

**Justification for Non-Substantive Changes for form SSA-3368**  
**Disability Report – Adult**  
**20 CFR 404.1512 and 416.912**  
**OMB No. 0960-0579**

**Background**

As part of the agency’s iClaims modernization proposal and our ongoing efforts to reduce the number of applications with incomplete disability reports, SSA seeks approval for non-substantive changes to our existing online information collection (IC) tool, the Internet Adult Disability Report (i3368).

The public can apply for Title II benefits or Title XVI payments using one of three modalities: (1) filling out a paper application; (2) interview with a technician (in person or by phone); or (3) filing online via an Internet application (i.e., iClaim). When a disability applicant or their third party submits an Internet application, they are seamlessly directed to the i3368 to provide information about the applicant’s medical source(s), age, education and training, work experience, daily activities, efforts to work, and any other factors showing how their impairment(s) affect their ability to work (as per Sections 20 CFR 404.1512 and 416.912 of the Code of Federal Regulations).

While common information propagates from iClaim to the i3368 (i.e., name and address), the applicant or third party may need to “save and exit” an i3368 screen to obtain specific disability-related information.

For this request, we are making the following changes:

**Revisions to the i3368 (internet Adult Disability Report)**

- **Change #1:** We are adding a warning banner and language stating “We need additional information to determine whether you are eligible for benefits based on your disability. Please complete as much information as you can,” when a disability applicant decides to leave the i3368 “Conditions” page before completing the report.

**Justification #1:** We are making this change to improve the customer experience and the quality of Supplemental Security Income (SSI) applications and to decrease technician recontacts.

- **Change #2:** We are adding a warning banner and language stating, “We need additional information to determine whether [claimant name] is eligible for benefits based on their disability. Please complete as much information as you can,” when a third party decides to leave the i3368 “Conditions” page before completing the report,

**Justification #2:** We are making this change to improve the customer experience and the quality of Supplemental Security Income (SSI) applications and to decrease technician recontacts.

- **Change #3:** We are adding a warning banner and language stating, “We need additional information to determine whether you are eligible for benefits based on your disability. Please complete as much information as you can,” when a disability applicant decides to

leave the i3368 “Work/Education” page before completing the report.

**Justification #3:** We are making this change to improve the customer experience and the quality of Supplemental Security Income (SSI) applications and to decrease technician recontacts.

- **Change #4:** We are adding a warning banner and language stating, “We need additional information to determine whether [claimant name] is eligible for benefits based on their disability. Please complete as much information as you can,” when a third party decides to leave the i3368 “Work/Education” page before completing the report.

**Justification #4:** We are making this change to improve the customer experience and the quality of Supplemental Security Income (SSI) applications and to decrease technician recontacts.

- **Change #5:** We are updating the first party “Save and Exit” screen and adding language telling the disability applicant, “When you return to your application, you will need to provide additional information that we will use to determine whether you are eligible for benefits based on your disability.”

**Justification #5:** We are making this change to improve the customer experience and the quality of Supplemental Security Income (SSI) applications and to decrease technician recontacts.

- **Change #6:** We are updating the third party “Save and Exit” screen and adding language telling them, “When you return to [claimant’s name] application, you will need to provide additional information that we will use to determine whether [claimant’s name] is eligible for benefits based on their disability.”

**Justification #6:** We are making this change to improve the customer experience and the quality of Supplemental Security Income (SSI) applications and to decrease technician recontacts.

SSA will implement the changes to this IC upon OMB approval. These updates do not affect the reported public burden as we are collecting the same data reported in already approved Information Collection.