The Social Security Administration (SSA) Office of the Inspector General released a warning to the Public about Social Security Benefit Suspension Scam. We are sharing information from the Fraud Advisory released on March 19, 2020.

The Inspector General of the SSA, Gail S. Ennis, is warning the public about fraudulent letter threatening suspension of Social Security benefits due to COVID-19 or coronavirus-related office closures. The SSA will not suspend or discontinue benefits because their offices are closed. The Social Security Office of the Inspector General has received reports that Social Security beneficiaries have received letters through the U.S. Mail stating their payments will be suspended or discontinued unless they call a phone number referenced in the letter. Scammers may then mislead beneficiaries into providing personal information or payment via retail gift cards, wire transfers internet currency, or by mailing cash, to maintain regular benefit payments during this period of COVIS-19 office closures.

The SSA remains committed to providing uninterrupted benefits and vital services, especially during the current coronavirus pandemic. The public can speak with an SSA representative by calling their local office. Through SSA employees are teleworking, calls are being answered from 9:00 AM to 4:00 PM Monday-Friday, except federal holidays. Local numbers for each county within Delaware are:

- Wilmington – 866-667-7221
- Dover – 877-701-2141
- Lewes – 866-864-1803
- TTY – 800-325-0778

Due to the pandemic, SSA office are not currently providing service for walk-in visitors. However, you may be able to schedule an appointment for limited critical issues when unable to be helped by phone or if you cannot get the information needed or conduct business online. You can take advantage of secure and convenient SSA online services:

- Print a benefit verification letter
- Apply for retirement, Disability, or Medicare benefits
- Enroll in Medicare Part B during a Special Enrollment Period
- Check the status of an application or appeal
- Request a replacement Medicare card
- Request a replacement Social Security care (in most areas)

SSA will not suspend or decrease benefit payments or Supplemental Security income payments due to the current COVID-19 pandemic. Any communication you receive that says SSA will do so is a scam, whether you receive it by letter, text, email or phone call.

SSA will never:

- threaten you with benefit suspension, arrest, or other legal action unless you pay a fine or fee;
- promise a benefit increase or other assistance in exchange for payment;
- require payment by retail gift card, cash, wire transfer, internet currency, or prepaid debit card;
- demand secrecy from you in handling a Social Security-related problem; or
- send official letters or reports containing personally identifiable information via email.

If you receive a letter, text, call or email that you believe to be suspicious, about an alleged problem with your Social Security Number, account, or payments, hang up or do not respond. We encourage you to report Social Security scams using the dedicated online form, at [https://oig.ssa.gov](https://oig.ssa.gov). Please share this information with your friends and family, to help spread awareness about Social Security scams.
If you, or your dependents, are becoming eligible for Medicare insurance and are enrolled in healthcare benefits through the Pension Group, you are required to enroll in Medicare Parts A & B. Due to the pandemic, it takes SSA approximately 60 days to process Medicare applications and issue a Medicare card. Please apply three months prior to becoming age eligible when turning 65. If you become Medicare eligible due to disability, please contact the Pension Office to notify and seek assistance with enrollment rules as certain medical diagnosis requires coordination of benefits periods. The Pension Office must be contacted to ensure your insurance enrollment is updated properly to avoid claims problems. Our office must receive Medicare verification that includes your unique Medicare Beneficiary Identification (MBI) number and effective dates of Part A & B coverage. It is very important to notify our office before you enroll in other qualified Part D prescription coverage. Per federal guidelines, you can only enroll in one Part D plan. Our benefit representatives are available to help you ensure your benefits are enrolled correctly and avoid costly mistakes of not enrolling in Medicare insurance when required!

EyeMed recognizes the impact that COVID-19 closures have had on members’ ability to get the most value from their vision plan benefits. As a loyal EyeMed member, we are happy to announce that any vision benefits that you and your covered dependents receive between July 1 and September 30, 2020, will apply toward any unused 2019 plan year benefits. This will allow you and your covered members the ability to make the most of your vision benefits for the 2019 and the 2020 plan years.

• **Who is eligible for this offering?** State of Delaware EyeMed members (employees, pensioners and their enrolled dependents) who:
  - were enrolled in the EyeMed vision plan on June 30, 2020, and
  - remain enrolled in the EyeMed vision plan for the 2020 plan year (July 1, 2020 – June 30, 2021), and
  - did not use all of the 2019 EyeMed plan year (July 1, 2019 – June 30, 2020) vision benefits.

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**Upcoming Pension Benefit Check Dates:**

Pension benefits are payable on the last working day of each month, with the exception of December. The schedule for the balance of 2020 is as follows:

<table>
<thead>
<tr>
<th>Date</th>
<th>Payment Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wednesday, September 30, 2020</td>
<td>Monday, November 30, 2020</td>
</tr>
<tr>
<td>Friday, October 30, 2020</td>
<td>Thursday, December 24, 2020</td>
</tr>
</tbody>
</table>

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**The Pension Office will be closed on the following dates:**

<table>
<thead>
<tr>
<th>Date</th>
<th>Closed Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Labor Day</td>
<td>Monday, September 7, 2020</td>
</tr>
<tr>
<td>Election Day</td>
<td>Tuesday, November 3, 2020</td>
</tr>
<tr>
<td>Veteran’s Day</td>
<td>Wednesday, November 11, 2020</td>
</tr>
<tr>
<td>Thanksgiving Day</td>
<td>Thursday, November 26, 2020</td>
</tr>
<tr>
<td>Day after Thanksgiving</td>
<td>Friday, November 27, 2020</td>
</tr>
<tr>
<td>Christmas Day</td>
<td>Friday, December 25, 2020</td>
</tr>
</tbody>
</table>

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**OFFICE OF PENSIONS ANONYMOUS FRAUD REPORTING**

- **Online:** www.lighthouse-services.com/dpers
- **Hotline:** 1-833-590-0005
- **Email:** reports@lighthouse-services.com  
  (Must include DPERS in Message)
- **Fax:** 215-689-3885  
  (Must include DPERS in fax document)

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**Medicare Information**

If you, or your dependents, are becoming eligible for Medicare insurance and are enrolled in healthcare benefits through the Pension Group, you are required to enroll in Medicare Parts A & B. Due to the pandemic, it takes SSA approximately 60 days to process Medicare applications and issue a Medicare card. Please apply three months prior to becoming age eligible when turning 65. If you become Medicare eligible due to disability, please contact the Pension Office to notify and seek assistance with enrollment rules as certain medical diagnosis requires coordination of benefits periods. The Pension Office must be contacted to ensure your insurance enrollment is updated properly to avoid claims problems. Our office must receive Medicare verification that includes your unique Medicare Beneficiary Identification (MBI) number and effective dates of Part A & B coverage. It is very important to notify our office before you enroll in other qualified Part D prescription coverage. Per federal guidelines, you can only enroll in one Part D plan. Our benefit representatives are available to help you ensure your benefits are enrolled correctly and avoid costly mistakes of not enrolling in Medicare insurance when required!