

Rep. Lujan's office can help you solve problems or disputes you are having with federal agencies, including the Social Security Administration (SSA), the Department of Veterans Affairs (VA) and others. The process of solving these problems is commonly referred to as casework. If you are having difficulty with a federal agency, please read about the casework process below and open a case with our office.

### What is case work?

Casework is the process our office uses to solve your problems with federal agencies. The most common types of casework occur when constituents do not receive a timely response from a federal agency, when they wish to appeal a decision, or if they have lost important documents.

### How to Open a Case

1. [Find out if you live in Rep. Lujan 's District.](#)
2. [Determine if your case is something Rep. Lujan's office can assist you with.](#)
3. [Complete, sign and mail a casework authorization form to Rep. Lujan's office.](#)

Or

You can [complete our casework form](#) and a casework representative with our office will contact you with more information.