

Helping my constituents access Federal Government services is called casework. This includes, but is not limited to, determining eligibility for services, passport expedition, and assistance obtaining Social Security, veterans' benefits and federal worker's compensation.

If you are experiencing difficulties with a Federal Government agency and you would like assistance from my office, please contact my **Newport News Office at (757) 380-1000** or my **Richmond Office at (804) 644-4845**

. A Caseworker will be assigned to you and allow your process to be handled effectively. You will also be asked to complete a

[Constituent Consent and Information Form](#)

and fax or mail it to my Newport News Office or my Richmond Office:

Newport News

Richmond

2600 Washington Avenue
Suite 1010
Newport News, VA 23607
FAX: (757) 928-6694

400 N 8th Street
Richmond, VA 23607
FAX: (804) 648-6026

Quick Information That May Assist You:

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[U.S. Citizenship and Immigration Services](#)

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[Social Security & Medicare](#)

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[Medicare Prescription Drug Coverage](#)

-

[Passport Service & Visas](#)

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[Department of Veterans' Affairs](#)

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[Department of Education](#)

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[G.I. Education Benefits for Guard and Reserve Troops returning home from Iraq and Afghanistan](#)

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U.S. Citizenship and Immigration Services

On the Web: www.uscis.gov □

The USCIS website has information on every type of form, addresses of USCIS offices near you, information on fee changes, and a place to order forms online or through the mail. You can access the USCIS website at: <http://www.uscis.gov/> . USCIS also has a 24 hour automated information line: 1-800-767-1833.

Paperwork Status

The first place to check is on any receipt notice you may have received from CIS. On that form there may be an estimated time of how long it will take to process the type of paperwork you filed. You should usually wait until that estimated time has passed before inquiring further.

CIS and my office cannot check on any paperwork that is still within the normal processing time. However, if it is an emergency during the waiting period of your CIS paperwork, please contact my **Newport News Office at (757) 380-1000** as soon as possible to see if my office can help you.

As required by federal law, my office will need your written permission to assist you with your CIS paperwork. To speed up this process, please print out the [Constituent Consent and Information Form](#) and fax it to my **Newport News Office at (757) 928-6694**

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Social Security & Medicare

On the Web: www.ssa.gov

Social Security Disability Claims

An application for Social Security Disability can take from 6 weeks to several years to process, depending on a variety of factors. If you would like my office to assist you with this process or inquire on the status of your claim, please contact my **Newport News Office at (757) 380-1000**.

You will also need to fill out the [Constituent Consent and Information Form](#) in order for my office to assist you.

- [Click Here to find detailed information about this process.](#)
- [Click Here to find your local Social Security Office.](#)

Information about Social Security Retirement Benefits

Your local Social Security Office can help you with this issue. [Click Here to find your local](#)

[Social Security Office.](#)

If you are having difficulty receiving your Social Security Retirement Benefits or it is taking too long to receive your benefits, my office may be able to assist you. Please contact my **Newport News Office at (757) 380-1000**

. You will also need to fill out the [Constituent Consent and Information Form](#) in order for my office to assist you.

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Medicare Prescription Drug Coverage

On the Web: www.medicare.gov

[Click Here for information on Medicare Prescription Drug Benefit \(Medicare Part D\)](#)

Lost Medicare Card

If you have lost your Medicare card, contact your local Social Security Office at 1-800-Medicare, or visit the [Medicare website](#) immediately to get a new one.

Updating your address with Medicare

To protect you and ensure your receipt of your benefits, please let your Social Security Office know that your address has changed.

The number for the Social Security Administration is 1-800-772-1213.

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Passport Service & Visas

On the Web: www.travel.state.gov

Western Hemisphere Travel Initiative

On June 1, 2009, the final phase of the Western Hemisphere Travel Initiative (WHTI) comes into effect for land and sea ports-of-entry. From that date forward, U.S. citizens will be required to present a U.S. passport book, U.S. passport card, or other document approved by the U.S. Department of Homeland Security to enter or re-enter the United States through land borders or sea ports-of-entry when arriving from Canada, Mexico, the Caribbean region, and Bermuda.

For more information, please visit: www.travel.state.gov, or call the National Passport Information Center's toll-free telephone number: 1-877-487-2778.

Obtaining a Passport for the First Time

To obtain a passport for the first time, you need to go in person to one of over 8,000 passport acceptance facilities located throughout the United States. [Please click here to determine the Passport Acceptance Facility nearest to you.](#)

Renewing Your Passport

You can renew your passport by mail if: Your most recent passport is available to submit and it is not damaged; you received the passport within the past 15 years; you were over age 16 when it was issued; you still have the same name, or can legally document your name change. If your passport has been altered or damaged, you cannot apply by mail. You must apply in person. [Click Here for more information on how to renew your passport and to download the application.](#)

Expedite your Passport Request

For an additional fee, you can request expedite processing which normally takes two weeks. [Please Click here for additional information on the expedition process.](#)

My office can also assist you in getting a passport expedited, if the two week period is too long. Please contact my Newport News Office at (757) 380-1000 or my Richmond Office at (804) 644-4845 to speak to a member of my staff about expediting your passport request.

Visas for U.S. Citizens

In addition to a valid passport, some countries require a Visa in order to enter that specific country. A Visa is an endorsement or stamp placed by officials of a foreign country on a U.S. passport that allows the bearer to visit that foreign country. [Please Click Here for information on Foreign Entry Requirements on any given country and how to obtain a Visa.](#)

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Department of Veterans Affairs

On the Web: www.va.gov

If you are having difficulty in getting your VA claim or appeal processed, please fill out the [Constituent Consent and Information Form](#)

and contact either my

Newport News Office at (757) 380-1000

or my

Richmond Office at (804) 644-4845

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Department of Education

On the Web: www.ed.gov

[Click here for helpful information to prepare your child for college.](#)

Federal Financial Aid

In order for any student to receive federal financial aid, a Free Application for Federal Student

Aid (FAFSA) must be completed.

[Click Here to Download the Free Application for Federal Student Aid \(FAFSA\)](#)

Student Loan Consolidation

Consolidation loans allow you to combine different types of federal student loans to simplify repayment and sometimes lock in a lower interest rate. Both the Federal Family Education Loans (FFEL) and Direct Loan Programs offer consolidation loans.

[Click Here to find more details and to apply online for loan consolidation](#)

Information on Loan Defaults

It is important not to default on any loan, even student loans. Defaulting on federal student loans will affect your credit history. Eventually, your wages may be garnished as a result of defaulting on a student loan.

However if you feel that you may have to default, or if you are already in default, you should contact your lending company for counseling.

[Click Here for more information on loan defaults.](#)

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G.I. Education Benefits for Guard and Reserve Troops

Many Congressional Offices have heard complaints that Guard and Reserve Troops are being told by their military superiors that they are no longer eligible to receive their G.I. educational benefits upon their return if they stop active weekend drilling. However, according to legislation enacted into law in 2005 -known as the Reserve Education Assistance Program (REAP)- Guard and Reserve troops who return from the war are eligible for the same educational payments as active duty troops. If they are discharged from paid drill status, they are still eligible under the law for their original Reserve G.I. Bill educational benefits for the number of months they were activated plus four months. As such, when National Guard members and Reservists completing their war duties are being told they will lose those benefits if they stop drilling with their units, the information is simply WRONG.

For this reason, several of members of Congress have called on the Department of Defense to take immediate corrective action to ensure that veterans' educational counselors across the nation are notified of the legal entitlements of these Guard and Reservists. [Please Click Here for the correct information from the Department of Defense on this issue.](#)

If you are a National Guard or Reservist soldier who has returned from Iraq and Afghanistan and are still having difficulty receiving your G.I. educational benefits, please contact my **Newport News Office at (757) 380-1000**

. You will also need to fill out the [Constituent Consent and Information Form](#)

in order for my office to assist you.