

Justification for Non-Substantive Changes for Social Security Benefits Applications:

Form SSA-1: Application for Retirement Insurance Benefits

Form SSA-2: Application for Wife's or Husband's Insurance Benefits

Form SSA-16: Application for Disability Insurance Benefits

Internet Claim (iClaim) Application Screens

Internet Appointment (iAppointment) Application Screens

20 CFR 404.310-404.311, 404.315-404.322, 404.330-404.333, 404.601-404.603, and

404.1501-404.1512

OMB No. 0960-0618

Background

The National Institute of Standards and Technology (NIST) provided supplemental guidance for Security and Privacy controls for Federal Information Systems and Organizations. [NIST Special Publication \(SP\) 800-53, revision 4](#) notes that every Federal Information System (FIS) must meet specific security controls to mitigate the risk arising from use of information and information systems. We are updating the iClaim system to meet NIST SP 800-53, Appendix F system use notification requirements by adding a Terms of Service (TOS) webpage. The TOS informs individuals of various privacy and security aspects before they enter the Government information system. The TOS acknowledges that we may monitor activity within the iClaim system, and we record the individuals' acknowledgment of the TOS.

In addition, we are requiring individuals who wish to submit an application through iClaim to attempt to create a login, or log in to their “*my Social Security*” account for additional identity authentication. This change is part of SSA’s strategy to improve the way we do business. and to ensure stewardship by reducing the volume of fraudulent activities against potential beneficiaries while deterring future fraud attempts.

Revisions to the iClaim Internet Screens:

The following changes, except for the Terms of Service (TOS) screen, will affect first party applicants only.

- **Change #1:** Before entering the iClaim Application, we added a TOS screen (***new screen #1***) to advise individuals that they are entering a government website, and that failing to agree to the TOS will result in inability to file a benefit application online. We will present the TOS screen to any individuals within our website indicating they want to file an online benefit application (i.e., individuals who select “Apply for benefits” or “Return to saved application”). The screen also informs individuals of the following:
 - We will validate the information provided against our records;
 - We may monitor the individual activities within the website;
 - Any person who knowingly and willfully tries to obtain Social Security benefits falsely could be punished by fine or imprisonment, or both; and

- o Individuals are authorized to file a claim on their own behalf or on behalf of someone else with the Social Security Administration.

Individuals who do not select the checkbox to accept the TOS will receive a notification that they must accept the TOS to continue (***new screen #1 with error message***). Individuals also have the option to exit the screen if they do not want to proceed.

Justification #1: We made the change to the iClaim system to meet the required NIST security controls (SP 800-53, Appendix F) to mitigate the risk arising from misuse of information and information systems.

- **Change #2:** On the “Welcome” screen for Retirement/Medicare (***modified screen #2***) and “Welcome” screen for Disability applicants (***modified screen #3***):
 - o We added an informational banner at the top of the page to let individuals know about the new requirement to create or login to their “***my Social Security***” accounts. The banner also informs individuals that they may see an additional TOS if they need to create an account.
 - o Under the “Apply & Complete” section, we added a sentence to clarify that the time listed to file an online application starts after the individuals create or logs into their “***my Social Security***” accounts.
 - o Under the “Follow Up” section, SSA updated the section for plain language.
 - o Under the “More Information” column, SSA added a link named “Information in Other Languages” (***modified screen #4***).

We will present the modified welcome screen to any individual within the SSA website who indicates intent to file an online benefit application (i.e., selects “Apply for benefits”) and has not logged into a “***my Social Security***” account.

Individuals who log into their “***my Social Security***” accounts prior to coming to iClaim will not see the informational banner requiring individuals to create or login to their accounts (***modified screen #5***).

Justification #2: We made changes to the “Welcome” screen to inform individuals of the new requirement to create, or login to, “***my Social Security***” accounts. We also updated the page information to reflect relevant language related to the “***my Social Security***” account. We added the link for information to inform individuals they can schedule an appointment to file in their preferred language.

- **Change #3:** On the “Who is completing this Application” screen, we removed the second option “I am helping someone who wants to apply for benefits and is with me” (***modified screen #6***) and relocated the “Internet Special Notice Option” to the “Information about Applicant” screen (***see change #6***).

Justification #3: We removed the option to support the Terms of Service for both iClaim and “***my Social Security***.” In both situations, we require individuals to enter their own personal information to create accounts. Currently in iClaim, we treat

individuals selecting the second option as individuals applying for themselves. Therefore, the second option was duplicative of the first option.

- **Change #4:** On the “Information about Applicant” screen, we added a dynamic message to the top of the page. Individuals who successfully created, or logged into, their “*my Social Security*” accounts will see the **modified screen #7**. Individuals who were **not able** to create or log into their “*my Social Security*” accounts will see the **modified screen #8**, **but** will be able to continue to apply online. Individuals who logged into their accounts prior to entering the online application will not see the message (**screen #9**).

Justification #4: We made changes to the “Information about Applicant” screen to inform individuals of the status of their “*my Social Security*” account and to allow them to continue with the online application.

- **Change #5:** On the “Information about Applicant” screen, we added a hover functionality to the question “Are you blind or do you have low vision even with glasses or contacts?” to display a full definition of blind (**modified screen #10**).

Justification #5: We added the hover functionality to provide more detailed information about the definition of blind, and to make it more clear to the individual filing for benefits.

- **Change #6:** On the “Information about Applicant” screen, we relocated the “Internet Special Notice Option” from the “Who is Completing this Application?” screen and made it conditional to individuals answering “Yes” to the “Are you blind or do you have low vision even with glasses or contacts?” question (**modified screen #11**).

Justification #6: We relocated the question to be part of the blind question to eliminate the duplicative collection of information, and to make it easier for the individual to provide an answer.

- **Change #7:** We modified the format of the informational screen (**modified screen #12**) for individuals who are unable to continue to file an online application because there is an issue with their information.

Justification #7: We modified the format of the informational screen for a simpler view. We will present this message to individuals who were able to log into their “*my Social Security*” accounts but for whom there is another issue preventing them from filing an online application (e.g., already receiving benefits).

- **Change #8:** We modified the format of the informational screen and added information about “*my Social Security*” account. Individuals who **do not** have a “*my Social Security*” account will see an informational screen about the requirement to create an account (**modified screen #13**). Individuals who **have** a “*my Social Security*” account but were not able to login (e.g., forgot password),

and need help to login, will see the same screen but with information about how to get help to login (***modified screen #14***).

Justification #8: We modified the format of the informational screen for a simpler view, and added relevant information about what to do if they need assistance with their “***my Social Security***” accounts.

- **Change #9:** We modified the format of the informational screen (***modified screen #15***) for individuals who are unable to continue to file an online application because there is an issue with their information, and who we identified as banned from visiting the field office.

Justification #9: We modified the format of the informational screen for a simpler view.

- **Change #10:** We modified the format of the informational screen and added relevant information to “***my Social Security***” account (***modified screen #16***) for individuals who have a “***my Social Security***” account but were not able to login (e.g., forgot password), and who we identified as banned from visiting the Field Office (FO).

Justification #10: We modified the format of the informational screen for a simpler view, and added relevant information about what to do if the individual needs assistance with a “***my Social Security***” account.

SSA plans to implement the changes to the iClaim screens on September 29, 2018.

These actions do not affect the public reporting burden.