Justification for the Non-Substantive Changes for:
Appointment Scheduling Calendar (ASC)
OMB No. 0960-0828

Background

As part of our ongoing efforts to improve customer service, we are making IT modification revisions to update the ASC customer scheduling path to provide a simpler, more streamlined self-scheduling experience. These enhancements include removing unnecessary fields, tailoring protective filing language to the selected appointment reason, and enabling customers to schedule in-office appointments for certain Post-Entitlement and Enumeration topics.

The attached screenshots provide a step-by-step walkthrough of the customer scheduling path and highlight changes included in the upcoming ASC release, which we expect to implement on **December 12, 2026**.

Revisions to the ASC Screens:

- **Change #1:** We are removing the second and third radio buttons under *Who is the appointment for?*

  Justification #1: We are removing these two radio buttons as we do not collect this additional information within our Enterprise Scheduling System (ESS); therefore, we will no longer collect it through the ASC screens to keep our screens consistent. Additionally, anyone can schedule an appointment.

- **Change #2:** On the Appointment Selection screen, the system will display a time window indicating when SSA will contact the customer for phone appointments.

  Justification #2: This helps set expectations if technicians are running ahead of or behind schedule.

  Note: For in-office appointment, the screen will remain unchanged.

- **Change #3:** On the Find Your Nearest Office page, for self-scheduling services, we are adding the ability to schedule an in-office appointment for Representative Payee, Original Social Security card, or Replacement Social Security card requests. The system currently allows the respondent to choose a zip code and will show them options in that area. We are updating this option to make it easier for the respondent to choose a date, time, and location.

- **Justification #3:** Our policies and/or regulations require us to serve customers requesting these transactions in-person, therefore, we are expanding our in-office appointment services

to ensure customers are able to complete their desired transactions in-person as needed. In addition, on our current Find Your Nearest Office Page, the screens only allow respondents to schedule in-office appointments within their area. We are updating the system to make this option easier for the respondents to follow and allow more area options to the respondents.

- **Change #4:** On the Communications Preferences screen, we will make the **Appointment Phone Number** required for phone appointments and optional for in-office appointments. In addition, the **Language Preferences** fields will no longer default to English. Customers will need to use the drop-down menu to select their preferred language.

  Justification #4: These revisions will ensure the customer reviews and selects the appropriate language for their appointment.

- **Change #5:** On the Review and Submit screen, Appointment Details will display Field Office Address for all in-office appointments. In addition, For Initial Claims, appointments to file benefit applications, or subsidy part D applications, we will update the Protective Language under **Please read and acknowledge in order to proceed to schedule an appointment** to only display relevant information for the customers.

  Justification #5: This will reduce customer confusion by displaying only the protective filing language relevant to the topic for which they are applying.

- **Change #6:** On the Confirmation screens, we will display the Field Office address for in-office appointments. In addition, for Initial Claims, we will provide customers with links to begin gathering documents needed to complete their applications.

  Justification #6: These revisions will make it easier for respondents to find the field office addresses and will help respondents to better understand what they should gather to complete their applications.

We expect to implement these IT Modification revisions to the ASC screens on 12/12/26. These revisions will not change the current burden on the public for completing these screens.