

Report Summary

Social Security Administration Office of the Inspector General

April 2011



Objective

To evaluate the Internet claim (iClaim) application process for Retirement Insurance Benefits.

Background

At an April 15, 2010 hearing before the House of Representatives' Committee on Ways and Means, Subcommittee on Social Security, Congressman Xavier Becerra asked the Office of the Inspector General to review the iClaim application to ensure individuals filing for benefits using the iClaim application were receiving an appropriate level of service from the Social Security Administration (SSA).

To view the full report, visit <http://www.ssa.gov/oig/ADO/BEPDF/A-07-10-20165.pdf>

Congressional Response Report: Internet Claim Applications for Retirement Insurance Benefits (A-07-10-20165)

Our Findings

To process some iClaim applications, SSA must re-contact individuals to obtain additional information or clarification regarding their iClaim applications. The majority of individuals in our review was re-contacted by an SSA employee after filing an iClaim application. The most common reasons employees re-contacted individuals were to discuss the month they wanted to begin receiving benefits and address inconsistencies in their earnings records.

SSA employees were generally positive regarding the amount of time it took to process an iClaim application. However, employees expressed concerns about the difficulty in re-contacting individuals.

In addition, we found that the information provided by individuals in their iClaim applications corresponded with the information recorded in SSA's system. The information in SSA's system was used to determine individuals' eligibility for benefits and their benefit amounts.