



iBEVE Focus Group Questions 12/10/10

Read Paperwork Reduction Act Statement:

Paperwork Reduction Act Statement – This focus group, cleared under OMB No. 0960-0526, meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. Participation in this focus group is voluntary. We estimate that it will take 2 hours to complete the focus group. If you would like to comment on our time estimate, please send your comments to: SSA, 6401 Security Blvd., Baltimore, MD 21235-6401.

Slide 1 – What is a Benefit Verification Letter

1. Without getting into specifics, such as the language and wording, what are some first glance differences you notice on this enhanced version of this page?
2. What information, if any, is NOT on the page that you feel should be? Explain.
3. How clear is the information/language on the new page?
Probe: Was anything confusing?
4. Does anything specific catch your attention?
5. From this page, how clearly can you identify what you will be able to do once you're in the application?
6. Is there anything else on either version anyone would like to discuss?

Slide 2 – What information would you like in your letter?

1. Comparing the enhanced version to the current version, which is clearer?
2. What information, if any, isn't on the enhanced version, which you feel should be?

3. How clear would you say the language and instructions are on this page?

Slide 3 - Sample Benefit Verification Letter

1. What do you like about this screen?
2. What do you dislike about this screen?
3. What particular area(s) catches your attention?
4. Did you notice the "Your Letter" information at the top of the page?
5. What information do you think these two sentences are trying to convey?
6. How important do you think this information is?
7. Since you have the option of printing your letter online, how many of you think you would likely do that?
8. How many of you would likely want your letter mailed?
9. After reviewing your letter online, what would you do next?
10. Is there anything else on this page any one would like to discuss?