

119TH CONGRESS
1ST SESSION

H. R. 3695

To require the Commissioner of Social Security to ensure that individuals can access the services of the Social Security Administration through a telephone service, an internet portal, and an in-person visit.

IN THE HOUSE OF REPRESENTATIVES

JUNE 3, 2025

Mr. RILEY of New York (for himself and Mr. VAN DREW) introduced the following bill; which was referred to the Committee on Ways and Means

A BILL

To require the Commissioner of Social Security to ensure that individuals can access the services of the Social Security Administration through a telephone service, an internet portal, and an in-person visit.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “Social Security Access
5 Act”.

6 **SEC. 2. SOCIAL SECURITY SERVICE CHANNEL OPTIONS.**

7 (a) REQUIREMENT FOR MULTIPLE SERVICE CHAN-
8 NEL OPTIONS.—

1 (1) IN GENERAL.—Upon the date of enactment
2 of this Act, the Commissioner of Social Security
3 shall ensure that individuals seeking services, sub-
4 mitting information, or applying for benefits under
5 titles II or XVI of the Social Security Act are pro-
6 vided with the option of applying for such benefits
7 or submitting information related to receiving such
8 services or benefits to the Social Security Adminis-
9 tration are able to seek services, submit information,
10 or apply for such benefits through each of the fol-
11 lowing service channel options:

12 (A) TELEPHONE ACCESS.—A toll-free tele-
13 phone service for direct assistance with inquir-
14 ies, claims, and appeals related to the receipt of
15 such services or benefits, including the ability to
16 speak with a representative during standard
17 business hours.

18 (B) ONLINE ACCESS.—An internet-based
19 portal to submit and track claims for such serv-
20 ices or benefits, make inquiries, and receive up-
21 dates on such claims and inquiries.

22 (C) IN-PERSON ACCESS.—In-person assist-
23 ance at Social Security Administration field of-
24 fices.

1 (2) TELEPHONE SERVICE REQUIREMENTS.—In
2 providing the telephone service required by para-
3 graph (1)(A), the Commissioner shall ensure that
4 the telephone service—

5 (A) is available in English, Spanish, and
6 such other languages to meet the needs of the
7 populations served, as determined by the Com-
8 missioner;

9 (B) is made available to individuals in all
10 geographic areas of the United States; and

11 (C) has in place the appropriate safe-
12 guards to ensure the security and identity of in-
13 dividuals using such telephone service.

14 (3) TELEPHONE ACCESS FOR MAJOR ACCOUNT
15 CHANGES.—Notwithstanding any subregulatory
16 change or guidance issued by the Commissioner of
17 Social Security, the Commissioner shall ensure that
18 individuals are permitted to complete the following
19 through the telephone service described in subsection
20 (a)(1)(A):

21 (A) COMPLETE APPLICATION FOR SOCIAL
22 SECURITY BENEFITS.—Initiate and complete
23 applications for any benefit under title II or
24 title XVI of the Social Security Act.

1 (B) DIRECT DEPOSIT CHANGES REQUIRE-
2 MENT.—Request and verify changes to direct
3 deposit information.

4 (b) REPORTS.—

5 (1) INITIAL REPORT.—Not later than 1 year
6 after the date of enactment of this Act, the Comp-
7 troller General of the United States shall submit to
8 Congress a report on the Social Security Adminis-
9 tration’s implementation of the requirements under
10 subsection (a), including—

11 (A) the effectiveness of each service chan-
12 nel described in subsection (a)(1) in meeting
13 the customer service and benefit access needs of
14 individuals;

15 (B) difficulties or barriers encountered by
16 individuals in accessing the telephone service
17 described in subsection (a)(1)(A);

18 (C) security measures taken by the Admin-
19 istration to protect the personal information of
20 individuals using such telephone service; and

21 (D) recommendations for improving the
22 implementation of the requirements under sub-
23 section (a).

24 (2) ANNUAL REPORT.—Not later than 1 year
25 after the report described in subparagraph (A) is

1 submitted to Congress, and annually thereafter, the
2 Commissioner shall submit to Congress a report
3 on—

4 (A) the number of individuals assisted
5 through each service channel;

6 (B) the number of individuals who have
7 used the telephone service described in sub-
8 section (a)(1)(A) for applications and major ac-
9 count changes;

10 (C) the average wait time for an individual
11 to be assisted through such telephone service;

12 (D) the security measures in place to pro-
13 tect the personal information of individuals
14 when using such telephone service;

15 (E) any reported difficulties or barriers en-
16 countered by individuals in accessing such tele-
17 phone service;

18 (F) plans for improving such telephone
19 service, if necessary;

20 (G) the effectiveness of each service chan-
21 nel option in meeting the customer service and
22 benefit access needs of individuals; and

23 (H) any additional measures taken to im-
24 prove the accessibility or delivery of services.

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