

**Justification for Non-Substantive Changes for i561
Request for Reconsideration
20 CFR 404.907-404.921, 416.1407-416.1421, 418.1009, and 418.1325
OMB No. 0960-0622**

Background

SSA conducted an American Customer Satisfaction Index (ACSI) Insight Review Survey. The survey revealed that iAppeals was confusing and redundant. To resolve this issue, we made some language updates that reduce and clarify instructions and create a central location for navigational and informational instructions. The updates do not affect the current paper information collection instruments associated with iAppeals in that respondents will not have to provide any additional information in order to complete an appeal request through iAppeals.

Description of iAppeals

iAppeals is an internet application available on Social Security’s official website. It allows respondents to request a reconsideration or hearing on a title II or title XVI medically denied claim. Respondents complete an appeal request by completing and submitting the i561 (Request for Reconsideration) or i501 (Request for Hearing by Administrative Law Judge) as appropriate, and completing the i3341 (Disability Report Appeal).

Justification for the Changes

Changes to the iAppeals application are listed in the below tables.

Deleted iAppeals – i561 Screen	
Screen Number	Screen Name
ap006rc	About the Request for Reconsideration

iAppeals – i561 Screen Updates			
Screen Number	Screen Name	Change	Justification
app001	Welcome	Streamlined language – see page 1 of current screen package and page 4 of the new screen package	The streamlined language and centralized location for instructions make it easier for respondents to understand and access the instructions
app004	Should you use this Internet	See page 3 of current screen package and page 5 of new	The language is more personal and user

	Appeal Process?	<p>screen package</p> <ul style="list-style-type: none"> • New screen name: Can you use this online disability appeal? • Renamed “Internet Appeal” heading to “Disability Appeal” 	friendly
app005	About your appeal	<p>See page 4 of current screen package and page 6 of new screen package</p> <ul style="list-style-type: none"> • New screen name: Claimant Information • Renamed “Internet Appeal” heading to “Disability Appeal” 	The updated language better describes the information that is being requested
app08rc	Request for Reconsideration	<p>See page 5 of current screen package and page 7 of new screen package</p> <ul style="list-style-type: none"> • Renamed “Internet Appeal” heading to “Disability Appeal” • Renamed “Continue” button “Next” • Deleted “Previous” button • Links added – Paper Work Reduction Act and Privacy Act Statement 	<ul style="list-style-type: none"> • The updated language gives respondents a better description of the button’s purpose • The Paper Work Reduction Act and Privacy Act Statement is linked to the actual collection instrument which makes it more convenient for users
ap010rc	Submit your request for reconsideration (1 st party)	<p>See page 7 of current screen package and page 11 of new screen package</p> <ul style="list-style-type: none"> • Renamed “Internet Appeal” heading to “Disability Appeal” • Renamed “Send” button “Submit” 	The language update gives respondents a better description of the button’s purpose
ap010rc	Submit your request for reconsideration	<p>See page 7 of current screen package and page 12 of new screen package</p>	The language update gives respondents a better description of the

	(3 rd party)	<ul style="list-style-type: none"> • Renamed “Internet Appeal” heading to “Disability Appeal” • Renamed “Send” button to “Submit” 	button’s purpose
ap011rc	Receipt for reconsideration (1 st party)	<ul style="list-style-type: none"> • Renamed “Internet Appeal” heading to “Disability Appeal” • Added “Your reentry number is:” box • Added “Sign Off(finish later)” button • Renamed “Start Part 2” button to Next • Screen language was updated and adjusted to reflect the changes on the screen – see page 8 of the current screen package and page 15 of the new screen package 	The language updates are user friendly and encourage, but do not force respondents to complete the i3441.
ap011rc	Receipt for reconsideration (3 rd party)	<ul style="list-style-type: none"> • Renamed “Internet Appeal” heading to “Disability Appeal” • Added “Your reentry number is:” box • Added “Sign Off(finish later)” button • Renamed “Start Part 2” button to Next • Screen language was updated and adjusted to reflect the changes on the screen – see page 8 of the current screen package and page 16 of the new screen package 	The language updates are user friendly and encourage, but do not force respondents to complete the i3441.

Revised Burden Information

The language updates that included streamlining language and deleting pages from the application a significant decrease in the number of burden hour increase associated with completing the i561.

Form	Number of Respondents	Response Time	Number of Burden Hours
i561 - Request for Hearing by Administrative Law Judge	730,850	5	60,904