Justification for Non-Substantive Change to
Internet Benefit Application (iClaim/S-iClaim)
OMB No. 0960-0618

Background:

iClaim is an online platform applicants can use to apply for several types of Social Security benefits. Depending on their initial answers, iClaim presents applicants with different screens, ensuring they only respond to relevant questions. After completing the online application, applicants or their third-party representatives can submit it electronically to the Social Security Administration (SSA), avoiding the need to visit an SSA office. iClaim is more convenient for users, and reduces their application completion time by eliminating the need for an office visit. This also saves time and resources for SSA.

Non-Substantive Revisions to the iClaim Collection Instrument:

We propose the following non-substantive changes to the iClaim functionality:
- Rewording questions to improve clarity and readability;
- Adding drop downs and radio buttons for user convenience;
- Adding updated 800# language information.

The iClaim Screen Package Inventory (embedded below) lists specific language changes to the screens. The screen packages, Basic 29 and All Else, contain images of all screens.

In keeping with the August 11, 2000 Executive Order 13166 "Improving Access to Services for Persons with Limited English Proficiency," we are implementing the Spanish Internet Benefit Application (S-iClaim). S-iClaim allows access to SSA's online Retirement, Medicare and Disability applications for people who prefer to do business with SSA in Spanish.

The content of the Spanish screens are identical to the English screen packages with the following exception:
- A "More Info" link containing resources for Spanish applicants added to "What's Next" page.

SSA anticipates no changes in the public reporting burden due to these changes. We intend to implement these changes once we receive OMB approval.

iClaim Screen
Package Inventory