

**Justification for Non-Substantive Changes for
The enhanced Leads and Appointment System (eLAS) and
iAppointment
20 CFR 404.630, 20 CFR 416.345
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. 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 an FO of their choice, which then interacts with the eLAS system.

SSA technicians, while talking to individuals either by phone or in-person, can offer a date and time for an appointment with the FO of their choice. In addition to offering the date and time, technicians offer the option to conduct the appointment either by phone or in-person and then records their preferred option in eLAS. This change request is to add the option for a video appointment for individuals that may prefer this option instead of a phone interview.

We are submitting this IT Modification as a non-substantive change request to update the related eLAS screens. SSA intends to implement this change on **April 13, 2024**.

- **Change #1:** We added a third radio button for the option to “video” appointments on the eLAS screens for individuals that may be interested to conduct their interview using video instead of a phone appointment. See screens # 1 and #2.
- **Justification #1:** This change will allow technicians to offer video as an alternative to phone appointments. We added the new option for individuals who may prefer to interact visually with an SSA employees during their scheduled interview.

SSA will implement the changes to the eLAS screens upon OMB approval.

This action does not affect the public reporting burden.