

**Justification for Non-Substantive Changes for
The enhanced Leads and Appointment System (eLAS) and
iAppointment
OMB No. 0960-0822**

Background

The Social Security Administration (SSA) uses the date we receive an individual's intent to file for Social Security Benefits, Medicare Part A (Health Insurance) or Supplemental Security Income as the application filing date provided the individual files an application within a prescribed period of time as defined in Sections *20 CFR 404.630 and 20 CFR 416.340-416.345* of the *Code of Federal Regulations*. We refer to the date we receive the intent to file as the protective filing date.

SSA technicians use the enhanced Leads and Appointment System (eLAS) to document the protective filing date when individuals call or visit a field office (FO) to request an appointment to file for benefits. Similarly, individuals using the online services can record their intent to file when using the Internet Appointment (iAppointment) option.

SSA technicians talking to individuals (either by phone or in-person) can offer a date and time for an appointment with the FO of their choice. iAppointment is an online process that allows members of the public an easy-to-use method to schedule a telephone or in-office appointment with FO of their choice, which then interacts with the eLAS system.

During the period that the FOs were closed due to the COVID-19 pandemic, the members of the public could only schedule telephone appointments. Therefore, we created an alert in iAppointment to alert individuals that only telephone appointments were available.

As part of the SSA re-entry process to reopen FOs, we are submitting this IT Modification as a non-substantive change request to update the messaging in iAppointment. We intend to implement this change on **May 14, 2022**.

Revision to iAppointment:

- **Change #1:** SSA intends to update the “Appointment Details” screen to add an informational message for individuals selecting the option of “In-Office” appointment. The message will direct individuals to call our National 800 Number to request an in-office appointment. Individuals trying to proceed in iAppointment with an in-office request will receive an error/alert message to alert them to change their option to “Phone” appointment.
- **Justification #1:** SSA is committed to providing the public timely and accurate information on the status of our services. We require this change to inform members of the public that they can continue to schedule phone appointments via iAppointment, and that in-office appointments can be scheduled through our national 800 service line. We are encouraging telephone appointments, given that many of the people we serve have health vulnerabilities, and consistent with our union agreements, we are continuing to require certain safety measures including masking, physical distancing, and self-health checks for COVID-19 symptoms during in-office

visits.

- **Change #2:** We are changing the title of the OMB package from “The enhanced Leads and Applications System (eLAS) and iAppointment” to “The enhanced Leads and Appointment System (eLAS) and iAppointment”.
- **Justification #2:** We are changing the title of the OMB package, because the correct name for eLAS is the enhanced Leads and Appointment System.

We intend to implement the minor IT Mod changes by **May 14, 2022**. Therefore, we are requesting a quick approval for IT Mod purposes.

This action does not affect the public reporting burden.