



Social Security Video Service

Bringing Our Office To You



Speak to a live Social Security representative from this convenient location. Use our video service for a variety of your Social Security needs.

Where: **ACS-SFAC Bldg 2433, 20th Street & Indiana Avenue**

Hours: **To schedule an appt - please call 1-877-405-7656**

Please see attached sheet for additional instructions.

For video service questions, call: **(270) 412-6000**

www.socialsecurity.gov • 1-800-772-1213 • TTY 1-800-325-0778

Welcome to Social Security's Video Service Delivery (VSD) option at Fort Campbell Kentucky!

**Appointments currently available Mondays and Wednesdays
at 9am and 10:45am - except on Federal Holidays**

Please take a few minutes to review the steps outlined below in order to take full advantage of this service:

- Schedule an appointment with Social Security by calling:
 - 1-800-772-1213 or 1-877-405-7656
 - ***IMPORTANT*** Please indicate to the operator that you wish to schedule **“AN APPOINTMENT UNDER HOPKINSVILLE, KY”**. When they bring-up the menu it should show the **VSD option** for Ft. Campbell.
- Once you have an appointment, please do the following:
 - Visit www.socialsecurity.gov and click “online services > apply for benefits > apply for social security disability benefits”; prompts will take you through the application process. Remember to keep a copy of your confirmation number; you will need this to finish your application (you can stop and come back at your leisure) as well as to check the status of your application once filing is complete.
 - Gather any medical records you may already have in your possession and bring them with you to your appointment. Note that this will speed up the decision process, but is not required to file (do not delay filing simply because you do not have all your medical records). Also, please have available the social security number of your spouse and minor children if possible.
 - Arrive at SFAC (2433 Indiana Ave, Fort Campbell, KY 42223) on the scheduled date and time and notify the front desk that you have an appointment to file for Social Security benefits. You will be directed to Room 136 where you will have a seat in front of the monitor; you should see a Social Security representative on the monitor who will greet you and begin the interview process.
- After you have filed with the Social Security representative via VSD:
 - Complete all necessary paperwork and gather any necessary documents as instructed by the Social Security representative.
 - Contact your Social Security representative or check online with your confirmation number to determine the status of your pending application.
 - Please visit www.socialsecurity.gov and click “mySocialSecurity” to establish an account allowing you to manage your benefits, keep track of your earnings, get estimates of your future benefits, and much more!

Thank you and have a great day. Any questions may be directed to the phone numbers listed above.