

Helping To Resolve Your Problems With Federal Agencies

As advocates on your behalf, my staff and I can handle a wide variety of issues on behalf of residents living in Southern Missouri. Oftentimes, we have found that many of the issues you ask us about are the same issues that your neighbor asks about. The following pages contain answers to questions that my staff is frequently asked by constituents.

How Do I Know if My Casework is Related to Federal Matter?

If you are a resident of the Eighth District with a problem or concern surrounding a claim with a federal agency (such as the Social Security Administration, Veterans Administration, military, IRS and Immigration and Naturalization Service), my office would be happy to assist you.

What's Next?

A. [Complete a Personal Authorization Form](#) Because of the Right to Privacy Act, you will need to complete a privacy release form giving permission for my staff to look into the matter on your behalf. The Privacy Act of 1974 requires congressional offices to obtain written permission from an individual before a federal agency can release any specific information to my office. If you send a letter requesting help, SIGN IT, include your Social Security number or case/file number, and attach any necessary documentation. Because a signature is required, please do not e-mail your correspondence. You can locate the nearest office by visiting "contact me."

B. *Gather necessary paperwork*

1. You must provide my staff with any paperwork you have regarding your case. This might include letters from the agency, medical forms, and other forms and documents relating to your problem.

2. The agencies listed below require additional information. My staff will need this before they can make inquiries on your behalf. Please keep in mind that it is a guide and is not meant to be an exhaustive list of each and every agency. Instead, these are the agency-related inquiries constituents most commonly contact us about.

- **Internal Revenue Service Cases:** the IRS uses its own Authorization Form which you must complete before they will respond to an inquiry from my office. You can either print this form from my site or request one from one of my District Offices.
- **Office of Personnel Management Cases:** the OPM uses your CSA or CSF number as well as your Social Security number and, for some cases your Date of Birth is helpful. To report the death of an annuitant and to apply for survivor benefits, you will need the death certificate.
- **Social Security Cases:** you need to apply for Social Security Disability benefits (SSD) before you contact my office. Once you have applied, my staff will need to have information on the office at which you filed your claim or appeal and where you are in the process. When applying for SSD You should be prepared to go through several steps.
- **Veterans Affairs Cases:** for these cases your C# would be helpful along with your Social Security Number
- **Workers' Comp Cases:** your case number along with your Social Security Number will help us track your case.

If you are having a problem with a federal government agency, and are unable to resolve it through normal channels, please contact any of my four district offices for assistance. In order to assist you, my staff will need your written permission. The best way to accomplish this is for you to complete and sign the privacy release form.