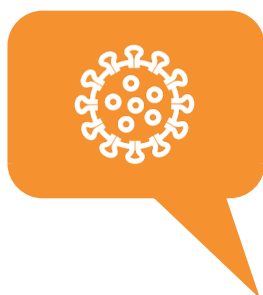
Great News!

The SSA published a 3-phase plan for reopening offices to employees. While the plan is focused primarily on employees safely returning to work, it does give us an idea of where the SSA stands. See the plan [here](#).

What’s New at IBI?

You asked for timely and helpful information about the industry, SSA and IBI. We heard you!

Welcome to the first of many new ways IBI is going to help connect you with information that matters -- **the IBI Newsletter!** Each edition will be brief, scannable, and filled with content that helps you every day. You will also have windows into the lives of IBI employees. We want you to get to know us, who we are, and what we passionate about. Stay tuned! There is more to come on all the exciting changes ahead!



SSA Updates

The SSA is meeting COVID-10 Challenges Head-on!

#1 Focused on claimant safety, the SSA officially announced 8/12/20 they will **continue telephone hearings until further notice**. We do not anticipate mandatory in-person hearings until a vaccine is widely available.

#2 Operations that are **still halted** by SSA: walk-in visitors, overpayment collections and non-disability hearings.

#3 **Consultative examinations resumed** in July. Walk-in appointments are still unavailable until further notice, but almost all operations are now fully functional.

We will continue to monitor these events closely and provide updates. Please, feel free to reach out if you have any questions. Or just let us know what you think of our new newsletter! contact@ibionline.com

Employee Spotlight



Meet: John Mattox

Director of IBI’s Benefit Integration Unit

John & his team make sure you get your **overpayments!**

Tell us something most people don’t know about you:

I am President of Mid-MO Bikers Against Child Abuse, an organization that offers physical and emotional support to child abuse victims.

What do you ride? A 2017 Harley Davidson Road Glide Ultra

What is your favorite BACA moment? Supporting a child in court as they tell their story is emotional and difficult. Often, we are all the child has, but they know they can be strong because we have their back! One of those moments led me to search for a doctor who could help remove a scar. I found a surgeon who was so moved by the story that he not only provided the service for free, but he offered to help BACA kids in the future, at no charge, with no questions asked. Check us out online: bacaworld.org.

What’s your favorite road name for another rider? Shovelhead

