

iAppeals Single Submission Conference Call

February 22, 2016, 3-4p

External Participants:

- National Organization of Social Security Claimants' Representatives (NOSSCR), x2
- Justice in Aging x1
- National Association of Disability Representatives x1
- New York Legal Assistance Group x1

Background:

The purpose of this conference call was to better understand advocate concerns related to the single submission practice for iAppeals.

SSA implemented the single submission practice in March 2015. Single submission requires that when a claimant files a request for reconsideration or a hearing using iAppeals, he or she must submit the disability report in addition to the i561 or i501 in order to file a completed request.

Advocate Concerns:

In November 2015, NOSSCR contacted SSA to share concerns with the newly implemented single submission practice. NOSSCR alleges that single submission is not permissible under the agency's regulations. It also alleges that single submission places practical burdens on claimants and representatives who file appeals online.

During the conference call, the advocate participants shared their experiences illustrating the practical challenges that they have encountered using iAppeals since the implementation of single submission. These included insufficient time to complete the disability report and confusion about whether a completed appeal had been filed.

Next Steps:

SSA agreed to continue internal discussions on ways to improve the iAppeals application, including the single submission practice. SSA also agreed to remain in contact with the advocates to keep abreast of how representatives' experiences with single submission evolve as they become more accustomed to using it.