

**Electronic Benefit Verification (BEVE) and Internet Benefit Verification (iBEVE)**  
**OMB No. 0960-0595**

**Justification for Non-Substantive Changes to the Collection**

**Background**

SSA established the Electronic Benefit Verification (BEVE) Internet service to provide Social Security beneficiaries and Supplemental Security Income (SSI) recipients the convenience of requesting a proof-of-income statement through the Internet. To obtain a BEVE, requesters must identify the type of information from Social Security Administration (SSA) records they need by selecting one or more check blocks on the electronic request form. Requesters must also provide name and social security number (SSN) or claim number (the SSN under which they receive payments; e.g., spouse's SSN) and several identifying elements required for authentication. Beneficiaries and SSI recipients may request a BEVE letter for proof of income for obtaining housing, food stamps or other public services.

The iBEVE Internet service allows the same BEVE service the public uses to access proof-of-income and benefit information. However, the iBEVE service/application allows the public instant online access to their benefit information. This service allows instant access to benefit information (unlike the BEVE service that mails the information via U.S. Postal Service). iBEVE users are required to pass SSA's Public Credentialing and Authentication Process, prior to entering into the iBEVE application.

The respondents are Social Security title II and Medicare beneficiaries, and SSI recipients.

**Non-Substantive Changes**

SSA would like to remove one screen in the iBEVE application, and incorporate the screen's function into the iBEVE letter screen. Users would be able to customize their iBEVE letter (the removed screen's function) and see those selected customizations simultaneous in their letter all on one screen. The functionality that allowed users to tailor their letter is now in the letter screen (PDF) rather than a separate screen with the application. (See screens below.)

**Burden**

This change will not affect the ICR burden.

**Justification**

This change improves on line service delivery to the public.

We now present the user with a screen that allows them to make the iBEVE letter selections and another screen showing the iBEVE letter (PDF).

The screenshot shows the Social Security Administration's website interface. At the top, the user is logged in as 'John Q. Public' and can 'Sign Out'. There are links for 'Text Size' and 'Accessibility Help'. The main header features the Social Security Administration logo and the text 'Social Security'. Below this is a navigation bar with 'My Social Security' and 'Account Settings'. The main heading is 'Get a Benefit Verification Letter', with a form approval notice: 'Form Approved: OMB No. 0000-0000 Expires: 01/01/2015 | Paperwork Reduction Act'. The central question is 'What information would you like in your letter?' with a link to 'Learn more about your benefit verification letter'. Below this, a section titled 'Select one or more of the following options you would like to include in your letter:' contains four checkboxes: 'Select All Options', 'Amount of benefit(s)', 'Type of benefit(s) (disability, SSI, retirement, survivors, etc.)', 'Medicare entitlement', and 'Date of birth'. At the bottom, there are two buttons: 'Get Your Letter' and 'Cancel'.

Now this screen will be incorporated into the PDF to be able to make selections (or edit) the letter from the PDF:

Print Now

Save a Copy

Can't print or save this letter?

Customize your letter

Include information about:

- Current & Past Benefit Amounts
- Date of Birth
- Medicare Entitlement
- Type of Benefit(s) (disability, SSI, retirement, survivors, etc.)

Apply to Letter

Cancel



## Social Security Administration

Date: January 1, 2012  
Claim Number: XXXX-XX-1234

Drew Jenkins  
1234 Sample Street  
Sample City, MO 12345

You asked us for information from your record. The information that you requested is shown below. If you want anyone else to have this information, you may send them this letter.

**Information About Current Social Security Benefits**

Beginning December 2010, the full monthly Social Security benefit before any deductions is \$1,300.00.

We deduct \$200.00 for medical insurance premiums each month.