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Effective Dates: 08/07/2025 - Present ([View History](#))

[TN 52 \(08-25\)](#) 

GN 02605.001 Change of Address (COA) Requests

A. Policy on COA requests




A valid COA request is made by an acceptable reporter and includes a complete and acceptable mailing address, residence address, or both.

1. Acceptable reporter for COA

An acceptable reporter for COA is the beneficiary, recipient, or their representative payee (rep payee). A beneficiary or recipient with a rep payee may initiate a COA request,

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Additionally,

- The United States Postal Service (USPS) is an acceptable reporter for the mass COA workload as outlined in [GN 02605.045](#)  ; and
- The undeliverable mail COA workload as outlined in [GN 02605.055](#)  .
- The individual's financial institution (FI) is also an acceptable reporter for the undeliverable mail COA workload as outlined in [GN 02605.055](#)  .


2. Complete and acceptable address

A complete and acceptable address includes:


- a specific delivery point (e.g., a street address, including the street number and name or post office box number);
- a city and State (or foreign country) name; and
- for a domestic address, a ZIP code compatible with zip+4.

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B. Procedures for COA requests

Only the beneficiary, recipient, or their rep payee can make a COA request. Generally, a COA request is made by telephone, in-person, or in writing. Title II beneficiaries with a *my* Social Security (*mySSA*) account can also update their COA online through *my* Social Security Change of Address (*myCOA*). For more information on *myCOA*, refer to [GN 02605.002](#)  .

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For instructions on when an individual contacts the National 800 Number Network (N8NN) to report a COA, refer to [TC 09001.001](#)  .

If a rep payee is reporting a change for their own address, refer to [GN 02605.030](#)  .

1. Verify the identity of the individual making the request by telephone

Verify the identity of the caller.

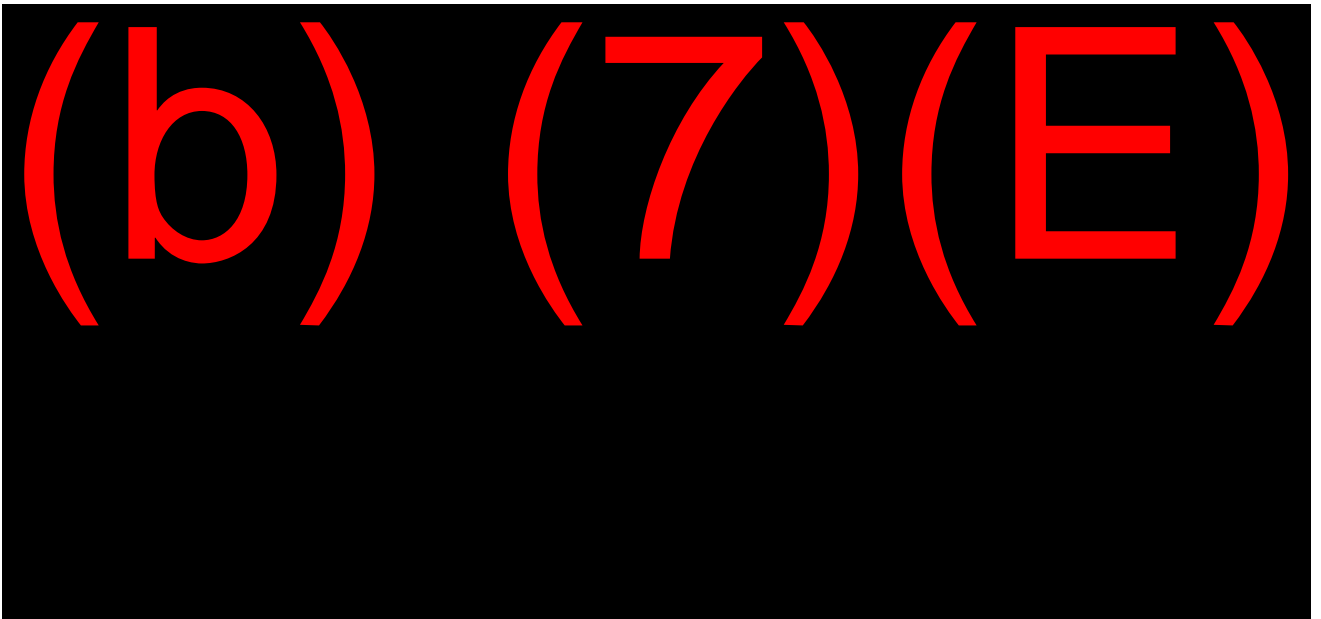
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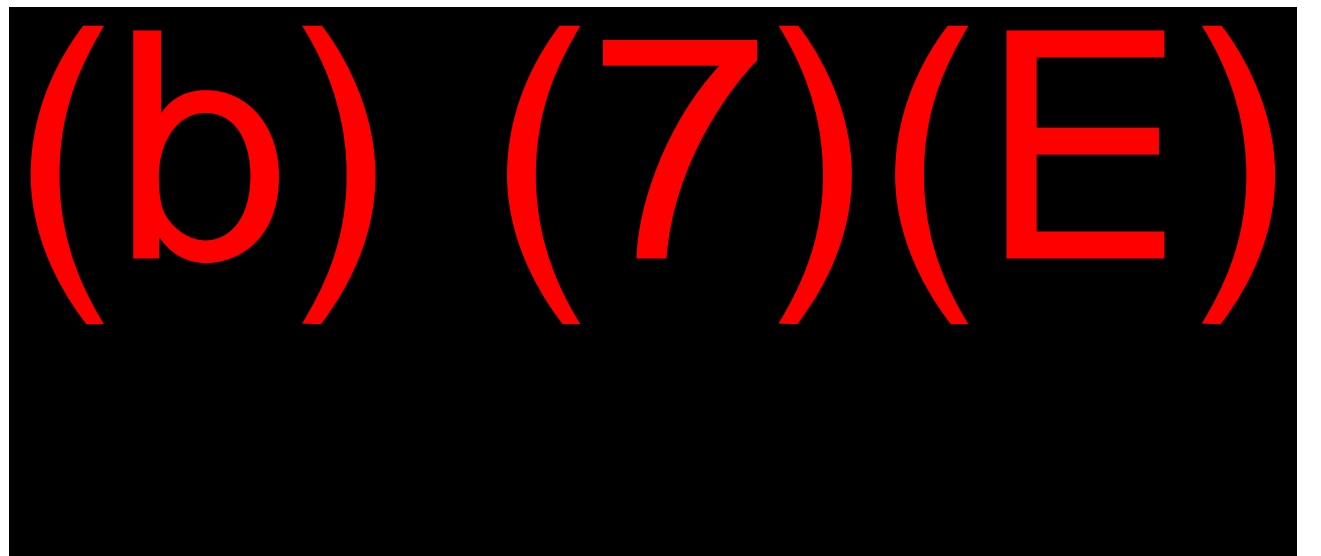
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2. Verify the identity of the individual making the request in-person



Verify the identity of the individual making the request in-person.




a. Individual alleges to be the beneficiary or recipient

Verify the identity of the individual making the in-person request by asking for acceptable evidence of identity documents outlined in [RM 10210.420](#)  , and obtaining the information in [GN 02605.001B.1.a.](#) 



b. Individual alleges to be the representative payee

Verify the identity of the individual making the in-person request by asking for acceptable evidence of identity documents outlined in [RM 10210.420](#)  , and obtaining the information in [GN 02605.001B.1.b.](#) 

3. Verify the identity of the individual making the request in writing



If a COA request is received via mail, you must contact the beneficiary, recipient, or rep payee and verify their identity as outlined in [GN 02605.001B.1](#). 


4. Individual making COA request is an acceptable reporter

If you can verify that the individual making the COA request is an acceptable reporter, for Title II, input the COA per [MS 06303.002](#)  . For Title XVI and concurrent individuals, follow instructions outlined in [GN 02605.035](#)  .

NOTE : Remind the reporter to notify USPS of the COA.



5. Direct deposit reminders


If the beneficiary or recipient does not have DD or other electronic methods of payment (i.e. Direct Express), offer the option to establish DD following [GN 02402.025G](#)  .If the beneficiary or recipient requests enrollment in the Direct Express program, follow instructions outlined in [GN 02402.007E](#). 

If the beneficiary, recipient, or rep payee request changes to DD, refer to [GN 02402.025](#)  .

6. COA when benefits are in a terminated status

When benefits are in a terminated status, process a COA only in these situations:

- There is an unresolved overpayment or underpayment on the record. Process the COA via Post Entitlement System (POS) per [SM 03005.170](#)  .
- A person acting on behalf of the deceased requests to receive the deceased's Medicare correspondence. Process the COA via the Manual Adjustment, Credit, and Award Process (MADCAP) per [SM 00842.046](#)  . Updates to the deceased's address is so the acceptable reporter can receive any final Medicare premium bills or obtain proof of coverage for unresolved Medicare issues.

IMPORTANT : When benefits are terminated due to death, process the COA if the reporter provides the required identifying information proving they are one of the individuals listed in [GN 02602.050C](#). 

Section History

▼ [Prior Versions of Section](#)

Additional Information

▼ [Related Instructions](#)

Link to this section:

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