

Report Summary

Social Security Administration Office of the Inspector General

June 2011



Objective

To obtain applicants' perceptions of the Internet claim (iClaim) process for Disability Insurance benefits (DIB).

Background

At an April 15, 2010 hearing before the U.S. House of Representatives' Committee on Ways and Means, Subcommittee on Social Security, Congressman Xavier Becerra asked the Office of the Inspector General to review the iClaim application to ensure claimants filing for benefits using the iClaim application were receiving an appropriate level of service from the Social Security Administration (SSA).

To view the full report, visit
http://www.ssa.gov/oig/ADO_BEPDF/A-07-10-20176.pdf

Congressional Response Report: Applicant Experiences with Disability Internet Claim Applications (A-07-10-20176)

Our Findings

We held discussions with 154 of 250 sampled applicants. During our discussions with these applicants, we found a high level of satisfaction with the DIB iClaim application. Specifically, 140 of the 154 applicants we were able to contact found their overall experience filing the iClaim application online to be excellent, very good, or good. Most applicants also responded that the questions asked in the iClaim application were easy to understand, they found the iClaim application easy to navigate, and they were able to easily save their progress and return to the application if needed.

We also found that, for varying reasons, a number of applicants did not initially submit the *Authorization to Disclose Information to the Social Security Administration* and had to be contacted by SSA. In addition, we found that applicants had varying preferences on the method used to complete the *Disability Report-Adult*. However, most applicants who did complete the *Disability Report-Adult* online had a positive experience with the Report and understood the questions asked in it.

Additionally, we found that SSA was following up with applicants to obtain additional information or clarification of information in the iClaim application and in the *Disability Report-Adult*.

Also as a part of this review, we used a contractor to conduct focus groups to obtain public insight about filing for DIB online using SSA's iClaim application. The majority of the focus group participants indicated they would use the online application to file for DIB. The focus group participants provided many opinions about the DIB iClaim application process, which we will share with SSA under a separate cover.