

Report Summary

Social Security Administration Office of the Inspector General

May 2011



Objective

To evaluate the Internet claim (iClaim) application process for Disability Insurance Benefits.

Background

At an April 15, 2010 hearing before the 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 individuals 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-07-10-20166.pdf>

Congressional Response Report: Internet Claim Applications for Disability Insurance Benefits (A-07-10-20166)

Our Findings

To process most iClaim applications, SSA must re-contact individuals to obtain additional information or clarification regarding their iClaim applications. The majority of individuals in our review was re-contacted by an SSA employee after filing an iClaim application. The most common reasons employees re-contacted individuals were because the *Authorization to Disclose Information to the Social Security Administration* (Form SSA-827) had not been received, because the *Adult Disability Report* had not been received or was incomplete, or to take an application or discuss eligibility for Supplemental Security Income.

SSA employees generally indicated iClaim applications were faster to process than in-person or telephone applications. However, employees were concerned about the number of re-contacts related to the Form SSA-827 and the *Adult Disability Report*.

In addition, we found that the information provided by individuals in their iClaim applications corresponded with the information recorded in SSA's system. The information in SSA's system was used, in part, to determine individuals' eligibility for benefits and their benefit amounts.