

GN 00204.055 Internet Claim (iClaim) Application

A. History of SSA online applications

In response to customer requests for more Internet services and the requirements of the Government Paperwork Elimination Act of 1998, the Social Security Administration (SSA) implemented the iClaim application (formerly IRIB, the Internet Retirement Insurance Benefit application, and later ISBA, the Internet Social Security Benefit Application) to allow claimants the opportunity to complete and electronically sign an online application on their own behalf.

Effective with the iClaim application release, third parties became allowed to protect claimants' filing dates online by initiating Internet applications on their behalf per [GN 00204.013C.1.](#)

B. Internal iClaim functionality

Claimants and third parties can use the iClaim application to establish a claim for Retirement Insurance Benefits (RIB), aged spouse's benefits (AUXSPO), and Disability Insurance Benefits (DIB).

Once an iClaim application is established, it becomes a valid application for all benefit types for which the filer is eligible. After completing the Initial Information screens (i.e., Applicant Identification, Contact Information, and Birth and Citizenship Information) and selecting the Next button, the Application Number screen is generated, providing an application number that can be used to reenter a partially completed application (see Restart Function in [GN 00204.055D.4.](#) in this section).

At the same time, the iClaim POA/POC/ICERS Utility scans specific fields in the Internet Database, Integrated Client Database (ICD), Numident (NUMI), Modernized Claims System (MCS), Master Beneficiary Record (MBR), and Supplemental Security Record (SSR) to identify any basic Internet claim exclusions.

If any of the following conditions are met, establishment of the iClaim application is blocked:

- a death indicator exists;
- any special indicator code exists (e.g., fraud, domestic violence, etc.);
- the claimant is on the celebrity file;
- the first three digits of the SSN are on the high group file;
- the claimant is already in current pay on his or her own SSN (i.e., LAF C as BIC A or HA);
- three partial iClaim applications already exist;

- the claimant already completed an iClaim application, but the record still exists on the Internet Database (e.g., was not purged after the MCS claim was adjudicated or the closeout period expired); or
- an MCS segment for any BIC on the numberholder's SSN is still open.

When one of these conditions is identified, an online message is returned to the user explaining that the requirements for filing on the Internet are not met, and directing him or her to call the 800 #, contact an SSA field office (FO), U.S. Embassy or consulate, or the Veterans Affairs Regional Office (VARO) in Manila, Philippines to file for benefits. The exact reason for blocking the online claim is not identified in this message.

NOTE: Although we do not want claimants residing in foreign countries to file iClaim applications, there is no immediate way to identify these claimants if a domestic address is entered (i.e., only domestic addresses are accepted in iClaim). If this situation is identified and the claim is out of your jurisdiction, refer the claim to the Office of International Operations in OCO to ensure all foreign-related development is complete. If the claim has not yet been adjudicated, treat the application submitted by the foreign resident as a protective filing.

If no death or special indicator code is present and the age alleged meets the criteria, the Utility checks to see whether the claimant's age and citizenship status were previously established, applying the NUMI tolerances, when applicable, per [GN 00302.030](#) and [GN 00303.320](#).

Subsequently, the Utility queries the Informational/Certified Earnings Record System (ICERS) to check insured status and to see if lag earnings, military service, railroad work, government employment, or childcare dropout years affect any of these issues or computations. The Utility uses this information to help tailor the iClaim application to the individual. If the Utility determines the information is needed, it displays the relevant questions. For more details on these functions, see [GN 00204.0550](#) in this section.

C. iClaim application process

As users progress through the iClaim application, the data derived from our internal records are also used in conjunction with responses from previously asked questions to determine what other information is necessary. If additional data is required, iClaim conditionally

generates only the subsequent questions designed to collect this data.

D. iClaim filing process

Users may access the iClaim application at:

- www.socialsecurity.gov/retireonline (Retirement or Spouse); or
- www.socialsecurity.gov/disabilityonline (Disability - including Blindness).

There are three radio buttons from which to choose on either of these sites:

- Claimants who are filing for benefits on their own behalf;

- Claimants who are being assisted by someone else with the online application, but who will sign it electronically on their own behalf (these are still considered claimant-initiated, not third-party applications); and
- Third parties who are completing the online application on the claimant’s behalf when the claimant cannot, or does not wish to sign the application electronically. **This option is the only one that generates the “Preparer’s Contact Information” screen.**

1. Help screens

If users need more detailed information, numerous information links and “**More Info**” (Help) screens are included to assist them on the Social Security Online Welcome pages and throughout the iClaim application.

2. Transmitting and storing iClaim application data

After the user completes each screen and selects the “Next” button, the information on that page transmits to SSA. The information is stored in a separate Internet Database as a partial claim until all screens are completed. For more detailed information on the Internet Database, see [MSOM INTERNETT2 001.001](#) and [MSOM INTERNETT2 001.003](#). When the adjudicator establishes MCS, the information stored in the Internet Database propagates to the appropriate MCS screens.

To see information input to the iClaim application by the claimant or third party, query the Internet Database per [MSOM INTERNETT2 001.002](#).

- A copy of the claimant’s electronically signed application summary is stored in the Online Retrieval System (ORS).
- For third party-initiated claims, a copy of the **unsigned** application summary sent to the claimant is also stored in ORS, along with the advance cover notice and any attachments.

3. Submitting the application and proofs

a. Electronic application submission

After completing the screens and reading the perjury statement, claimants filing on their own behalf electronically sign and transmit their applications by pressing “SIGN NOW” at the bottom of the Summary screen. This constitutes a filed application. For alternative signature policy, see [GN 00201.015D](#). To determine the application receipt date, see [GN 00204.007B.4](#).

b. Paper application summary (third party-initiated)

After completing the screens and reading the perjury statement, third parties press “FINISH” and an advance notice with a paper application summary is generated and automatically mailed to the claimant. The advance notice requests the claimant to review,

sign, and submit the application to SSA before any processing can begin. The notice also provides Title II closeout language and displays the 6-month closeout period ending date. If SSI is indicated, Title XVI closeout language and the 60-day closeout period ending date are also displayed. In addition, copies and instructions for completing the SSA-827 (Authorization to Disclose Information to the Social Security Administration) are included when disability or blindness is alleged.

The input record 'finished' by the third party is updated overnight to the T2 WMI Internet Application list under Third Party-Unsigned (category 3). This update alerts the FO for workload control purposes. To request this listing, see [MSOM MCSWMI 001.020](#). Once MCS is established, the SSN is removed from the Third Party-Unsigned list.

NOTE: At least three ISSUES are generated to the DW01 screen for iClaim applications initiated via a third party. Enter the date the signed application is received in the REC field of the RIB or DIB, iCLM3P and ATTEST ISSUES.

The receipt date for these ISSUES is the date:

- you utilize electronic signature attestation; or
- you receive the signed paper application.

IMPORTANT: This is **not** the date MCS is established.

For application receipt date policy, see [GN 00204.007B.3](#).

c. Submitting documents of proof

The iClaim POA/POC/ICERS Utility determines what proofs are necessary during the claims-taking process and checks to see if they already exist in our records. If not, a list of only those proof documents required generates online. If third parties are involved, this list is also included with the paper application summary mailed to the claimant.

Claimants or their representatives are requested to mail or bring these proofs (originals when necessary) to an SSA office for verification.

REMINDER: Development or follow-up contact for these proofs may be with the claimant, appointed representative (per [GN 03910.050](#)), or the established third party.

4. Restart function

a. Reentering the iClaim application

Claimants and third parties may exit or sign out of the Internet application prior to completing the entire application and, after waiting at least five minutes, reenter using their application number. Reentry with the correct SSN and application number is possible an infinite number of times within the 6-month protective filing closeout period. However, partial records not completed within the closeout period are systematically purged from the Internet Database, since protective filing can no longer be afforded after this date.

NOTE: Only the date a partial is established is displayed on the Internet Database (i.e., no separate dates for reentries using the application number are captured).

IMPORTANT: For third party-initiated claims, only the third party is given the application number and onscreen instructions to reenter the application and finish the claim. The process does not allow the claimant to complete the same iClaim application that was started by a third party. If a third party starts an iClaim application but does not finish it within two business days, a Conditional notice (SSA-L1) is automatically sent to the claimant from a central location (vendor) explaining the action started on his or her behalf by the third party. The notice also explains that no action is necessary by the claimant if he or she wants the third party to complete the application.

However, if the claimant does not want the third party to continue and still wishes to file, he or she can either make an appointment for an in-office or teleclaim interview, or establish a new online application on his or her own behalf.

EXCEPTION: If the third party finishes the iClaim application before the claimant attempts to start a new one, the claimant will be unable to establish a new iClaim application.

b. Changes to the application

Before transmitting the iClaim application, applicants can use their application number to review information previously entered. Changes may be entered at any point in the application.

NOTE: The applicant is unable to reenter the Internet application after selecting “SIGN NOW” (“FINISH” for third parties) on the “Send this application” page and “OK” on the pop-up box that follows.

To report changes after transmitting the iClaim application, claimants must write out the changed information and submit the changes to the office processing their claim, or call that office to report the new or changed information.

c. Unable to locate application number

If the applicant no longer has the application number, he or she can start a new Internet application. A new application number is assigned and the old one is deactivated (i.e., the earlier partial is locked). Only the Start date of the previous application remains on the Internet Database, so all other information previously input must be re-entered. The date the first partial application was established is the only information from the previous partial that propagates to MCS as a potential protective filing (PROTFL) ISSUE on DW01.

An applicant may establish up to three new partial claims, and a new 6-month protective filing closeout period begins each time this occurs. If an attempt is made to start a fourth new partial, an online message generates indicating that SSA cannot process the request on the Internet, and the user is directed to contact SSA for assistance.

Adjudicators may query the Internet Database to view completed applications (see [MSOM INTERNET2 001.002](#)).

5. Querying iClaim application pages (ApPages)

Access blank iClaim application pages by going directly to the ApPages site at <http://eis.ba.ssa.gov/appages/> and selecting the Internet RIB/DIB Application (iClaim) Pages link. Upon entering the iClaim site, a chart appears containing titles of various iClaim application pages. Select the box containing the page title desired. These screens do not interact with each other. However, a response entered may generate other related questions on the same screen.

E. iClaim application validity, scope, and protective filing policy

1. Valid iClaim application

A valid iClaim application is one completed and electronically signed by the claimant, **or** the receipt of an iClaim-generated paper application initiated by a third party and subsequently signed by the claimant. Electronic signature attestation may also be utilized for a third party-initiated iClaim application. For policy on alternative signature methods, see [GN 00201.015](#).

See Also:

For valid application policy, see [GN 00204.001B](#).

For prescribed application policy, see [GN 00204.002](#).

2. Scope of the iClaim application

If the claimant is eligible for more than one category of benefit (i.e., RIB, AUXSPO, DIB or any combination of these benefits) within the life of the iClaim application, no additional application or signature is needed to process the RIB or DIB if sufficient information has been obtained on the iClaim application. For more information on the scope of the application, see [GN 00204.020](#).

However, when the RIB or DIB claimant is also entitled to an AUXSPO benefit, additional information may be necessary for the spouse's claim. For data propagation rules between iClaim and MCS, see [GN 00204.055G.4](#) in this section.

An ATTEST ISSUE is generated for the AUXSPO on the DW01 of the AUXSPO claim, which must be receipted in with the date the iClaim application is received. If not, the ISSUE remains open on MCS tickle lists.

The receipt date for these ISSUES is the date:

- the iClaim application is electronically signed and transmitted to SSA;
- you utilize electronic signature attestation; or
- you receive the signed paper application.

IMPORTANT: This is **not** the date MCS is established.

For more information on receipt date policies, see [GN 00204.007B](#).

If the iClaim applicant is potentially eligible for any other type of benefit, or if potential eligibility exists for someone other than the claimant, obtain a signed application and any related proofs, as applicable.

Third parties may assist a claimant when completing the iClaim application, but the claimant must electronically sign it. If the third party initiated the iClaim application on the claimant's behalf, either utilize electronic signature attestation, or obtain the claimant's wet signature on the paper application summary. For more details, see [GN 00204.055G.3.b.](#) in this section.

REMINDER: Contact the claimant or appointed representative per [GN 03910.050](#) for any clarifications or questions, but not the established (or any other) third party.

3. iClaim as an oral inquiry for Supplemental Security Income (SSI)

The iClaim application serves as an oral inquiry for SSI per [SI 00601.027](#) when the questions about filing for SSI appear in the iClaim path for individuals who allege a disability or blindness, or are within two months of age 65 or older (i.e., a "1" or "3" is propagated to the "Filed or Intend to File for SSI" question on the MCS IDEN screen).

a. SSI closeout for iClaim applicants filing on their own behalf

Protective filing closeout language and the closeout period ending date appear on the "Application Number" screen at the beginning of the iClaim application, and on the "What's Next" screen after the completed application is transmitted. The online language on the Application Number screen closes out the oral inquiry when no intent to file is indicated. The language on the What's Next screen closes out the protective filing established when a "Yes" response to the "Intend to File for SSI" question is indicated **and** the iClaim application was started by the claimant and received in SSA (i.e., claimant pressed SIGN NOW) on the same day. Therefore, **do not send an SSA-L991 closeout notice.**

However, if the iClaim application is transmitted to SSA on any day **after** the partial was established and intent to file for SSI is indicated, send the SSA-L991 closeout notice to the claimant (unless the SSI application has already been taken or an appointment has already been scheduled). This is necessary because the SSI closeout period ending date displayed on the Application Number screen is based on the date the first iClaim partial is established, but the SSI intent-to-file question is not generated until the claimant reaches the "Benefit Information" section near the end of the iClaim application. The closeout period ending date displayed on both the Application Number screen and the What's Next screen is the same, but days or months may have passed before the iClaim is completed. By the time the completed iClaim is transmitted, the SSI closeout period will have been erroneously shortened, and may have already expired.

If a "Yes" response is indicated, but no SSI application is located and no SSI appointment scheduled, follow the "SSI intent-to-file" chart in this section at [GN 00204.055E.3.c.](#)

If an SSA-L991 is necessary (per the SSI intent-to-file chart), the ending date for the new closeout period should be 60 days after the date of the notice.

If the SSI application is received within the closeout period provided online, enter the Start date that the claimant first established iClaim as the SSI protective filing date (if no earlier SSI protective filing date is available). If the SSI application is received after the

online closeout period has expired, but within the new closeout period provided on the SSA-L991, enter the iClaim transmission date as the SSI protective filing date.

NOTE: The iClaim transmission date is closest to the Benefit Information section where the claimant first indicated his or her intent to file for SSI.

b. Closeout for iClaim applicants using a third party

Protective filing closeout language and the closeout period ending date are provided on the advance notice(s) mailed to the claimant when a third party either establishes a partial iClaim on the claimant's behalf, or transmits the finished application.

The Conditional notice (SSA-L1) is automatically mailed to the claimant **only** when the third party does not finish the online application within two business days. This notice is to ensure the claimant is aware that someone started an online application on his or her behalf.

The Comprehensive notice (SSA-L2) is automatically mailed to the claimant with the application summary when the third party transmits the finished application, whether or not the Conditional notice was sent.

The closeout language on the notice closes out the protective filing established by the third party. Therefore, when there is a "No" response to the "Intend to File for SSI" question, or intent to file **is** indicated and the Comprehensive notice was the only notice sent, **do not send an SSA-L991 closeout notice.**

However, if a Conditional notice **was** previously sent and intent to file for SSI is indicated, send an SSA-L991 closeout notice to the claimant (unless the SSI application has already been taken or an appointment has already been scheduled). This is necessary because the SSI closeout period ending date displayed on both notices is based on the date the first partial iClaim is established, but the SSI intent-to-file question is not generated until the third party reaches the Benefit Information section (just before transmitting the finished application to SSA). Days or months may have passed before the partial iClaim is finished by the third party. In this circumstance, an incorrect closeout period ending date is displayed on the Comprehensive notice when the third party finishes the partial iClaim. By the time the iClaim is finished and transmitted by the third party, the SSI closeout period will have been erroneously shortened, and may have already expired.

If a "Yes" response is indicated, but no SSI application is located and no SSI appointment scheduled, attempt to contact the claimant to obtain the SSI application using the "SSI intent-to-file chart" in this section at [GN 00204.055E.3.c](#).

If an SSA-L991 notice is necessary (per the "SSI intent-to-file" chart), the ending date for the new closeout period should be 60 days from the date of the notice.

If the SSI application is received within the closeout period provided on the Conditional or Comprehensive notice, enter the Start date that the third party first established iClaim as the SSI protective filing date (if no earlier SSI protective filing date is available). If the SSI application is received after the closeout period on either of these notices has expired, but within the new closeout period provided on the SSA-L991, enter the date the third party transmitted the finished iClaim application as the SSI protective filing date).

NOTE: The iClaim transmission date is closest to the Benefit Information section where the third party first indicated the claimant’s intent to file for SSI.

Also, seven additional calendar days are added to the begin date of the closeout period to compensate for mailing time and notice preparation by an outside vendor. Thus, the closeout period ending date displayed online (to the third party) is earlier than the one sent to the claimant. The date on the claimant’s notice takes precedence.

c. SSI intent-to-file chart

If the response to the SSI intent to file question is “Yes,” attempt to contact the claimant to obtain the SSI application per the chart below:

If:	Then:
Claimant contact is unsuccessful after the third attempt (see SI 00601.037D.5.),	<ul style="list-style-type: none"> • Send the SSA-L991 closeout notice; • establish T16CO ISSUE on DW01; and • enter the date of the notice in the REC field. <p>EXCEPTION: Proper closeout was already provided if the iClaim application is received by SSA on the same day it was started or, when a third party is involved, only the Comprehensive notice was sent.</p>
Claimant contact successful,	<p>Either:</p> <ul style="list-style-type: none"> • take the SSI application; or • schedule an initial claim appointment at the claimant’s convenience. <p>NOTE: If scheduling an appointment, use of the 800 # system calendar is recommended due to enhanced downstream automation.</p>
Claimant misses appointment, cannot be re-contacted, or the appointment cannot be re-scheduled,	<p>If appointment was scheduled via the 800 # system calendar, generate an SSA-L991 closeout notice, which establishes the day after the date of the missed appointment as the REC entry on the DW01. Otherwise, manually send an SSA-L991 and establish a T16CO ISSUE on DW01.</p>

Whether the individual is filing for himself or herself, or a third party is filing on behalf of the claimant, MCS generates an adjudicative alert to remind adjudicators of the need for an SSI application when intent to file for SSI is indicated. See the chart above for appropriate action on these alerts.

F. iClaim protective filing date policy

1. Determine the earliest protective filing date

Adjudicators should review all SSA records to determine the earliest protective filing date to use as the application filing date (e.g., the Internet Database for partially completed applications; open leads in the 800 # Appointment System; the Internet Disability Reports, such as i3368; earlier open SSI applications; in-office records, etc.). For instructions on querying the Internet Database, see [MSOM INTERNETT2 001.001](#).

NOTE: There is no “good cause” provision for extending the protective filing closeout date. (For more information on good cause, see [GN 00204.012E.1](#).)

a. Internet Database

A partially completed iClaim application establishes a protective filing date for the NH and, if listed, the current spouse and any child(ren) as of the date the applicant **first** completes the Initial Information screens (e.g., Applicant Identification screens, Contact Information, Birth and Citizenship Information, etc.) and selects the “Next” button. The next page that appears in the path provides the Title II 6-month protective filing closeout language, the Title XVI 60-day protective filing closeout language and the application number.

There may be multiple partial records on the Internet Database. There can be up to two partials in addition to the one used to complete the application (see Restart Function in [GN 00204.055D.4](#) in this section). The start date from the earliest partial is used as a potential protective filing date as long as the signed application is received by SSA within six months after that date. Review all the records on the Internet Database to determine the correct application filing date.

A partially completed iClaim application established under an incorrect SSN may also be used as the protective filing date of a subsequently filed application if:

- the incorrect SSN is known;
- a new application is filed under the claimant's correct SSN; and
- the protective filing closeout period established by the partial on the incorrect SSN is not expired.

b. Time zones

Since there is no way for iClaim to determine the time zone in which a user is physically located when the Initial Information screens are transmitted, Eastern Time (ET) is used. If the user is in a different time zone and transmits the information after midnight ET (i.e., before midnight in his or her time zone), iClaim establishes the protective filing one day later than it should. Be alert to situations where this may have occurred on the last day of the month so the protective filing date can be revised.

c. 800 Number (800 #) appointment system

The appointment screens in the 800 # system may establish an earlier protective filing date than the earliest iClaim record if the claimant called SSA about filing an application

but decided instead to file online. See [GN 00204.055J.2](#), in this section about how the 800 # Utility identifies 800 # leads as potential protective filing dates for MOEL purposes, but note that they are **not** automatically passed to the MCS File Date Determination Screen (FDDS) screen.

For additional information about the 800 # appointment screens, see:

- [MSOM APPTS 001.004](#) - Field Office Menu for SSS (City); and
- [MSOM MCS 009.014](#) - File Date Determination Screen.

d. Internet Disability Reports (IDR)

If the claimant starts or completes an Internet SSA-3368 (i3368) before establishing the iClaim application, the i3368 establishes a protective filing and provides closeout language. If an i3368 is received without an iClaim application, review the i3368 database to determine the protective filing date. This date does not propagate to the DW01.

A partial IDR is established when a reentry number is issued, like an iClaim application is established when an application number is issued. An IDR remains partial until it is finally transmitted to SSA. Unlike the iClaim application, however, an IDR may be complete or incomplete upon final transmission to SSA.

The next screen that appears gives the claimant the protective filing closeout language. We must receive the claimant's signed application within this period to use the protective filing date as the iClaim application date. Also, if applicable, we must receive the claimant's signed SSI application within its 60-day closeout period to use the date of the iClaim application as the SSI filing date.

NOTE: The IDR reentry number and the iClaim application number are not interchangeable (i.e., applicants cannot use an IDR number to reenter an iClaim application, and vice-versa).

For more detailed information about IDRs, see [DI 11005.024](#).

2. iClaim propagated filing date

The protective filing date propagated to the Protective Filing (PROTFL) ISSUE on the MCS Development Worksheet (DW01) is based on the earliest partially completed iClaim application. When the protective filing date is based on a partial application, a **one-time** adjudicative alert generates to the General Message (GMES) screen when MCS is established. The alert is, "PROTFL BASED ON PARTIAL APP – VERIFY."

NOTE: GMES alerts cannot be viewed again after they have been generated. If an individual other than the adjudicator is establishing MCS, print these one-time alerts.

Verify that the protective filing date is valid by querying the Internet Menu (IMNU) for earlier start dates from a previous iClaim partial per [MSOM INTERNETT2 001.003](#). Also, verify that the partial application pertains to the claimant and falls within the protective filing closeout period.

REMINDER: Partial iClaim applications are systematically purged after the 6-month closeout period expires, since protective filing can no longer be afforded.

3. Examples

EXAMPLE 1

The claimant starts an iClaim application on November 13, 2008, but does not finish it. He uses his application number to update and complete the application on December 3. MCS propagates the information from the application started on November 13, but finished on December 3. The PROTFL ISSUE on the DW01 shows a date of November 13, 2008.

When the MCS application is established, the information from the completed application started on November 13, 2008, and finished on December 3 propagates to MCS.

EXAMPLE 2

The claimant starts an iClaim application on November 13, 2008, but does not finish it. He loses the application number and, therefore, has to start a new application on December 3. He completes the December 3 application.

The information from the December 3 completed application propagates to MCS.

The Start date of the partial application and the completed application are shown on IMNU and can be queried.

A one-time alert generates to GMES because a potential protective filing date is based on an earlier partial application.

G. Immediate claims-taking unit (ICTU) and field office (FO) responsibilities

1. Verifying application criteria and documenting proofs

To ensure that all requirements for a valid application are met, follow the procedures outlined in [GN 00204.001](#).

When applications are filed on the Internet and claimants send the proofs to the ICTU or to the FO, follow the procedures for the required FO and ICTU coordination in [GN 01070.781](#).

For the click-and-sign signature method for Internet filers and for the disposition of evidence and proofs, follow the procedures in [GN 00201.015G](#).

2. Component responsibilities

Based on residence address, terminal digits, and Immediate Claims-Taking Unit (ICTU) exclusions (e.g., disability allegation, no proof of age or citizenship, etc.), the iClaim system internally determines which FO or ICTU has responsibility for each application. RIB and AUXSPO applicants no longer have the ability to choose between the FO and the ICTU.

IMPORTANT: If the Integrated Client Database (ICD) locates a residence address from a prior claim that is different from the address input to the iClaim application, ICD replaces the address passed from iClaim to MCS with the old address. When this occurs,

re-input the residence address from the iClaim application to capture the updated address entered by the applicant, and to ensure claims processing responsibility between the FO and the ICTU.

Claimants, or their established third parties, are given the address of the claimant's servicing office and advised of the option to submit any proofs needed to an office other than the servicing office.

If one or all of the proof documents are not readily available, applicants are instructed to submit the proofs they do have and are informed that an SSA employee will contact the claimant later to help obtain the missing documents.

3. Adjudicator processing instructions

a. Claimant-signed applications

Upon receipt of the electronically-signed application, take the following actions (not necessarily in the order presented):

- Establish the appropriate claim(s) in MCS;
- Review any adjudicative alerts generated to the Alerts Display (IA01) screen;
- Ensure the REC field of the CLAIM and ATTEST ISSUES on the DW01 screen contains the date the application was received per [GN 00204.007B.4.](#);
- Initiate development for outstanding evidence and proofs;
- Explain to the claimant that his or her signature can be recorded electronically if changes or updates are made that require an amended application. Follow [GN 00201.015F.3.c.](#) and read the penalty of perjury language to the claimant. Document MCS, as instructed in [GN 00201.015F.4.](#);
- Adjudicate and effectuate the application per [GN 01010.001](#), paying particular attention to the **Adjudicative Responsibilities** shown in [GN 01010.007](#). None of these responsibilities are diminished because of the enhanced Internet claims-taking process (i.e., all discrepancies must be resolved);
- Annotate MCS (e.g., RPOC or RMKS), the Non-Disability Repository for Evidentiary Documents (NDRED), the Shared Process Evidence (EVID) screen (per [GN 00301.286](#)), etc., if required to document any proofs received; and
- Return proofs to the claimant.

b. Third party-initiated claims

The servicing FO has access to the third party-initiated iClaim application immediately after the third party selects the FINISH button. However, it does not appear on the Internet WMIT2 listing until the next day as an unsigned third party claim. Once the claim appears on the listing, establish MCS within 5 business days and make one attempt to contact the claimant by phone.

CAUTION: If it is discovered that a third party, not the claimant, used either of the top two radio buttons on the iClaim Welcome page to establish and sign the claim electronically, treat the application as a protective filing but **obtain a signed application**

from the claimant before processing. Only the last radio button option is considered a third party-initiated application. The others are applications filed by the claimant on his or her own behalf.

IMPORTANT: Third parties alleging to be proper applicants should not use either of the top two radio button options to electronically sign an iClaim application on behalf of a claimant. They must also use the third or last radio button. Only SSA can make proper applicant determinations after evaluating the related evidence (i.e., third parties cannot self-identify as proper applicants). No one but the claimant should use radio buttons designed for claimants filing for themselves (i.e., the first two options). If third parties do not select the third or last button, the “Preparer’s Contact Information” screen is not generated, so we would not know the third party’s name, address, relationship to the claimant, phone number, etc. In fact, it would not be obvious that a third party was involved.

- **If contact is successful:**

- Review the application **with the claimant**, confirm his or her intent to file, and read the attestation script (i.e., affirming under penalty of perjury that the information provided is correct, and agreeing to sign the application for benefits) per [GN 00201.015F.3.](#);
- Advise claimant that a notice with a copy of the application summary will be automatically mailed, but that it is not necessary to sign and return it to us because he or she just provided us with the appropriate information and signature;
- Enter the receipt date in the REC field of the iCLM3P ISSUE on DW01 per [GN 00204.007B.3.](#);
- Also enter the receipt date in the REC field of the CLAIM and ATTEST ISSUES on DW01 per [GN 00204.007B.5.](#); and
- Print and store the attestation cover letter (if evidence is requested), and mail the receipt and summary to the claimant for his or her review and retention.

NOTE: If the attempt is successful but the claimant insists on signing a paper application, advise the claimant to review, update (if necessary), sign, and submit the application summary already on its way, and provide the claimant with the closeout period ending date on the vendor notice stored in the Online Retrieval System (ORS). Document the conversation, including the closeout period ending date, on an RPOC screen and enter a tickle date (i.e., on the iCLM3P, CLAIM, and ATTEST ISSUES) for the end of the 6-month closeout period on the vendor notice.

- **If contact is not successful:**

- Send claimant the iClaim Third Party Follow-Up Letter in the “Initial Claims” folder of the Document Processing System (DPS), since closeout language was already provided on the notice sent by the vendor;
- Document DW01 with a tickle date (i.e., on the iCLM3P, CLAIM, and ATTEST ISSUES) for the end of the 6-month protective filing closeout period provided on the vendor notice stored in ORS; and

- Delete the MCS record if the signed application is not received within the closeout period.
- **If the claimant calls to allege non-receipt of the application summary as a result of the DPS notice:**
 - Review the application **with the claimant**, confirm his or her intent to file, and read the attestation script (i.e., affirming under penalty of perjury that the information provided is correct, and agreeing to sign the application for benefits) per [GN 00201.015F.3.](#);
 - Enter the receipt date in the REC field of the iCLM3P ISSUE on DW01 per [GN 00204.007B.3.](#);
 - Also enter the receipt date in the REC field of the CLAIM and ATTEST ISSUES on DW01 per [GN 00204.007B.5.](#); and
 - Print and store the attestation documents and mail them to the claimant for his or her review or retention along with a receipt.

NOTE: If the claimant insists on signing a paper application, document the conversation on an RPOC screen, print and store the MCS application summary, and mail it to the claimant via SSA-L566. Enter a tickle date (i.e., on the iCLM3P, CLAIM, and ATTEST ISSUES) for the later of the 6-month period indicated on the vendor notice stored in ORS, or 6 months after the date on the SSA-L566.

- **If a signed paper application (i.e., initiated by a third party) is received:**
 - Ensure that any manually annotated changes or additions made by the claimant are updated to MCS and stored in ORS **before any other data are input** to secure the integrity of the information provided by the claimant. Upon completion of all the claimant-related updates in MCS, immediately go the Print and Store (PRST) screen and use the STORE function to update ORS. Then return and continue adjudicative coding. Subsequent changes will be recorded and identified by the adjudicator's personal identification number (PIN) on the CHNG screen;
 - Enter the receipt date in the REC field of the iCLM3P ISSUE on DW01 per [GN 00204.007B.3.](#);
 - Also enter the receipt date in the REC field of the CLAIM and ATTEST ISSUES on DW01 per [GN 00201.015H.2.](#); and
 - Mail a receipt to the claimant.

NOTE: The claimant has the option to print the online Receipt page of the iClaim application. This page is the claimant's receipt. Therefore, it is not necessary to mail a receipt to a claimant filing on his or her own behalf.

REMINDER: Do **not** contact the claimant unless an alert or issue raised during the review of the iClaim application cannot be otherwise resolved, or a document of proof is still outstanding. If development is necessary, it must be with the claimant or appointed representative per [GN 03910.050](#), but not the established (or any other) third party.

4. Propagating Internet application data to MCS

To input the application information, follow procedures in [MSOM MCS 001.003](#) for accessing MCS. Establishing MCS triggers propagation of the iClaim data held in the Internet Database to MCS. (For additional information on MCS propagation, see [MSOM INTERNETT2 001.001.](#))

a. RIB and DIB applications

When you enter the claimant's SSN in the NH SSN field on the MCS Systems Menu (MENU) and select (1) Establish and (3) New Claim, information from the Internet Database propagates to the appropriate MCS screens. If a spouse's claim is also established for this claimant after the RIB or DIB claim based on the same iClaim application (i.e., claimant provides a cross-reference SSN indicating possible dual-entitlement), the appropriate information propagates from the MCS RIB or DIB claim, not the Internet Database.

b. Auxiliary spouse (AUXSPO) application

When the claimant is only entitled to benefits as an AUXSPO, enter the SSN of the NH under which the claimant will be filing in the CL SSN field on MENU and select (1) Establish and (3) New Claim. No input is needed on the NH SSN field. Information from the Internet Database propagates to the appropriate MCS screens. However, if a RIB or DIB claim is established for this claimant after the AUXSPO claim has been established (based on the same iClaim application), information also propagates from the Internet Database, not the MCS Spouse's claim.

5. Resolving data discrepancies between client and the Internet

If the claimant's response on the Internet screens conflicts with data already in SSA's Integrated Client Database (ICD), an alert generates to the MCS Application (APPL) screen. Contact the claimant **only** if the discrepancy cannot be resolved otherwise. The following table indicates which database is used for the data propagation of various MCS fields.

IMPORTANT: All data discrepancies must be resolved (e.g., name change development requirements did not change because prior marriage documentation policy changed).

NOTE: Data propagated from ICD often appears in blue in MCS.

Data Element	Propagated from CLIENT	iClaim
APPL		
Name	X	
Sex	X	

Data Element	Propagated from CLIENT	iClaim
Birthdate	X	
Proof of Age		X
IDEN		
Birthplace	X	
Other names used	X	
Ever married	X	
Work or earnings		X
Filing for SSI		X
ADDB		
Military service		X
Railroad work		X
Railroad pension		X
CLAD		
Residence address	X	
CLCZ		
Start date	X	
Type	X	
CADR		
Mailing address		X

Data Element	Propagated from CLIENT	iClaim
Telephone number		X
ADDR		
Mailing address		X
Telephone number		X
DISB		
Number of child care years		X
NOT1		
Direct deposit data		X

6. Obtain additional information

To adjudicate the application, you may need additional information to complete the MCS screens (e.g., the Windfall Elimination Provision exclusion (WEPX) or Client Lawful Presence Payment Provision (CLLP) screens). If so, contact the claimant or appointed representative (per [GN 03910.050](#)), but not the established (or any other) third party, to obtain the additional information.

Appropriate one-time alerts generate to MCS as reminders for many of these development situations. If the claimant is eligible for AUXSPO benefits, determine and obtain the type of proofs necessary to fulfill the marriage certification requirement (see Marriage Certification in [RS 00202.065](#)).

EXCEPTION: For instructions on passive question mark (?) entries propagated to MCS from the iClaim application, see [GN 00204.0550](#) in this section. **No action is usually necessary when this occurs.** However, see the **EXCEPTION** for “**Public (Y/N)**” and “**Religious (Y/N)**” on the MCS IDEN screen when “**A**” (alleged) is propagated from iClaim for “**Record of Birth Before Age 5.**”

7. Additional review responsibilities

The ICTU or FO adjudicator's review of iClaim application data should **not** entail claimant contact unless the discrepancy or issue cannot be resolved any other way. However, all discrepancies must be resolved per [GN 01010.007](#). This review should include (but is not limited to) the following:

- Possible open applications for dual-entitlement;

- Earlier protective filing dates;
- Protective writings for auxiliary entitlement;
- Names of potential auxiliaries;
- Allegation of disability;
- Allegation of childcare dropout years;
- Allegation of pre-1968 military service;
- Lag earnings (i.e., wages and net self-employment income) **only** if needed for insured status, application of the annual earnings test (AET), or any other situation listed in [RS 01401.005B.1.](#);
- Resolution of earnings record discrepancies;
- Month of election (MOEL) date and option code;
- Totalization benefits;
- Non-citizen status of the number holder;
- Possible Supplemental Security Income (SSI) eligibility;
- Possible Medicare or Medicaid eligibility;
- Possible prisoner status (see [GN 02607.500](#));
- Workers' Compensation/ Public Disability Benefits; and
- Windfall Elimination Provision/ Government Pension Offset.

H. Obtaining additional applications policy

The iClaim application serves as an application on the claimant's own RIB or DIB SSN, and for AUXSPO benefits on the spouse's SSN, as long as the claimant is eligible for each benefit during the life of the application. If the iClaim data shows a current spouse or child(ren) on the claimant's application, or indicates that the claimant is entitled on another record (other than as a spouse), obtain the additional applications. Be alert to situations where the deemed filing provision in [GN 00204.020F](#) applies.

NOTE: If the claimant becomes eligible for spouse's benefits after effectuation of the iClaim application, a new signed application is needed.

I. Reviewing earnings history policy

1. Verify earnings on the Social Security Statement

The iClaim application asks claimants if they agree with their earnings history as shown on their most recent Social Security Statement.

NOTE: In all cases, you **must** address alerts identified on the Earnings Alert Query (EARQ) for years after 1977 (see [MSOM QUERIES 003.023](#)).

2. Claimant does not agree with earnings on the statement or does not have a statement

If a claimant indicates either that he or she does not agree with the earnings shown on the Statement or does not have a Statement, contact the claimant to review the earnings history per [RS 01404.100B.1.](#) and [RS 01404.110.](#)

3. Claimant agrees with earnings on statement

If a claimant indicates that he or she agrees with the earnings history, **do not** contact the claimant to discuss the earnings history unless one of the conditions in [RS 01404.110B.1.](#) applies.

J. Internet Month of Election (MOEL) process

The iClaim application displays MOEL options based on the claimant's age in the month of filing, alleged earnings amounts, and non-service (non-work) months. In most cases, the 800 # Utility pre-fills a default month with the option to elect a different date, and displays a range (if applicable) from the earliest possible month to the latest possible month. The earliest month for these options may include a protective filing date from an iClaim partial record or a lead from the 800 # system.

1. MOEL process

If the user accepts the default, iClaim propagates this month and the related Option code to the DEME screen when MCS is established. If a month other than the default is selected, the reason for selecting this alternative month is also required. The reason propagates to the Remarks (RMKS) screen when the claim is established in MCS. When there are multiple alternatives, a subsequent drop-down menu displays each month between the earliest and latest possible months

IMPORTANT: A one-time “**Internet Claim - Check MOE Code**” alert generates to the MCS General Message (GMES) screen for some, but not all suspect MOEL dates and Option codes. **Verify all MOEL date entries and ensure the related Option codes are accurate.** Contact with the claimant may be necessary for MOEL clarification purposes.

2. 800# process

The 800# Utility queries the 800# appointment system to identify certain leads that may provide earlier protective filings. Low-Income Subsidy (Title XVIII) leads, and any lead with appeals involvement (e.g., a lead that has a Claim Type of RIB and RECON) are excluded. The following selection criteria are used:

- **Closed leads** (closeout letter sent) that are less than 6 months old (Title II closeout period) or 60 days old (Title XVI closeout period); and
- **Open leads** that are 210 days old or less **and** no RSDI (Title II) or SSI (Title XVI) application has been taken.

NOTE: The 210-day screen-out number was selected so that users are not presented with an excessive number of MOEL choices in the iClaim application.

The Utility then compares the oldest lead (if any) to the earliest iClaim partial. If the date of the 800# lead is earlier than the iClaim partial, or if no prior iClaim partial exists, the 800# date is provided as the earliest MOEL option. However, not all 800# leads are selected (e.g., open leads over 210 days old may still be valid), so you must still review all sources of protective filings to determine the earliest MOEL.

IMPORTANT: An earlier MOEL protective filing date derived from an 800# lead is **not** automatically passed to the MCS File Date Determination Screen (FDDS) screen. It is only used for MOEL purposes (i.e., you must still enter “Yes” to the question, “Is this the lead you want?” on the LPF1 screen).

3. Determining the earliest date

To afford the earliest MOEL (and application filing date), consider all sources of potential protective filing dates (e.g., earlier iClaim partials on the Internet Database; other open 800# leads; open SSI applications, redeterminations, and reopenings; internal office records; etc.) per [GN 00204.007A.1](#). When applicable, also consider the MOEL-related explanation for choosing a month other than the default month, which is generated to the MCS RMKS screen, to ensure the claimant made an informed MOEL decision.

4. MOEL option code not generated

The 800# Utility may not automatically pass a MOEL Option code to the MCS DEME screen if the claimant is:

- between full retirement age (FRA) minus 5 months and FRA minus 12 months, will **not** accept reduced benefits, and all months up to FRA are non-service months (MCS cannot process a claim with a MOEL more than 4 months in the future); or
- FRA or older in the month the iClaim application is completed, has a protective filing date earlier than FRA, and selects an MOEL earlier than FRA (the MOEL Option code could be A, B, or C, depending on other factors).

In these situations, **contact the claimant** to determine the correct MOEL Option code.

5. Claimant contact

The 800# Utility may not present the claimant with all possible MOEL choices, and may assign an inaccurate MOEL Option code. A new, one-time “**Internet Claim - Check MOE code**” alert generates to the MCS GMES screen at the end of the claims path for some, but not all, known MOEL dates and Option codes that may be discrepant. **Review all MOEL dates and Option codes** and each claimant’s particular circumstances to ensure accuracy per [GN 00204.040](#). **Be particularly cautious when a protective filing date is in a prior year.** If contact is necessary for clarification purposes (e.g., earlier MOEL date is possible, blank Option code is passed, etc.), provide all pertinent information and be prepared to discuss all issues that may affect the MOEL decision per [GN 00204.039](#) – [GN 00204.040](#). However, do not attempt to influence the claimant’s

MOEL decision (e.g., do not provide breakeven calculations unless specifically requested).

6. RIB/DIB considerations

MOEL screens are not generated for claimants who are filing for DIB only, or those between age 62 and full retirement age (FRA) who do not elect to receive reduced RIB while their DIB claim is being processed.

REMINDER: If the claimant is between age 62 and FRA and filing for DIB but does **not** elect the reduced RIB option, ensure that higher benefits (including total family benefits) are not payable on the RIB claim (e.g., auxiliaries are eligible and the DIB or Combined Family Maximum applies, the DIB benefit amount is offset due to the receipt of workers' compensation/public disability benefits, etc.). If such a condition exists, a contact may be necessary to explain the full effect of the reduced RIB option. If the claimant then elects reduced RIB, document the reason per [RS 00615.110B.2](#).

7. MOEL-related application amendments

If an MOEL-related change is entered on the Work Deduction/Election Option (DEME) screen after the original MCS application is stored in the Online Retrieval System (ORS), MCS automatically generates an amended application. Application Amendment (APPAMD) **and** Attest (ATTEST) ISSUES are also generated to the DW01 screen. As long as the actual MOEL date is not changing (e.g., Option code change only), the amendment does not need to be signed. Destroy the amendment and close both ISSUES with six Xs in the Receipt (REC) field.

NOTE: If the above change is made before the application is stored in ORS, it shows up on the MCS CHNG screen and does not produce the amended application or the DW01 ISSUES).

K. Marriage data collection and documentation

Marriages that may result in entitlement are collected in the iClaim application.

1. Collection of marital relationship information

The iClaim application collects the claimant's **current** marriage and only **prior** marriages that:

- lasted 10 years or more (if multiple consecutive marriages to the same individual apply, see [RS 00202.005A.](#)); or
- ended due to the spouse's death (i.e., no duration requirement).

NOTE: The iClaim More Info help link for prior marriages provides detailed information about which marriages to list, and includes multiple consecutive marriage criteria. Do **not** contact the claimant unless his or her responses are incomplete or inconsistent.

REMINDER: Continue to follow leads and protective filing closeout policies for current and former spouses listed on the application whose marriages are required to be documented as described in [GN 00205.070C](#).

See Also:

- [GN 00202.020](#) – Processing Leads
- [GN 00204.010](#) – Protective Filing
- [GN 00204.012](#) – How to Dispose of a Protective Writing

2. MCS operational instructions

For detailed instructions on the MCS marriage documentation requirements, and the updated definition of the “Ever Married” question in MCS (e.g., IDEN screen), see [GN 00205.070](#).

Also, for information on what iClaim marriage-related data is propagated to MCS, see the chart in [GN 00204.055O](#) in this section.

3. Questionable spouse or divorced spouse relationship

If the relationship is questionable, follow [RS 00202.070](#) and [GN 00305.001](#) - [GN 00305.005](#).

NOTE: The policy in [RS 00202.065](#) regarding marriage certification has not changed.

L. Obtaining disability information

Claimants who allege a disability or blindness and could potentially receive a disability benefit (i.e., are less than 12 months past FRA) are advised on the iClaim application that they need to complete a Form SSA-3368-BK (Disability Report-Adult) and SSA-827s (Authorization to Disclose Information to the Social Security Administration) for medical sources listed on the SSA-3368-BK. They are given the option to complete the Internet version of the SSA-3368-BK (i3368 or i3368PRO) and SSA-827s, or call the 800#.

When the claimant selects the “Continue” button on the last iClaim What’s Next page, he or she is taken directly to the i3368 (i3368PRO if a third party is involved). However, there is no guarantee that the i3368 or SSA-827 will be completed.

If an application is received without an SSA-3368-BK (i3368/ i3368PRO) or SSA-827, contact the claimant to obtain the missing forms. If the forms cannot be obtained, see [SM 00380.100](#) for the proper Insufficient Evidence denial action (i.e., 000M5).

NOTE: If you receive an SSA-3368 without the iClaim application, the date you receive the SSA-3368 may serve as a protective writing. To see what may serve as protective writings, see [GN 00204.010D](#).

For more detailed information about the i3368 and other Internet Disability Reports (IDR), see [DI 11005.024](#).

M. Childcare Dropout Years (CDY)

The iClaim application determines if a claimant alleging a disability has any years with no posted earnings that could have been used to compute the PIA. If no blank years on the Master Earnings File (MEF) were used in the PIA computation, no action is necessary. Thus, iClaim suppresses the childcare dropout year questions (for MCS DISB screen update, see the chart in [GN 00204.055O](#) in this section). However, if one or two blank years were used in the PIA computation (i.e., potential childcare dropout years), the claimant is asked if he or she was caring for a child under age 3 during those years.

1. NO CDY alleged

If the individual answers “No,” no further development is necessary.

2. CDY alleged

If the individual indicates that the CDY provision may apply, develop according to [RS 00605.235B.2](#).

N. Policy for restricting the scope of the iClaim application

1. Restricting the scope to spouse-only when eligible for RIB and AUXSPO benefits

Certain claimants may restrict the scope of their iClaim application to only AUXSPO benefits and thereby earn DRCs on their retirement application. When completing their Internet application, these claimants must:

- Be eligible for simultaneous RIB and spouse's benefits;
- Select an MOEL of full retirement age (FRA) or later; and
- Choose “Yes” to delay receipt of their retirement benefit.

If a claimant has met these criteria, the adjudicator should follow normal processing instructions to delay the claimant's retirement benefits per [GN 02409.110A.7](#).

NOTE: If the claimant, who is eligible for RIB and spouse's benefits, elects an MOEL before FRA, the deemed filing provision in [GN 00204.020F](#) applies and the claimant must file for both benefits (i.e., the claimant would not have the option to restrict the scope of the application).

2. Restricting the scope to DIB-only when eligible for RIB and DIB

A claimant alleging a disability who is between 61 years and 8 months old and FRA is given the option of receiving reduced RIB while the DIB is being processed. If the claimant did not elect to receive reduced benefits, see the **REMINDER** in [GN 00204.055J.6](#) in this section to determine if a claimant contact is necessary.

O. Process for resolving data discrepancies between iClaim and the Modernized Claims System (MCS)

Most questions not asked in iClaim require no additional action. Modifications were made to certain MCS screens that bypass adjudicative exceptions or edits. An internal mechanism was created that automatically converts and propagates iClaim application responses (or the lack thereof) to MCS fields in an acceptable format. In these situations, MCS may allow a zero (0) or blank entry where it didn't previously, or propagate a passive question mark (?) entry.

REMINDER: These entries are only passed to MCS when the claim was started as an iClaim application.

Passive ? entries do **not** produce adjudicative edits, generate any subsequent MCS screens, or require typical development (e.g., claimant contact, data overlay, etc.). Also, the language for application statements and notices has been adjusted or deleted where necessary.

No further action is usually necessary when this occurs. However, see the **EXCEPTION** for “Public (Y/N)” and “Religious (Y/N)” on the MCS IDEN screen when “A” (alleged) is propagated from iClaim for “Record of Birth Before Age 5.”

The following chart displays the MCS questions, automated responses, and DW03 Remarks and actions (if any) generated when MCS requires an input, but the related question is not asked in the iClaim application. The iClaim POA/POC/ICERS Utility determines the responses passed to MCS, and MCS generates the related DW03 Remarks:

MCS Questions and Screens	MCS Response	DW03 Remark and Action (if any)
Select Filed or Intend to File for SSI: (IDEN)	2 (Not Disabled, Blind, or Within 2 Months of Age 65 or Older.)	iClaim SSI filing criteria not met. (No action necessary.)
Active U.S. Military/ Reserve/ Natl Guard Service After Sept 7 1939 (Y/N): (ADDB)	Passive ?	iClaim MS not needed or answered 'N.' (No action necessary.)
Worked in RR for 5 Years or More (Y/N): (ADDB)	Passive ?	iClaim RR requirements not met. (No action necessary.)
Civilian Employee of Federal Govt in Jan 1983 (Y/N): and, if currently	Passive ?	iClaim Federal EE 01/83 not material

MCS Questions and Screens	MCS Response	DW03 Remark and Action (if any)
married, Spouse (Y/N): (ADDB)		(No action necessary.)
Work or Earning in 20xx 20xx 20xx (Y/N): (IDEN) (No earnings alleged in any year.)	Passive ?	iClaim lag earnings not material to insured status or earnings test. (No action necessary.) NOTE: iClaim asks if there were earnings in the: <ol style="list-style-type: none"> 1. current year - always; 2. prior year - only if claimant not insured or entitlement exists in that year; and 3. future year - only if filing in last 4 months of the year.
Employed in 20xx 20xx 20xx (Y/N): (WORK) (iClaim did not ask the prior year earnings question and claimant alleges SEI, but not Work, in the current or future year.)	Passive ?	iClaim lag earnings not material to insured status or earnings test. (No action necessary.)
Self-employed in 20xx 20xx 20xx (Y/N): (WORK) (iClaim did not ask the prior year earnings question and claimant alleges Work, but not SEI, in the current or future year.)	Passive ?	iClaim lag earnings not material to insured status or earnings test. (No action necessary.)
Amount: (for prior year) (DEME) (Related question not asked in iClaim if claimant	00 (Zeros)	(No remark and no action necessary.)

MCS Questions and Screens	MCS Response	DW03 Remark and Action (if any)
is insured but there is no entitlement in prior year.)		
Number of Child Care Yrs: (DISB)	0 (Zero)	iClaim DIB Dropout Yrs 3 or More - Child Care Yrs not material. (No action necessary.)
Agency/ Organization: and Address: (WEPX) Does WEP Exclusion Apply (Y/N): (WEPX) If Yes, List Exclusion (Select One): (WEPX)	30 YOCS Y 1 (30 years of coverage)	30 YOCS - WEP Exclusion. (No action necessary if all three entries are present.)
Public (Y/N): (IDEN)	Passive ?	(No remark and no action necessary.) EXCEPTION: If 'Proof (A/B/C/F/Q):' on APPL = A , the ? generated to this field is NOT passive and must be resolved prior to adjudication.
Religious (Y/N): (IDEN)	Passive ?	(No remark and no action necessary.) EXCEPTION: If 'Proof (A/B/C/F/Q):' on APPL = A , the ? generated to this field is NOT passive and must be resolved prior to adjudication.
Do You Want To Check Your Claims Status Using the Internet/ Phone? (Y/N) (CCMD)	Y	(No remark and no action necessary.)
Ever Married (Y/N): (IDEN)	N (if not currently)	(No remark.) However, for documenting

MCS Questions and Screens	MCS Response	DW03 Remark and Action (if any)
(Related question not asked in iClaim - replaced with 'Currently Married' and 'Previously Married' questions.)	married and : 1. never previously married; or 2. all prior marriages were less than 10 years duration and did not end in spouse's death.)	marriages requiring proof of termination, see GN 00205.070C . NOTE: If ICD changes "N" to "Y" (displayed in blue), change the response back to "N" if no material marriages exist.
Vow of Poverty (Y/N): (ADDB)	Blank	(No remark and no action necessary.)
Compute Benefits and Complete Claim Without LAG Earnings (Y/N): (EARN)	Blank	(No remark and no action necessary.)
Select U.S. Proof if Citizenship Country is U.S.: (CLCZ) (The POA/POC/ICERS Utility determines the appropriate response.)	1 (Enumeration); 2 (Title 2/18/16); or 4 (Development Pending).	(No remark and no action necessary). EXCEPTION: If 4. is generated, proof of U.S. citizenship development is necessary, since the Utility could not locate it on the MBR or SSR, and the NUMI tolerance did not apply.
Direct Express (Y/N): (CADR)	Passive ?	Direct Express not asked in iClaim. (No action necessary.) If direct deposit is not elected, do not contact the applicant about the Direct Express debit card unless contact is necessary for other development (i.e., the debit card should not be the sole contact reason).

P. References

- [GN 00204.004](#) - Considering Possible Entitlement to Retirement Insurance Benefits (RIB) when a Spouse's Application is Filed
- [GN 00204.007](#) – Application Filing Date
- [GN 00204.010](#) - Protective Filing
- [GN 00204.012](#) - How to Dispose of a Protective Writing
- [GN 00204.013](#) - Third Party Non-Proper Applicant and Protective Filing
- [GN 00204.020](#) - Scope of the Application
- [GN 00204.039](#) - Explaining Month of Election Options
- [GN 00204.040](#) - Month of Entitlement/ Month of Election Options
- [GN 00205.050](#) - RSDI Applications – Military Service
- [GN 00205.070](#) - RSDI Applications – Marital Relationship Questions
- [GN 02607.500](#) - Recognizing that a PUPS Record Exists for a Claimant from the MBR
- [GN 02613.050](#) - Initial Claims – Determining Fugitive Status
- [GN 02613.815](#) - Title II Claims Processing Under the Fowlkes AR
- [RS 00615.110](#) - Reduced RIB as Affected by DIB
- [RS 00615.690](#) - Delayed Retirement Credits - General
- [RS 00615.696](#) - Dual Entitlement Primary Rate with DRC Exceeds Auxiliary or Survivor Benefit
- [SI 00601.027](#) - Title II Application as an SSI Oral Inquiry

Section History

Go To [Transmittal](#) or [Action Item Explanation](#)

Prior Versions of Section
