

## Open Ended Responses

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26. If you have any comments or concerns about Internet claims or recent policy changes that you would like AFGE to present to Congress, please complete the following-

#	Response
1	Currently the internet unit is separate from the rest of the office. The CR's handling these claims are not getting the meet and deal experience and other duties as required by their job descripton.
2	Do away with any policy that places system information on websites or internet since we cannot protect it. Keep SSA system in the agency. Stop eliminating verification of documents because this leads to more errors and fraud. Security of our information shld be our ultimate goal in the federal government.
3	Please iterate to them, that even in offices that have staff, the push for more and more claims has left these internet claims to fall by the way side, most crs will call once, if no answer send a close out if no recontact, will deny the application failure to comply and go on to the next set up. in our office, we are given no extra time to complete these applications, (we are given a day to work on our desk and it is expected that we are to complete this on these days) but with the mounting workloads being presented to ssa, we dont have time to babysit anyone. if the claimant is infront of us, or is on the phone with us, we have them then and can push forward what we need to. Also please tell congress, that most management is ok, with defrauding them, by pushing abaps when they are not needed and informing them that they "have" to take these apps. the policies on these are as clear as mud and indeed have no want or need to clear it up with employees as a whole.
4	Claimants should have the option to file online, over the phone or in office. Some people prefer face-face interaction; others absolutely loathe it. We should not FORCE people to come into the office when they are perfectly capable of doing it for themselves online. That being said, many online disability applications are incomplete, inaccurate, or just not submitted, making the claimant's time spent filing online a waste. Retirement claims filed online seem to have a better rate of accuracy, as older Americans who choose to use the Internet to file tend to be more educated and better informed.
5	I have had to reopen iclaims improperly denied for "failure to cooperate" because CRs were unable to make needed recontacts and, under pressure to clear high volumes of claims, failed to follow proper close-out procedures. I have also had to waive O/Ps because applicants who filed w/o CR assistance or through a 3rd party had not been provided an explanation of their reporting responsibilities. Many walk-in applicants express extreme frustration with their efforts to file online, including those who are tech-savy, and ask me why they are steered to the Internet to file a complex application w/o assistance.
6	Numerous claimants in the Glassboro Ofc have been technically denied for failure to submit medical documentation. Close out letters to request docs were never sent to claimants and claims were denied without notifying claimants that they were technically denied. If they are unaware they have been denied, they cannot file appeals timely. Claimants only find out if they contact Soc Sec for status of their claim which they think is pending. Over 20 claims were denied 10/09 prior to a new CR taking over the IDIB unit. This was done so no one would know that these claims sat on a list for over 3 months and had not been worked. This has been brought to Managements' attention. Although they advised they would follow up with letters, claimants are still coming in to inquire about the status of their claims and finding out they were technically denied and their claims were never sent up for a medical decision. Claims are also being denied for lack of insured status when claimants would be insured if proper development of lag earnings and onset dates were done. T16 CRs have no training in this area and are denying claims and sending up claims with incorrect onset dates. If the things going on in Glassboro ever got out it would be a PR nightmare.
7	two employees retired and one CR was hired so we are still down one body
8	I disagree with internet claims. I feel it's a disadvantage to the claimant especially not knowing all our policies

	and procedures of factors of entitlement. I think most of the claimants are unaware of the different scenarios one can have to get a better entitlement date and income benefits.
9	The ICTU should take most of these claims as their responsibility especially the retirement claims. A concurrent claim is needed for disability.
10	I feel many times people are not getting the proper date of entitlement.
11	The problem that our office is having with the internet filer, is finding them home. Sometimes we have to call and send letters up to 4 times before a contact is made and many times we have to deny the claim for failure to cooperate because the necessary forms are not sent back and they do not respond to our requests.
12	Internet claims are a high workload and we are required to process timely without any extra time allotted. It just adds pressure to workday when you have 4-5 initial claims scheduled and then have your internet claims that have to be processed.
13	The claims will be imported with question marks rather than yes or no answers. If the claims representative that is assigned the case doesn't review it properly, the beneficiary could lose money. Most common question missed is whether the beneficiary has military service. The claim brings in the claim as "?" rather than yes or no. Also there is no established list for WMI pending for a person who files for retirement and auxiliary spouse benefits. The auxiliary spouse application is left as being not received or filed until the claims representative reviews the retirement claim to identify potential other benefits. The spousal claim is left hanging out in the middle of nowhere unless the CR pulls in the application. Also, there is no pending system to show how many people have tried to apply by internet but either didn't finish or submit the last page of the claim. They will come in and say they have filed by internet, but there will be no application on the system. This is one of the many complaints by the public.
14	NEED ADJUDICATION TIME - REVIEW OF THE CLAIM FILED INTERNET IS ESSENTIAL - CONFLICT EXISTS IN POMS RULES VS INTERNET FILING RULES - PUBLIC DOES NOT HAVE THE
15	I am a new employee and for the past few months I have processed all of the claims for my office. I believe it would be VERY helpful to require the Disability Report Form (3368) to be completed before the dib application can be submitted. This is what takes the most follow-up and makes the application process very lengthy.
16	I have only encountered about 10% of ssa claimants that truly like filing on the internet. The rest prefer to come in to the office and talk with a claims rep and get questions answered by someone qualified to help them. Most claimants do not feel that they are receiving any help whatsoever when they use the internet to file a retirement application.
17	Can we honestly say that all internet claims were submitted by the proper applicant?
18	It has been brought to my attention that the applications that are less likely to require follow ups are given to the TSC. The FO, however, has to develop the more complicated applications while processing the regular workload.
19	I disagree wholeheartedly with the policy not to discuss MOE. I disagree with the way the agency handles the discussion regarding internet claims. Many claimants filing on the internet do not even understand that they will always receive their check a month behind the month they select. Many claimants now do not understand fully their options for filing and are still confused as to what would benefit or disadvantage them when selecting their MOE.
20	We are expected to clear claims in a small amount of time and also do other work loads. We are short staffed but are told we are over staffed. It is becoming a very stressful job and the future does not look to improve
21	The month of entitlement is a big one. NH's are consistently coding the DEME wrong and picking a month that is NOT most advantageous for them.
22	Need to have allotted time to work internet claims

23	the potential for fraud is incredible.
24	Information submitted by attorneys is incomplete and inaccurate. They don't want you to contact the clmt so you have to load an inaccurate claim. If allowed, then you have to try and fix it adding processing time for the rep to contact the clmt and get back to the office.
25	We ALWAYS have to recontact DIB claimants and many times, RIB claimants. On several occasions, I have had to change important information such as MOE and earnings info. There definitely is no savings of time but actually it takes longer than it would if we did it ourselves from the start. I hear comments like "that question wasn't asked", "I wasn't sure how to answer that question". The agency is so gungho on good public service but I can't see where it's good public service to allow these internet claims to go thru with no advice on best MOE, how earnings affect benefits, and the possibility of other benefits that might be payable. If we don't advise them, who will?
26	n/a
27	The new phone system is poorly designed if our goal is to adequately serve the public.
28	Internet claims take more time.
29	more staffing to reduce stress
30	NONE
31	The internet helps chip away at the immense volume of claims, however, the agency has not been properly funded to insure that technology and staffing can comply with policy. Our technology is simply outdated for the complexity, thus all claims are error prone.
32	iRIB claims work fairly well, but iDIB's are more trouble than they are worth. Internet Disability is a nightmare for the Claims Rep and take twice as long to complete and get the 827. It is faster to just make an appointment and take the claim.
33	WE SHOULD NOT BE IN THE BUSINESS ON BEING A COLLECTIONS AGENCY FOR APPLICANT'S ATTORNEY.
34	none
35	The internet claims process continues to be flawed. The reality is field office's are understaffed and basically we've added additional unscheduled applications on top of what we already have to do. In addition I always have to contact claimants especially those filing for Dib that don't complete the I-3368. Since Iclaims especially Dibs have been rolled out I have been complaining to management why is there not a feature that makes claimants go directly to the I-3368 before they can submit the application. I've been told they're working on it. The problem with IRib is incorrect information as a result of claimants not knowing SSA rules or laws and these claims always require a follow-up and in many cases a claim should not have filed because doing so at the time would disadvantage them.
36	When an internet application is incomplete, we should be able to schedule the interview completion in a teleclaim slot. We should not encourage anyone without a phone or printer to file on the internet
37	Most if not all internet claims needs the CR to recontact in order to gather the correct information necessary to adjudicate the claim.
38	DON'T PUSH THE CLAIMANTS AS MUCH FOR DIB CLAIMS SINCE ALOT DONT HAVE PC'S AND HAVE TO GO TO A PUBLIC PLACE TO DO
39	I feel the internet could be a good tool for filing claims but the public is not educated enough to complete applications and they are somewhat complicated to complete.
40	none at this time

41	I feel that the i3368 is a major time-saver for SSA and can be helpful to the public as well.
42	My parents are of retirement age. They do not own a computer. A lot of people in that age bracket are weary of computer usage and their information being exposed. I hate to coerce anyone into filing online if it makes them feel uncomfortable. Plus, a lot of them can't fill it out right so it takes more work to undo everything and start over.
43	If the agency is going to allow internet disability applications, they MUST make the application with 3368 flow seamless and not allow submission of the application w/out the 3368 or vice versa. Also we've had internet disability claims filed by people incarcerated who are actually already determined disabled and in LAF S7.If you answer the questions on the internet wrong, it will still allow you to file. Worker's Comp is not addressed in the internet claim. There are so many issues with internet claims that it takes the SSA technician twice as much man hours to straighten out the claim, recontact the person as compared to just setting up appointment or coming into office to file. No time is allocated by the agency for technicians to process and work internet claims.Infact, I do not think it is even a category of work credit yet it accounts for 1/3 of claims in Region 4.
44	The average claimant does not know what to expect when filing, does not know what to fill out, and what to answer, and the iClaims process only requires them to complete a basic application. I contact my internet claimants 99.9% of the time because of some error on the application, or I have to actually do the 3368 over the phone, or explain the AET, or something that else that would have all been avoided with either a better iClaims system or not having it at all. Only 1% of all iClaims require no follow up.
45	We sometimes spend as much time on them as a regular scheduled appointment, but we have to work them in between our daily appointments, when there is very little time to do so. We may get as many as 5 internet claims or more daily.
46	Internet claims are probably fine in areas with a decent literacy rate. We are not in such an area, so we have a lot of in-ofc traffic as well as the internet claims.
47	I am retiring 2/27/2010.
48	Tremendous service issue. Agency boasts that people want the inet claims, but the people are uninformed about quality issues.
49	Any shortchangeing a claimant due to artificial time constraints or taking shortcuts that can affect program integrity are a disservice to the public and taxpayers.
50	The majority of our internet claims are for wounded warriors since we are near an Army base. This has greatly improved our efficiency. For the most part, if an individual is not comfortable or sure what there options are, they request an in office appointment to discuss with a representative.
51	INTERNET CLAIMS ARE A GOOD WAY TO OFFER ANOTHER SERVICE OPTION FOR OUR CLIENTS. IF THE CLIENT UNDERSTANDS SSA POLICY AND REGULATIONS, THEN FILING ONLINE MIGHT BE THE BEST SERVICE OPTION. HOWEVER, MANY TIMES ADDITIONAL CONTACT IS NEEDED FOR AUX OR OTHER ENTITLEMENT ON ANOTHER RECORD OR FOR CLARIFICATION. RECONTACT IS NEED FOR DISABILITY CLAIMS ESPECIALLY FOR ONSET ISSUES SUCH AS POSSIBLE CDB, WHEN WORK IS INVOLVED AND TO COMPLETE MEDICAL INFORMATION. I THINK THE INTERNET IS A GREAT SOURCE FOR INFORMATION ON FILING, SSA POLICY, CALCULATORS AND VARIOUS OTHER FAQ STUFF. I DO NOT FEEL THAT AN INTERNET FILING IS AS GOOD AS WHAT A CR DOES. IF THE ACCURACY OF ICLAIMS IS BETTER AS TOLD TO CONGRESS, THEN IT APPEARS THERE MAY BE TRAINING OR TIME ALLOTMENT ISSUES WITHIN THE AGENCY.
52	I don't think a representative should be allowed to complete a claim. The finished product is incomplete and very often not entirely factual.
53	Nothing takes the place of an in-office interview, especially with disability applicants. You can not capture an objective observations on the phone. Internet claims are typically filled out by a relative of the claimant, so you can not truly understand what type of emotional/educational/comprehension problems the applicant may have. I

	believe it is disadvantageous for the claimant to do an internet disability claim and they are more likely to be denied benefits that they may be entitled to because we know more about what is needed so we can make sure the initial claim is as precise as possible and they don't. They just want to get the claim filed and miss giving us vital information that they don't know is important.....!!!
54	WE ALWAYS HAVE TO RECONTACT THE CLAIMANT FOR INTERNET CLAIMS CAN'T JUST CLEAR
55	Most internet retirement claims and all internet disability claims received are incomplete and inaccurate and require recontact with the applicant. These workloads in our office account for 50% of our initial claims, yet they must be "worked in" between a full day of assigned appointments and post-entitlement work. The applicant should not be allowed to submit an online disability application without completing the Disability Report and vice versa; the claim requires both and allowing only one to be submitted requires the claims representative to send an email, make a follow-up phone call, and mail two follow-up notices before any action can be taken in addition to the same number of contacts to obtain the Medical Release Form. Because SSI applications can't be completed online together with the disability application, these claims must also be "worked in" and applications often don't get taken because after three required telephone contacts and a mailed notice we are still unable to reach the applicant.
56	language regarding moe for fra applicants is not clear-most elect the month after fra not the month of fra-i brought this to the attention of our area office and they think i'm delusional
57	Claims certainly are not the be all and end all to SSA servicing problems. Many of the claims are filed incorrectly and the time it takes to correct the mistakes is sometimes more than to actually take a new claim. 100% of the disability claims have to be contacted so there is no advantage to filing online. They file for retirement and disability and aren't insured yet file repeatedly after being denied. People filing for retirement are being disenfranchised by not contacting them regarding the most advantageous month of election as we've been instructed to do. The feeling is "they get what they pick" and that's just wrong!
58	A high percentage of claimants filing on line do require contact or recontact with a claims representative. We are not provided the time to contact or recontact the on line filers.
59	The Agency continues to add and add to our caseload while there is no "workload management plan" in place. This Agency for the most part, hires and promotes the relative of our area director Mrs. Geneva Young and her managers; and most of them don't even possess a high school diploma. Therefore, the management force is uneducated, incompetent, with lack of ability to manage caseload or fair distribution thereof. Internet claim is another one, they allow third party to manipulate claimant for financial gain. This adds "another" item to the list of to do items with no additional hiring or support for existing workers. The management must have ran out of relatives to hire; this explains the hiring freeze.
60	A SIGNIFICANT NUMBER OF THE INTERNET DISABILITY CLAIMS ARE FILED BY PEOPLE WHO ARE STILL WORKING AND WANT TO BECOME ENTITLED TO BENEFITS BEFORE THEY HAVE STOP WORK. THESE ARE A MESS TO PROCESS AND REQUIRE SGA DETERMINATIONS A LOT OF DEVELOPMENT.
61	In the overwhelming majority of cases they require contact-they always come to a CR to review before adjudicating. So it is not a totally automated process. A large majority of the public is still scared to file online. With something this important they prefer to come and speak to someone face to face.
62	There is often not enough completed information on the claims, often the recontact information provided by the public is poor. people should understand that by submitting application on line they would have to have contact with office to complete SSI applications and to clear up any issues. The lengthy procedures for getting needed medical releases are far to time consuming to the offices to keep up with current applications and case loads incoming to office. SSI has one set of rule about procedures and SSA has a different set of rules. Then when we have finally closed the issue out they can simply send in a medical release sometime in the next 6 months and we have to revisit the issue instead of holding applicant responsible. there should be better procedures with stricter rules put into place so that we do not lose so much staff time chasing when we have lists that management wants cleared more timely.
63	Internet claims result in scores of overpayments. I have seen several corporate officers that state they are not

	incorporated, and then a few years later, it is discovered that this was not properly examined by the adjudicator. Management does NOT want claims representatives spending the necessary time to review these claims.
64	We need to replace employees who retire or transfer no matter what the WUPWY numbers are. If someone leaves, they need to be replaced with another person. There is more work than ever to do, not less. Technology hasn't changed the work that needs to be done, just the way it is done. Internet claims need to be reviewed as the majority of filers don't have a financial adviser looking over their shoulder to assist them when they file for their retirement.
65	The Medicare GHP information is also always missing or incomplete. Concerning the NH's MOE options, if it is apparent that there may be a more favorable MOE, contact is made with the NH to discuss their options. Many times a NH was not aware that an earlier MOE was an option, or that due to the AET, they could have started their benefits sooner than what was initially indicated. I do agree that it is the NH's decision as to what the MOE should be and that we should not work to change their mind, but I do feel that it is our responsibility to fully educate the public concerning all of their options. The iClaims are very convenient, but we may be missing an opportunity to fully discuss claimants' options with those who are unaware or undecided about what they can do.
66	I just don't think it is good public service to let the public fend for itself with iClaims. I received months of training when I was hired and continue to get continuing education to do my job correctly, yet the public is expected to navigate our very complex system within a few minutes on an internet claim.
67	I AGREE WITH THE NEED FOR PEOPLE TO HAVE ACCESS TO FILING ON INTERNET, BUT THEY SHOULD NOT BE DISADVANTAGED BY FILING IN THIS WAY. THE AGENCY NEEDS TO HIRE ENOUGH EMPLOYEES SO THAT INTERNET CLAIMS CAN BE GIVEN THE SAME TIME AND REVIEW THAT IN PERSON CLAIMS GET. LESS INTERACTION WITH THE CLAIMANTS AND THE CLAIMS PROCESS RESULTS IN MORE OVERPAYMENTS, RESULTING IN MORE WORK IN THE LONG RUN. I FEEL THAT OUR AGENCY'S REPUTATION HAS SUFFERED BECAUSE THE POLICY IS FOR THE AGENCY NOT TO CARE IF THE CLAIMANT IS GETTING THE BEST POSSIBLE INFORMATION AND SERVICE.
68	Not everyone has the internet nor does everyone want to use it. People still like face to face conversations. Can't help that we are a small office that provides excellent customer service and people are willing to drive past other servicing offices to get to us.
69	The rules are so complex, it seems as though the internet is setting people up to miss out on benefits and other possible entitlements because they are not talking to trained staff when they fill it out. Is that the purpose of the internet---to make sure people miss out on benefits to ensure a longer life for Social Security???? It sure seems that way!!! And when people find that they have missed out, they are naturally upset and feel they've once again been deceived by the government---guess who gets the blame---Social Security employees. It lowers the confidence level of the public with our office because they feel cheated.
70	I believe that the claimants are not making informed decisions when it comes to MOE selections they are missing out on a lot of benefits. Online disability claims have been a nightmare because claimants almost never return proofs or 827's half of the ones I have done turn into Failure to cooperate denials that just have to be reopened 3-4 weeks later when things finally come in.
71	I am not in the field office so I dont know the situation with the claims is going. I am only a service representative.
72	It is so wide open for fraud-it would be extremely easy to use a deceased individual's information that was never terminated on the numi--and set up retirement benefits
73	Many of our clients still prefer a face-to-face interview with a representative. The clients feel that, after having worked and paid into a program for their lifetime, they deserve the option of having a trained SSA representative discuss their benefit options and reporting responsibilities, and to assist in getting their claim filed and processed. In addition, many people report connectivity problems accessing the iRIB/iDIB applications, or experience confusion while trying to complete these.
74	Almost all internet disability claims are incomplete in one way or another and need additional development. This results in major delays in sending the applications to DDS and increased time for a medical decision to be made.

75	We have not received signed applications for half of our third party unsigned apps that have been submitted since 10/01/2009. Attorney Mail-In apps are routinely flawed and require re-contact.
76	Added work and not enough people to handle it
77	It causes a lot of problems which will lead to a very large number of overpayments.
78	THE DISABILITY CLAIM NEED SOME TYPE OF EXPLANATION REGARDING ENTITLEMENT REQUIREMENTS. ALOT OF YOUNG ADULTS WHO DO NOT MEET INSURED STATUS FILE T2 CLAIMS WHEN THEY NEED TO FILE ONLY T16 OR DAC CLAIMS. RECONTACT CAN BE A PROBLEM WITH INCORRECT PHONE NUMBERS. IN VERY RURAL AREAS THE COMPUTER SERVICE IS VERY SLOW OR NOT AVAILABLE, WHICH CAN CAUSE INDIVIDUALS TO BE KICK OFF DUE TO BEING TIMED OUT OR CONNECTION INTERUPTION. A QUESTION NEED TO BE ADDRESS FOR LAG EARNINGS. THIS AND MOEL ISSUES WILL CAUSE ANOTHER SDW TYPE WORK LOAD IN THE FUTURE IF NOT LOOKED AT NOW.
79	I HAVE CONCERNS ABOUT NH'S LOSING OUT ON BENEFITS FOR MILITARY SERVICE TIME.
80	The disability claims need a lot of work as the medical portion is more often than not plagued with edits or not even attempted. The i-claims seem like a large administrative message that I must resolve.
81	I believe the claimant should have a choice and we should not be judged as an office how many internet claims are completed.
82	We do a great diservice to our clients by not interviewing time ourselves. Most clients have difficulty understanding the instructions, nor are they given the proper review of their reporting responsibilities, thus creating overpayments and problems in the future. Retires suffer by the mere fact that Medicare enrollment factors are being explained to them. Claimants also are not receiving explanations regarding the options as to when they can/should receive their benefits.
83	I forsee a huge overpayment workload due to the rib iclaims.
84	internet claims are the only way that we can properly serve the public. using the internet streamlines the way claims are taken and cleared. if there is a need to folow up, a quick phone call can resolve the issue and prevent the public from the hassle of comming into a do. we need to continue in this direction to be more like private industry and not be the ridicule of the public by falling behind the times.
85	The numbers of people coming into the FO has really increased by at least 2 times. The internet claims are also increasing. We are finding that a lot of the claims are from people who have no intention of stopping work and are due no monthly benefits during the year. The same is true for disability. A lot of people who apply are performing work at a SGA level and their claims must be denied. They almost never complete the 3368 correctly and usually fail to complete it at all.
86	i am not sure about the number of employees this office gained, but we ended up with 80% inexperienced cr, 90% inexperienced sr, and 60% incompetent os.
87	The lclaim have questions with a "?", when contact with NH they indicate that they did answer the questions. The application should show the answer provided by claimant.
88	NONE
89	It was always my understanding that we are here to assist the clients by providing them with information so they can act in their own best interests. Financial advisors do not always have their clients' best interests at heart-- These are the same people who tell their self-employed clients to show as little income as possible for years until the last 5 years before they retire, then show max earnings, because (they say) we only use the last 5 years! I would venture to say that at least 50% of the incorrect information clients have, they tell me they received from their financial professionals! I have seen people who are not working choose a date 3 months in the future, and when asked why, their reason is because they have been told it takes 3 months to process an application! I frequently see clients file an application on their own record, then put in remarks that they want to

	receive their benefits on their deceased husband's record, but didn't see that option in the application. The internet is a great tool, but it does NOT replace a trained representative.
90	The disability claim is severely hampered by not combining i3368 and iClaim. This can add from 30-45 days to a claim's processing time before it even gets to DDS.
91	I really disagree with the practice of internet claims--disability or retirement. People file disability claims when they're not even insured then we have the responsibility of explaining this to them and contacting them about SSI. When they complete the I3368, they do a very poor job and usually do not understand the questions. We are required to go in and make sure that the medical sources they've listed match what we have in EDCS so it takes almost as long as if I had done it with them instead. Our T2 TE currently has to manage all of the internet disability claims that come in. She's then responsible for contacting the claimants to file SSI claims. She is not an SSI specialist so she has to take a deferred SSI claim and doesn't always know how to handle these claims. It is very frustrating. There are some things that should not be done on the internet and filing for SSA benefits is one of them.
92	People are losing money they worked hard for, all in the name of less staff and better numbers for management. It is a travesty.
93	When the internet claims first came out, I was involved in processing them and had to contact over 90% of the claimants to correct their applications. I do not believe that this process is that effective.
94	I believe internet applications should NOT get priority over other interviews and if claimants wish to file over the internet their applications should be taken at face value and processed accordingly. It is disruptive and often time consuming to try to "cold" call claimants to rectify discrepancies or when internet application filed an appointment is automatically made for a contact with the claimant.
95	none
96	I get a lot of call about clmt filing internet claims that they start and not finish because a lot of confusion of the way and information provided during the process and end up with a lot of frustation of the clmt.
97	All require contact, some are so poorly completed it would be quicker to start a new claim than fix. WE ARE NOT GIVEN TIME TO WORK THEM, WE ARE TOLD TO JUST FIT THEM IN. I HAVE SO MUCH TO FIT IN - FITTING IN IS A MY JOB AND TAKING CLAIMS IS SECONDARY. MANAGEMENT IS NOT EMPLOYE CENTERED BUT HAS THEM TO EXPLOITE THE EMPLOYEE OR REPLACE. THE COMMON GOAL IN THE OFFICE IS GET A JOB SOME PLACE ELSE OR RETIRE. IT IS A DEPRESSING PLACE TO BE.
98	it's all bs, they need to hire people to talk to people
99	no
100	the internet is not the answer to replacing the claims rep. we will see more problems down the road and the public is not being serviced properly. I think the internet is ok for PE issues but not initial claims. we need more cr's.
101	An individual filing an I-Claim has all the time in the world to complete his/her app. The overworked and understaffed SR cadre is limited to a finite amount of time to dedicate to each applicant. You cannot make a statement to congress like that based on one sided generalities. I am frankly surprised that one educated through the elite private school's afforded him would do so. In addition the claims taken other than through E-claims are from a totally different socio-economic and demographic genre. I guess it's difficult for the elite to fathom this as well. When an undereducated and under privileged individual files you aren't dealing with an I-claims RIB, your dealing with an under resourced, undereducated person that does not have a clue as to the process, or as in many cases, even that they have a disability. In regard to break even points and RIB options the repercussion will soon ring loud and clear but do you think Astrue and his cronies will care? I was allways taught that the withholding of the truth through ommission was a lie. Guess they didn't learn this at the Binford Academy.
102	recently had a claimant file a complaint about a fraudulent internet disability application being filed on her behalf

	without her knowledge. They obtained her SS # from a accident police report.
103	When there is only 5 employees total in the office now - we have 2 experienced Claims representatives and 3 trainees with less than 2 years experience. Our office is an "all CRs" so not only do the trainees have to learn to be CR's they have to learn to be SR's too. Sure makes it tough to run an office this way.
104	our office has a day were 3 cr's go through all the i claims for 1/2 day. they go over them and do call backs if needed. i as a cr do sometimes adjudicate dib/rib claims but after that specific group goes over them.
105	We need more time to process these.
106	SSA SHOULD ABANDON INTERNET CLAIMS AND PROVIDE QUALITY SERVICE FROM PROFESSIONAL INTERVIEW STAFF, NOT DO IT YOUR SELF.
107	I do beleive that the Internet process is good so long as claims are still being reviewed and so long as there can still be contact with the claimant to correct any issues. You can't expect the process to be 100% perfect and for clients not to make mistakes. My concern is more that it is the client himself/herself completing the form and not some other person without the client's consent or review.
108	Most internet claims are not handled through our office. But many of the public come in who could not complete the internet form or wanted questions answered before retiring.
109	As a member of our office's "eServices" commitee, I used to push the internet HEAVILY -- this was when I was an SR in the field. Now having been a CR for almost two years, I SELDOM push the internet for initial claims because it generally causes more work due to having to literally chase down the customer. I believe that the demographic who files online does so because they actually DO NOT want to speak to a rep from SSA; so, when an application requires further development (which is literally 100% of the time at least for DIB claims), they are often very difficult to reach as they do not want to cooperate. This in turn results in technical denials, which are then appealed, etc. It seems foolish to work so hard to initiate a process that is only redundant and cyclical.
110	We MUST have the disability application and 3368 together on one internet application. At least 75% of those who file for disability do only one or the other. I not only takes unnecessary time to recontact these individuals to complete the process, but also our processing time suffers due to us having to wait 30 days for them to complete what was needed. Then, when we do deny them, they then either complete or send it what was needed and more unnecessary time is used to reload claims. Also, they maybe should have a few general questions (for ex. does your income exceed....do you have more than \$2000.00 in resources...etc... ) to screen out those who would not be eligible for SSI. Another unnecessary follow-up/time waster is when an individual says they want to file for SSI. Once we call, we realize they would not be eligibe. Just a few time wasters that could be eliminated by a few changes in the internet application process.
111	WHEN A CLAIMANT FILES FOR DISABILITY ONLINE, THEY SHOULD AUTOMATICALLY DIRECTED TO COMPLETED THE 3368 (DISABILITY REPORT).
112	I know for a fact from what I hear from my co-workers who work on Internet claims that it is routine for the claimant who initiates an Internet claim to inevitably have to come into the office anyway because there were one or more errors on the Internet claim so this means that this Internet Claims Process is still inefficient and should not be utilized yet.
113	On average, nine out of ten internet claims needs follow up contacts. Nearly nine of ten internet claimants fail to provide work information or selects a month of election which is disadvantageous to them. A big problem that is overlooked with retirment are additional entitlement on a living or deceased spouse or DAC/DWB claims on disability filings. These always require additional appointments to obtain additional claims. I would say that over 50% of internet filed disability claims provide no medical information nor medical release of information forms at all. After several follow ups and sitting for many days on our pending lists many of the internet disability claims result in denials for failure to pursue.
114	At least 90% of internet claims require correction and recontact by CR's before processing can be completed. We provide higher accuracy & better public service when employees, who are trained to evaluate the

	complicated body of information which constitutes Social Security, actually do so. SDW proves how complicated the entitlement process can be.
115	Many, many, many people are being disadvantaged. Some office employees fail to adhere to the few protections in place (like reviewing earnings alerts). There should be a requirement that any person who is selfemployed or a corporate office cannot file online, but must make an appointment. People are not aware of all of their options. There is much confusion and bad information being provided which disadvantages many people applying for RIB. As people become more and more comfortable with using internet services, there will be an ever-increasing problem with incorrect payments, disadvantageous choices, missed entitlements and on and on. At some point some clever lawyer is going to get hold of this, and then we will have the wonderful opportunity to have another Zebley, or SDW, or Martinez settlement type of workload. The public needs our expertise.
116	IDIB SHOULD NOT BE SUBMITTED WITH THE ACCOMPANYING MEDICAL REPORT. THIS SHOULD BE A MANDATORY REQUIREMENT FOR FILING DISABILITY ONLINE.
117	i would hate to be around when we get sued.
118	The internet claims I must complete with claimants seem to lose some information when it is submitted to SSA. Claimants complain that "I answered those questions already - especially questions regarding government work, military service, and work in a foreign country".
119	the issues are mostly with disability and medical info and 3rd parties. stuff is often very incomplete and/or contradictory.
120	The disability page is not set up correctly. The only part of the claim the claimant should complete is the medical data SSA 3368
121	With the surge of internet claims and the agency's push for them, we need additional staff just to do internet claims. It has become a very heavy caseload.
122	Gov't employees should have access to other federal, state and local internet info by use of your PIN.
123	is there anything that the union can do to get us some time to do our desk work. this environments is becamming not so friendly.
124	Please get rid of the EARQ alerts. They will keep our recontact rate being very high. Please reword the question about non-covered pensions on the iclaim. Some people take a annuity and do not understand the question. If the auto-adjudication was in place, these people would be overpaid huge amounts of money.
125	We assume that internet filers are well informed of all the rules for filing early as well as at FRA, and also for other benefits they may be entitled to.
126	I feel that Internet claims is an injustice to the claimants. Whatever happend to "service to the public"? Integrity in our jobs seems to have disappeared. I would never refer anyone to Internet Claims
127	disability internet claims should have attestation for ssa form 827's which take days to weeks to recieve.
128	The policys management keeps implementing are all geared towards a paperless, electronic process that many of our clients cannot understand and have no desire to use computers to do anything with ssa. The letters that are sent to ssa clients are horrible and the whole system of letters needs to be re-done so the normal person can understand them. People get letters from ssa and have to come in to have them explained and often employees of ssa do not know what the letters are talking about. They are simply unacceptable. The whole ssa program is unacceptable for that matter.
129	Internet claims should have a flow from the application right into the 3368. There should not be a separate place/form to go to. We get too many partial internet claims and recontact is needed for the other part (app or 3368).
130	i see there are too many errors on the numi already when trying to i.d. someone versus what is on their mbr,

	<p>even when the csp=A. the cr's taking claims do not check that info or correct it with a verified birth cert. i have been taking calls for 15 yrs and do not hesitate to send an mdw when info conflicts, i am also willing to bet 97% of my mdw's go unanswered. needless to say it still is a hassell trying to i.d. these people. 50% of callers question what a "maiden name" is, and yes i am talking about u.s. born and educated, not foreigners, the foreigners seem to be more educated. dont get me started about the IRS and their database matching system, it stinks! 90% of the calls show the info is correct, it is the IRS that has a problem, and it is an old numi, not something recently updated. suddenly after 10 yrs of e-filing, the irs tells them SSA records are incorrect.</p>
131	<p>These claims are given priority so that the public is encouraged to file online as opposed to more traditional means, as they receive a quicker response. However, this is at the expense of those claims taken by traditional means, not to mention postentitlement workloads.</p>
132	<p>why do we tsr's have to waste our time doing a lead when a caller clearly states i will file online or visit fo??</p>
133	<p>I think we should be able to help our claimants prepare better for their retirement, this a big decision and our claimants lack the knowledge of our program. I believe they are at a total disadvantage when we cannot discuss break even points with our claimants.</p>
134	<p>Policy of getting new claims processed ahead of post entitlement production is to blame for poor service - not those resposable for making the inputs.</p>
135	<p>The internet allows too much room for fraud and error. For example, there was a gentleman that was earning self employment. When he was told he was over the income limits to retire, his response was, "I will just go on the internet". We need more workers in the field office. The internet does not solve all of the problems. Nine times out of 10 the claimant still has to be recontacted or actually prefers to speak with a human being that can explain their benefits and rights to them. It takes us two plus years to learn our jobs however, we are expecting the public to educate themselves on their rights and benefits owed?</p>
136	<p>We have had an internet cadre doing our internet claims for almost a year now and only have minimal contact with claimants. I think that is the way to go if the agency is pushing i-claims or we are given no time to process them.</p>
137	<p>THE AGENCY HAS NO PLAN TO EFFECTIVLY WORK THIS WORKLOAD, THEY HAVE ONLY ADDED A NEW WAY TO FILE CASES WITHOUT ADDING CAPACITY TO PROCESS THE CLAIMS. DISABILITY INTERNET CLAIMS ARE AS MUCH IF NOT MORE WORK FOR PROCESSING PERSONNELL THAN JUST DOING AN INTERVIEW AND DOING IT RIGHT THE FIRST TIME. RETIREMENT CLAIMS ARE MORE LIKELY TO BE WORKED WITH ONLY LIMITED RECONTACT. THE INTELLIGENCE OF THE PUBLIC CONCERNING SSA/DISABILITY ISSUES IS BEING VASTLY OVERATED. EARNINGS TEST ISSUES SUCH AS NON SERVICE MONTHS ARE NOT UNDERSTOOD IN MANY CASES.</p>
138	<p>that whole management needs to work with us.</p>
139	<p>Internet claims should be routed to special offices in each region like the seperate SSN offices in New York and other locations.</p>
140	<p>Internet Disability claims are generally incomplete when initially received. The claimants fill out the only the MCS portion (SSA DIB app) in about 80 to 90 percent of the claims received. We then have to contact the claimant and request that they fill out the EDCS (3368) on-line. We then mail them the 827 for signing and return. If they send in the 827(blind) to the office, without a return envelope to the unit involved in receiving the claim, the 827 never seems to make it to the CR's desk. This causes duplicate efforts to try to find it and then mail them a new 827 to sign. After recontact about completing the EDCS (3368) on-line I get about 50 percent of claimant completing them. The other 50 percent either cannot complete the form themselves or get back into the form after starting it. I then need to take the time to fill out the 3368 with the client over the phone or in the office. Often times these client are not prepared with the correct information and it takes longer then normal to complete the form. In my experience the claimants do not always understand what SSI is and wether they are eligible for the benefit. In many of the cases up to 50 percent opt not to file for SSI. When recontacted and the SSI benefits is explained to them they often opt to file for the benefit. In short I think that many of what we call internet savy clients are not so savy when it comes to filling out the DIB apps and forms. My feeling is about 50</p>

	<p>percent of them do not know whether they are eligible for SSA benefits or SSI benefits or both. I have not seen the front end of the application process and don't have any idea of how to make it more user friendly and still be able to get the pertinent information required to make a DIB application go more smoothly and quickly. Another point is recontact often takes two to three attempts before I can get the claimant on the phone. Often times they call me back at a time I am working on other claims. Then it takes time to re-acquaint myself with their application. This is time consuming, cumbersome and not always convenient. Most of the time it requires that I set an appointment time to complete the EDCS form and take and SSI claim. There are two CR's dedicated to processing the I-claims in this office. We manage to keep up with the load even with other assigned duties. However, I do not always get the DIB claims processed to DDS in a timely manner - the average time is approximately 30 days to DDS. This is due to the quantity of internet DIB apps and the long recontact periods.</p>
141	<p>most of the clmts entered the wrong MOEs and they do not enter GHP information. For DIB, they seem to be confused about employment information.</p>
142	<p>They are IDIOT claims, not internet claims. Most are still working and not eligible for benefits &amp; don't understand the annual earnings test. Most are filed by children/spouses.</p>
143	<p>I BELIEVE THAT THE TOP MEMBERS OF MANAGEMENT (EXECUTIVE LEVEL) ARE LYING TO CONGRESS. THE MANAGERS ARE HAVING US WASTING OUR TIME AND PRECIOUS RESOURCES ON CLAIMS THAT DON'T, DON'T, DON'T MATTER! WE ARE SO STRAPPED WITH THE NEED FOR ADDITIONAL EMPLOYEE'S DUE TO THE BABY BOOMERS AND THE ECONOMIC SITUATION BUT WE AREN'T GETTING THEM. WE ARE ACTUALLY LOSING EXPERIENCED STAFF. THE NEW STAFF ARE PAYING CUSTOMER'S WRONG. THEY DON'T EVEN KNOW WHAT THEY DON'T KNOW, IT'S SCARY! WE DON'T HAVE TIME TO DO ALL THE WORK, SO WHY ARE WE TAKING 090 DENIALS FOR T2 BENEFITS AND INITIAL INCOME AND RESOURCE DENIALS FOR SSI TO INFLATE OUR CLAIM'S NUMBER? WE, CLAIM'S REPRESENTATIVES WERE ACTUALLY TOLD BY MANAGEMENT AFTER WE HAD ASKED PEOPLE IF THEY WANTED TO FILE SSI AFTER FILING FOR RIB, ( THE CUSTOMERS DIDN'T WANT TO FILE FOR SSI BECAUSE THEY WERE CLEARLY INELIGIBLE DUE TO EXCESS INCOME OR RESOURCES THAT WE (SSA EMPLOYEE'S ) THAT WE SHOULD BE ASKING THE QUESTION DIFFERENTLY SO THAT PEOPLE WOULD WANT TO FILE FOR SSI. MANY CUSTOMERS CONSIDER IT TO BE A INVASION OF THEIR PRIVACY BY GIVING US THE ADDITIONAL INFORMATION. WE WASTE AT LEAST 45 MINUTES EACH DAY ON CLAIM'S THAT DON'T NEED TO BE TAKEN SO THAT MANAGEMENT CAN INFLATE THE CLAIM'S STATISTIC'S FOR SENIOR EXECUTIVE TO TESTIFY!!!! AND LIE TO CONGRESS ABOUT THE ACTUAL NUMBER OF CLAIM'S WE'RE TAKING. ISN'T IT AGAINST THE LAW TO LIE TO CONGRESS? WE NEED TO DEVOTE THAT TIME TO OUR POST ENTITLEMENT BACKLOG AND GET THE REAL CLAIM'S PAID AND STOP FRAUD. MANAGEMENT HAS DEVELOPED A STRONG CULTURE WITHIN THE AGENCY OF YES PEOPLE WERE THE ONLY VIRTUE IS LOYALTY TO MANAGEMENT AND NOT THE UNITED STATES PEOPLE. I THOUGHT ACCORDING TO THE PREAMBLE OF THE DECLARATION OF INDEPEDENCE THAT IT WAS A GOVERNMENT OF "WE THE PEOPLE". DO WE SERVE THE PEOPLE OR MANAGEMENT? MANAGEMENT SEEMS TO BE RAKING IN HUGE BONUSES SOME IN THE EXCECUTIVE LEVELS ARE GETS MORE PER YEAR IN BONUSES THAN THEIR LOWER LEVEL MANAGEMENT OFFICALS (OS'S) MAKE FOR A SALARY DURING A WHOLE YEAR, WHAT'S GOING ON WITH THAT. I THOUGHT WITH WHATS'S HAPPENING ON WALL STREET THAT WAS BAD???</p>
144	<p>Often they will file MCS for themselves, they will have several aux claims that are not filed, not the rep payee apps that go with them. They indicate that they want to file for SSI, and they do not complete EDCS. That means that they have done 10 minutes worth of work and left us another 90 minutes or so, but the time is not given for that amount of followup. The claimants are also hard to reach for follow-ups. They have the false impression that they have already completed the process.</p>
145	<p>When the Medicare only apps and spouse's only apps go live the week of 2/22/10 it will be a nightmare. Spouse's who are insured and are under FRA will have to also file a RIB on their own SSN so you will have a lot of improperly filed spouse's claims when their RIB exceeds the spouse's benefit. I suspect that people with Medicare problems will just file a new application.</p>
146	<p>DISABILITY INTERNET CLAIMS DO NOT SERVE THE PUBLIC. THEY ARE MORE TIME CONSUMING, DUE TO THE TIME IT TAKES TO FIX DEFICIENCIES ON THE CLAIM OR THE DISABILITY REPORT AND THEREFORE ACTUALLY INCREASES OVERALL PROCESSING TIME OF DISABILITY CLAIMS. THEY</p>

	CREATE MORE WORK FOR THE FIELD OFFICE STAFF. THEY DO NOT HELP DEPRESSED, ANXIOUS, MENTALLY ILL, OR CLAIMANTS SUFFERING FROM DEBILITATING AND PAINFULL ILLNESSES BY REQUIRING THAT THEY SIT AT A COMPUTER AND TYPE FOR EXTENDED PERIODS OF TIME. WHERE IS THE "HUMAN" IN HUMAN SERVICES??????
147	It is understandable that SSA feels a wage earner should seek advice outside of the agency with regards to when to file and advantages/disadvantages to filing. Does the IRS provide this type of service to the public; do they give detailed, clear, and understandable explanation on how to file and what's to the tax payer's advantage/disadvantage with regards to filing? Not really, and it is not unreasonable for SSA to feel the same way; SSA's responsibility is to determine eligibility and administer payment. With that said however, it is a gross overstatement at best and an outright lie at worse to suggest that the internet application process is better or more accurate than filing a claim with an actual claims representative. This is especially true of the disability application. While I can appreciate that the agency might view this service as a means of streamlining services and/or helping to ease some of the pressure that DO's are experiencing due to the ever increasing workload and retirements, this service is in no way a replacement for actual contact with a live CR period; just ask the public.
148	I disagree with the documentation of marriage because length of marriage allegation without documetation could be disadvantage for some spouses. I do not agree with proof of age tolerance if csp is not shown on the numi.The fact we no longer discuss moe election with clmts.
149	Please Address 4, 10 hour work days and not having to give 1 hour leave for 8 hour federal holidays when working 9 hour flex schedule and simplifaction of policy and programs, too many places to go to find basic answers
150	I am not a T2 CR, so I am not sure of my answers to the questions.
151	agency going too fast with internet processes/feel agency setting itself up for hackers to abuse system on a grand scale one day
152	none at this time
153	ictu is just as bad as the claimant initiated internet claims
154	I feel that the agency is trying to do two things. Get rid of those of us that have the time and experience on the job- in essence lose the expertise, and leave the entire responsibility on the claimant to file the applications right or wrong. And to hire young ambitious workers fresh out of college, hungry for employment, who will push the "new agenda" and cram the internet down peoples throats.
155	The lack of costomer service, pleasant profession person to speak with. to many complaints about service
156	the constant verbage of pushing the internet, when the nh is on hold the recording says it plenty of times. and the id process should be done the way we use to. by us asking all 6 questions to the nh. i dont trust the system that we are using. a few times, its not been the right person with the pop up screen. i know i id, but some may not and just make the changes. that will mess up a lot of records if that happens. i have had a few callers insist they never called to change their dd. but it was changed and they didnt get their check.
157	There seems to be a higher emphasis on a numerical goal to "justify" year-end goals versus qualitative goals that are to service the constituents who have invested in the Social Securty System. There is no audit or control mechanism for the compliance with policy and procedures. Often a circumvention of those procedures is pursued for expediency. It may be a personnel issue but it stirkes a moral cord. The public have entrusted us, the public SERVANT, with doing the work they hired us for and doing it with thier best interest in mind.
158	seeing an increase in wages posted on records that don't belong to individual, ssn's used by relatives.
159	I really feel the claimant should be able to know what their break even point is. 60 percent or so of the claimants really believe that their benefits will change to 100% at full retirement age. They dont understand that once they choose thier moe, thats it, no raise.
160	FOR WHATEVER REASON IT IS BELIEVED THAT AN INTERNET CR SHOULD PRODUCE TWICE AS

	MUCH AS A CR THAT TAKES APPOINTMENTS. WHEN WORK UNITS WERE REVIEWED INTERNET CR'S HAD DOUBLE AND WERE TOLD IT WAS NOT ENOUGH. COMMENTS WERE MADE THAT "INTERNET CR'S" HAVE ADJUDICATION ALL DAY LONG, RESULTING IN ADDITIONAL WORKLOADS BEING ASSIGNED. THEY DON'T TAKE INTO CONSIDERATION THE 90+ PENDING INTERNETS NOT YET WORKED.
161	iClaims is the future--whether SSA has a decent product or not. No requests for input about problems--just get it off the list w/in 5 days--no regard for service delivery goals. This is a false goal because SSA prioritizes iClaims over processing earlier MOEs. Most technological "advances" WANT feedback from front line workers to continually improve the product. SSA decided iClaims was an awesome success before it was even launched. I don't mind advancing with the times. It bothers me greatly that claimants are denied the service they have paid for because SSA declared a beta level product as the finished product. Additionally, SSA better change the Questionable Retirement rules like they did proof of age, citizenship, MOEs, etc. QR is the next SDW (Special Disability Workload). True story--NH filed in Carbondale IL. CR advised him of QR so he chose not to file. CR transferred to West Frankfort IL and the NH comes in to file--Boy was he surprised. Approx 2 weeks later the CR got the NH's iClaim! The answers he gave on the iClaim were truthful. However, it was an absolutely blatant, QR situation. The CR processed the claim with a QR indicator to prevent payment. ---CHANGE CAN BE GOOD, BUT ONLY IF IT IS GOOD CHANGE. Let's move forward, but with improved service rather than political plums as the goal.
162	lack of time to work difficult claims. it appears we must work a six day a week job in order to be caught up
163	Its perfect
164	Would a member of Congress give an electronic signature for a claim that may have a disadvantageous month of election without a discussion with a claims representative? Why should the public we serve?
165	I was a CR in the field many years ago. I quit to raise family and then came back under reinstatement rights to the TSC. I think it is still important to see documents that establish age as well as citizenship. I also feel that breakeven points were and still are helpful discussions with applicants. The iclaim process also needs to be clear to people when to actually expect their first payment. We receive calls all the time where there is confusion between the month of entitlement and the receipt of the check. iclaims have their place, but you cannot replace the conversations between the applicant and the CR.
166	INTERNET CLAIMS ARE NOT SIMPLE AND STRAIGHT FORWARD. MOST OF THEM ARE DONE INCORRECTLY OR ARE NOT COMPLETE. VERY FEW PEOPLE ACTUALLY COMPLETE THE I3368 AND WE END UP DENYING THEM FOR FAILURE TO COMPLETE THE FORM. THEN WHEN THEY GET THEIR DENIAL LETTER, THEY ALMOST ALWAYS GO BACK AND COMPLETE THE DOCUMENTS THAT WERE MISSING AND THE CR HAS TO REOPEN THE CLAIM ALL OVER AGAIN. IT IS MY OPINION THAT IF AN I3368 IS NOT COMPLETED WITH THE ONLINE APPLICATION, IT SHOULD NOT BE CONSIDERED A SIGNED AND COMPLETE APPLICATION.
167	Not enough time to put it all here. Way too much time spent developing i-claims without additional time. gpo/wep, additional spouses claims etc. There needs to be limitations as to what they can put on the claim. Certain claims and issues should be rejected and they should be forced to call. Too much junk comes through the i-claim process.
168	I do not believe that we are getting a good quality of work processed via internet. It is easy to miss thing that are material to the benefits.
169	the public does not understand moe and the retirement test. They are not electing the earliest possible moe which is to their advantage. I am greatly concerned that we no longer list marriage info. It is a definite disadvantage to the public and we definitely have missed entitlements. In addition, it is near impossible to do tas reviews for leads.
170	Many, many activities do not have a work value or unit associated with them. If an office's productivity is to be measured by work units, every task and/or activity should have a work unit.

171	I donot agree with the new SSNap Program.That we no longer need signatures.
172	The amount of time we have to adjudicate Iclaims plus claims taken by phone is not enough. We need more time off the phones to provide better service to the public.
173	The Iclaim process needs to be more strict and upfront to get important information to stop delay of claims. Recontacting the claimant the resolve issue is the biggest problem.
174	Not enough people to do the job and management expecting T2 to do t16 job and T16 to do T2 job with out trainign
175	The iclaim is an excellent tool as an option only for those who feel comfortable using it and have had all their questions answered previously (claimants occasionally come in 6 months or so prior to actual filing to get information). We should be offering the iclaim as a convenient option, not trying to get everyone to use - it's just not the right answer for many claimants. Many iclaims are submitted with a remarks screen full of questions and concerns so we end up contacting the claimant and going over the claim anyway - no real time is saved. Only about 10 to 20 percent of all iclaims are "adjudication ready" without at least one phone call to the claimant.
176	I am the last remaining person in an office that routinely sees 40 to 60 people a day the three days a week we are open. The other two days, I do disability claims either on the telephone or via VSD.
177	The main problems are with the dib claims. Many, many, many times the disability report is not completed online. It should NOT be permitted to submit an application without the completed disability report. Also, workers comp must not be something they complete in the app, because that section is always left blank even when the person has said yes to the workers comp question. That's a guaranteed contact. I have a much greater percentage of technical denials for failure to cooperate on my internet dib claims than on claims I take myself. That's a lot of wasted time for everyone.
178	#24-as far as we know they are proper applicant,how wld we know otherwise via internet? Internet claims and appeals are increasing and are such a priority and have to work them inbetween other "priority"workloads,along with apptmts and answering phones that dont have time to work post entitlement cases.
179	Lots of disadvantageous MOE's are chosen due to not understanding the AET/monthly earnings test for the initial year of entitlement.
180	I would not completely eliminate internet claims, however from an SSI perspective, there are more concurrent claims than T2 in our area. This puts a bigger load on the office as our staff numbers decrease.
181	DO NOT WORK PROPERLY
182	i am an ssi cr and we have limited access to internet. we can import dib reports and that is about it. the few i have received, only 1 or 2 did not need extensive review. but i have talked to many people by phone and quite a few have trouble accessing or completing the claims. only the experienced saavy person is able to navigate well. most people do not know what moe options there are and pc changes moe's like it changes underwear and these people become overpaid. try explaining that to someone. i think moe's should be explained and i think once one it is selected it cannot be changed without contact required and they must choose to switch or keep. also whose bright idea was it to promote withdrawing claims and refiling at full retirment age. and the nh doesn't have to pay any interest on the benefits they have kept for 3-4 years. does anyone know how time consuming it is and that it takes payment center months to process?
183	internet claims double the work the a Cr has to do to process claims, information sent by applicants is incomplete or in many cases not accurate.
184	It's ridiculous! I have extensive training to do a job the public is now expected to participate in with NO expertise. It creates more work & recontacts & more time than if *I* were to start from scratch with an application. The internet will not substitute for man-power in field offices which is what is needed to process both the initial workloads as well as the post entitlement workloads. It's a mess; I'd rather we just hire more people to process the work which is actually what is needed to do the job RIGHT and TIMELY.

185	DIB Appeals - we do too much for 3rd pty and atty rep cases. Labor intensive & GS11 doing GS6 clerical work. iNet clms - fail to explain options WIB vs RIB or WIB vs WIB, B on BIC T NH,ART nuances
186	We are seeing many people filing appeals that add to work load based upon their iClaim, as they often state that is not what I wanted. In other words they make mistakes or missteps in the claim they provide then we have to go thru the appeal process to fix deal with overpayments and claim withdraws, costing the Taxpayer far more than the wages of the Claims Rep.
187	POA TOL. That is scary how a person could file on line, and recieve benefits without ever showing and ID or document proofs at all. Many people know a friend or relatives info, and could easily apply for Retirement benefits at 62, and and recieve benefits.
188	Our F/O is in a very impoverished, illiterate area. It is unrealistic to expect a lot of them to even have computers or be able to complete the application process without significant assistance. Many of the more literate claimants insist on face to face interviews to ensure they are getting all of their questions answered and making the most advantageous choice for month of election. We are often recontacted by claimants, post-adjudicatively, because they did make a bad choice or didn't understand how work, lag earnings or military earnings would effect their entitlement.
189	I think that withdrawing the application; paying back all the benefits received for a higher benefit amount should be changed. I also feel that the polciy should change where a w/e can receive b benefits at fra and wait to take own benefits at age 70 is an flaw and this law should be changed.
190	The disability claims should be completed entirely to include the application and the needed medical information, otherwise, the claim should be automatically refused by the internet.
191	The internet claims are passed out by alpha and are expected to be done in addition to interviews that have already been assigned. Currently the T2 unit handles all internet claims in our office and receives about 80 per week. They have about 8 claims interviews a day. They have no time for the internet claims. Our management staff does not know what to do with them. They are trying to figure out how to distribute this workload in the office. The internet claims are supposed to make our interview workload easier to manage. Unfortunately, they are another workload that our CR's don't have time to accomodate and that management does not have a plan to handle. Our office is currently seeing about 4900 people a month in our lobby. Our Cr's answer phones, call numbers, and take walkins to alleviate the traffic coming into the office. Our resources are already stretched and internet claims are another burden to our resources.
192	I understand why the Agency is going the way of the internet, however, I think the iClaim needs to be improved as to not disadvantage the claimant when it comes to their MOE, date of onset, etc. However, given the latest instructions, I do not often recontact the claimant if they choose an unfavorable MOE or date of onset, and I often change the date of onset if they worked SGA. Our office puts top priority on Internet claims. They must be receipted in within 5 days. We have 2 people that do strictly internet DIB and RIB claims.
193	MOST OF THE TIME CLAIMS SUBMITTED ARE NOT DONE BY THE NH. SOMEONE IN THEIR FAMILY DOES THE CLAIM AND THEY ARE NOT USUALLY PRESENT. THIS COULD LEAD TO ABUSE IN TERMS OF WHERE THE MONEY IS GOING.
194	It is very hard to include internet claims on top of all other work issues we have. They are time consuming where you cannot work on current work loads
195	Most internet claims do not do the SSA 3368 or 827s. Claim representative are forever chasing claimants to finish what was started on the internet.
196	ICLAIMS PROCESSING HAS CREATED A GREATER WORK LOAD IN THAT IT IS "NOT" A FINISHED PRODUCT. IN SMALL OFFICES IT HAS ACTUALLY CREATED A GREATER HARDSHIP.
197	When completing the Disability Application Online, the internet should take them from the application directly into the Disability Report and then automatically print out the 827. Most of the iclaims I get for DIB only have the application data filled out (with an incorrect onset date most of the time) and it is incomplete. Then, there is no

	827 or Disability Report. We take iclaims over all other claims (they are given top priority in our office) but most often, they take longer to go through than starting a claim from scratch.
198	no comment
199	Using the numident to verify age and citizenship is a situation that is a high risk for errors and fraud. A birth certificate is a public record.
200	I think that the claimant's do a better job of completing the disability report than Cr's do because of time restrictions, but the disability report and application should be linked together so both parts are completed. Also, the appeals should have the disability portion linked. I think there should never be a question mark for earnings on the IDEN screen - it should always be addressed. I have found many QR cases that had a ? mark in that screen. There should be a more thorough explanation of MOE - I have very intelligent friends outside of the agency that don't understand it and make incorrect choices including ones who work in the financial field. Part of the problem arises with spouses, they think it's better for their spouses to wait when it completely disadvantages the spouse if the NH dies first and has a higher MBA.
201	we encourage people to file online but are not given the time to process them. the disability calendar has not changed although the number of IDIB and 3rd party claims has increased in volume. The reps are out of control and we are inundated with paper applications from the 3rd party reps. If they are going to get paid, they should be forced to complete the 3368 online.
202	Make it mandatory to complete the disability report for internet dib claims!!!
203	Since we always have to recontact the claimant because the internet applications do not ask all of the questions that need to be asked, there is really no point in taking claims by internet. If a claimant can't figure out how to answer the basic application questions, causing the agency to 'dumb down' the application, it should not be available online.
204	No comments
205	my concern is that the agency is requiring employees to aggressively market eServices as a part of their job, taking time and focus from their true assigned work. For example, we have no advertising on air/tv signals, but are expected to do this at every point of contact, while the Census Bureau and the IRS receive funding for TV and radio commercials to promote their agendas that provide little or no cash return. My biggest concern about iclaims are that claimants are not necessarily provided with all their options to other entitlements (i.e. widow vs. RIB, Medicare, etc) and reporting responsibilities.
206	The attitude of management is now that Title II CRs are generally expendable. There is a very hostile and negative environment. Additionally, the policy/technical knowledge of Managers and even supervisors evaluating staff is shockingly lacking. Even with basics, like aet. It appears to be almost a point of pride on the part of Managers and Supervisors that they know nothing and they are required to know nothing.
207	Most of the internet retirement claims or RIB claims that I have had need to be contacted in regards to the NH's earnings and type of election. I am seeing more and more people filing for retirement benefits and selecting C for chosen month when they are still working. Also I have seen a number of self employed RIB claims where there is no documentation that the person is still working or self-employed. I have seen and RIB claims taken with the ICTU where there has been no review with the NH and the NH provided an incorrect type of election or where the NH is work and provided a low estimate with no explanation. I believe that claims that have been clear and are not accurate will cause more work for the agency as a whole and more overpayments in the future or incorrect payments. Ultimately leading to SSA employees spending more working hours on internet claims than would have been necessary if the claim had filed with a representative in the first place. Processing incorrect or inaccurate RIB claims goes against the mission of the agency to protect the trust funds. Processing incorrect claims also encourages the public to provide incorrect information on the applications because being overpaid by the SSA is accentually having in interest free loan. I believe these problems could be corrected by requiring CR's and ICTU employees to contact all RIB Benes to insure that claims are filed correctly before they become overpayment.

208	The internet claims are a large workload and there is no extra time given for those. They have to be worked in just like everything else. We have had the retirement "wave" already hit our office. We are struggling with trainees and less staff than ever.
209	not enough time to process
210	Almost every claim that I take that has an outstanding issue results in a MOEL change for the filer isnt aware that he/she can get retro benefitis or benefits in Fra year most cases
211	ER DIB INT CLAIMS. MANY ARE DENIED TECHNICALLY FOR NOT SUBMITTING MEDICALS. THIS IS A HUGE DIS-SERVIVE TO THE PUBLIC
212	Am a T16 CR - so I'm not involved w/iDibs; having said that, it seems that T2 has to spend a LOT of time correcting online submissions.
213	Work issues and onset dates on the internet applications are very high. The application and Adult Disability Report often conflict regarding onset date and work. Often times they are submitted very far appart so when the internet app comes in there may not appear to be a work issue, then the Adult disability report comes in and they allege the disability interferred with there ability to work sometimes years in the past. Then at that point you have to start developement for subsidies and possible earlier onset dates. There is recontact needed with the claimant from that point and it is after you've already recontacted based on just the application ie. requested proofs, additional information ect. Work issues seem to be missed easy at the recon or hearing level. There is one question on the 3441 that asks if they worked since they last completed a report. The 3rd party applications can be very error prone. Sometimes I think they just fill in the answers without asking the claimant. I have had contact with claimant's after a 3rd party filed the app and the information is completly different. I have had 3rd parties file as if they were the claimant.
214	All internet DIB claims need to be recontacted, and at our office 2 of us manage the workload and get special days to do internet claims. We treat them just like an 'appointment' day, and usually do about 6 or more a day.
215	If the internet claims are to continue additional staff needs to be hired to deal with this workload. When all claims had to be filed w/ a claims rep the office would only schedule the number of appointments that the staff would be able to physically complete. Now less staff is expected to process the same number or more of scheduled appointments and "work in" internet claims. This has resulted in poorer quality, and more stress in the workplace.
216	Most disability claims require additional development with applicant to resolve issues and/or completion of additional forms.
217	These claims should not be allowed to automatically adjudicate - there should always be an employee review before adjudication. There is a reason why we are paid 70k per year to do this work.
218	Internet Claims do not save the cr time. The cr still has to contact the claimant based on incorrect info in iclaim or disadvantageous moes etc. Claimants do not know the guidelines of Social Security. If employees have to go to training just to do our job why would anyone think that a claimant would know the rules/regulations.
219	internet dib claims are more trouble than they are worth--
220	I am a T16 CR, most of these questions do not pertain to SSI
221	When people apply they seem to have a problem understanding our questions and tend to forget significant events that pertain to their claim, either because they are in a stressfull situation or simply do not understand, not to mention they are very sensitive to personal questions. So, in my opinion Internet applications require more time and more mistakes, that causes the CR to contact the clmt and go over the application with the clmt.
222	I believe we are taking way too many claims and appeals by internet by incorrect parties. We take appeals and process them before we have the 1695's.
223	I don't believe that our policy should have been changed to allow automatic adjudication. It is clear that in at

	least 75% of the cases the claimants are not making informed choices. They are not aware of their options, like MOE or onset or even possibility of widow's DAC etc.
224	3rd party filers generally present that they have the NH in their presence. They will put their own telephone number to prevent contact with NH.
225	I believe a lot of people do not understand the question regarding government pensions and that we will see an increase in overpayments.
226	Self employed individuals should not be allowed to file online.
227	The program is not user friendly, the claimant miss completing the medical report at least 97 % of the time.
228	I predict that we will have another SDW type of workload in the future regarding these internet retirement claims due to the fact that the internet does not do a good job at giving the claimant a complete discussion regarding month of entitlement (MOE). POMS states that the internet retirement claims default the earliest MOE and then gives the claimant options regarding later MOE's but I do not feel as if the internet discusses these options in great enough detail in order for the claimant to elect the best MOE. In addition, I do not think the internet explains the fact that the first check is a month behind; example: if 01/2010 is chosen as the MOE then the claimant will not actually receive the first check in their hand until 02/2010. Lastly, I see a lot of internet retirement claims where the claimant chooses an MOE of the month after they stop working and then because checks are a month behind they have one month in between where they have no money from either their job or SSA. This is not good public service. This needs to be changed. Once again, I foresee bad things happening in the future regarding this internet retirement system. I do agree with the government regarding not discussing breakeven points for retirement claims since people are living much longer now than they used to. As for the internet disability claims, the quality that we are seeing is getting better but offices are still struggling with how to "fit them in" amongst their scheduled phone and in-office appointments.
229	Most of the time the claimants month of entitlement election is incorrect based on their earnings, etc. When recontact is made they always state they really didn't understand the process and of course after an explanation is provided by the CR they change it!
230	The 3368's are almost NEVER completed by the claimants. Why can't the agency program the disability process to tell them they have NOT applied until it is completed? Same with QR's - if a person is a corporate officer or self-employed, there should be a message telling them they have to contact US to apply! With dib applications, we are sending out paper 3368's, 827's and 8001's to nearly ALL applicants because they haven't completed anything. This is a HUGE time-waster. Then they rarely return the forms. The claimants should have SOME responsibility for furnishing the required information. (Yes, we also routinely deny these claim for lack of cooperation, but then the person comes in and we have to re-load the entire process and start over!)
231	A human CR needs to review iclaims to ensure that people are picking something according to a correct understanding of the rules. What they want is what they should get - and we shouldn't bully them into something because we think it is best - but our rules are complicated and messy and our own employees don't always understand them (TSRs / SRs - Annual Earnings Test, Medicare IEP vs SEP). We need to make sure people are making their choice based on a correct understanding of our rules.
232	I have worked for SSA for over 28 years & adjudicators were fired for some of the policies that are now common
233	I am concerned about the criteria for I-cadre. It was stated during a staff meeting that one of the requirements is to be a journyman(11 or higher). If you have two cadre members doing the same job, and one is an 11 and the other is the TE, how do you justify paying a TE salary for one and not the other. This is not fair and a form of discrimination.
234	I am in charge of all internet claims. 99.9% require contact because they are incomplete AND month of entitlement are disadvantageous for them. Majority of claimants in my area are non-English speaking with very little or no educations and this is a high-poverty area so most of the claims that they attested were not completed by them but a family member. It's obvious, some cannot read or write yet alone type. But, who am I to question if they selected on their app that 'they attested under penalty of perjury.' It's not my job to question. Also, MOE's are almost ALWAYS incorrect. And I Disability, onsets are almost ALWAYS incorrect. Sometimes it takes longer

	to fix what they started than a CR starting from scratch.
235	i think it is a great concept- concerning the internet application to the public, however additional checks-n-balances are necessary for the public to complete the process as intended by ssa.
236	I come from a generalist office and was just recently put into a Redetermination breakdown. Therefore, I have not been exposed much to the internet claims. However, my past experience with disability applications is that we had to use "source to merge" a lot in EDCS to make corrections which was time consuming.
237	I find that most people are financially literate, but explanation of MOE advantages should be explained. I would like a bit more time for DIB lclaim adjudication, as a lot of time is used to recontact the claimant and complete a 3368.
238	It makes me sick to think about how many people we have disadvantaged by not taking the time to help them understand the decisions their making.
239	Regarding the MOE that a claimant chooses. One of the issues that would come up in the past is a break even point for electing benefits at full retirement age. I would suggest that we provide a break even calculator to show the difference in payment depending on month of election.
240	it was hard to answer many of these questions since I have no experience with adjudicating claims
241	I'm a T16 CR and a lot of the above doesn't apply to SSI.
242	THERE SHOULD BE A SPECIAL OFFICE OR UNIT NOT IN THE FIELD OFFICE THAT WORKS AND PROCESSES INTERNET CLAIMS. TRYING TO SQUEEZE THIS WORKLOAD INTO THE FIELD OFFICE OPERATIONS IS A DISASTER FOR ALL INVOLVED
243	FILING AN APPLICATION WITH SSA FOR A LIFE CHANGING EVENT, DIB, RIB, SURVIVOR, ETC, IS TOO IMPORTANT TO ALLOW AN INDIVIDUAL TO HAVE NO CONTACT WITH US. THERE ARE TOO MANY DETAILS, LEGAL ISSUES, AND ENTITLEMENT FACTORS THAT NEED TO BE ADDRESSED. HOW CAN SOME ONE WHO KNOWS NOTHING ABOUT SSA ENTITLEMENT MANAGE THEIR OWN FILING WHEN IT TAKES SEVERAL YEARS FOR A PERSON TO BE TRAINED PROPERLY IN THESE FIELDS. IF INTERNET CLAIMS (WHICH IS A NEW WORK LOAD)ARE TO BE GIVEN # 1 PRIORITY OVER ALL OTHER WORK LOADS (WHICH ARE REMAINING THE SAME ARE GROWING LARGER), THEN SOME ACTION NEEDS TO BE TAKEN TO MANAGE THE INCREASING WORKLOAD BETTER THAN HAVING PEOPLE FILE (LIKE AMATEURS) ON THE INTERNET. I HAVE HAD TO MAKE WAY TOO MANY CORRECTIONS TO INTERNET CLAIMS TO PREVENT PAYMENT ERRORS AND ENTITLEMENT ERRORS. UNFORTUNATELY, THE AGENCY IS BECOMING AN AGENCY OF PROCESSING, RATHER THAN AN AGENCY OF ENTITLEMENT. WHEN OR WHY DID WE CHANGE OUR PRIMARY OBJECTIVE TO THE AMERICAN PUBLIC? WHAT WOULD THE PUBLIC SAY IF IT DISCOVERED THAT WE SACRIFICE ENTITLEMENT AND BENEFITS ALL FOR THE SAKE OF NUMBERS. THE AGENCY NO LONGER IS CONCERNED WITH SERVICE TO THE PUBLIC. ITS PRIMARY CONCERN IS THE "APPEARANCE" OF SERVICE TO THE PUBLIC, NO MATTER WHAT THE COST.
244	Please provide an automatic link of the disability applicant to the disability report. A majority of these online disability require a call back for the simple fact that they didn't fill out the disability report. Trying to obtain this from the claimant after fact takes up a lot unnecessary time for CR's.
245	I am confident that iClaims disadvantage a significant number of claimants with regard to onset dates. I believe that if we are going to offer online claims, we should offer ONLINE chat help with a qualified CR.
246	People who are clearly unable to use a computer or even speak english are being directed to use the public s/h computers in our office. Their iclaims are always incomplete. Also the i3368 is difficult for most applicants to get to and complete. Many report they didn't even realize it was part of the process.
247	SSA EMPLOYEES HAVE NOT HAD A SIGNED CONTRACT FOR A VERY LONG TIME!
248	I feel we are doing a disservice to the public because most of them have no idea what they are doing.

249	We are understaffed , do not replace employees when they leave. Why is the appointment calendar so important to mgmt, we are taking claims with moe 4 months in future, walk ins , we need more time to work the cases on our desks and need to schedule appointments so we can get to our work. Everything is a priority with no time allocated to work them, other than just fit then in our already full day. As far as internet claims, most need recontact, we are the trained people not out claimants, they are making poor / and incorrect choices without our assistance and the sad thing is they will never know they have made bad choices unless we recontact them. We need more staffing , and better leaders.
250	I DO THE RIB CLAIMS ONLY AND I HAVE TO RECONTACT 99% OF THEM MOSTLY DUE TO THE EARQ ALERTS AND MOE SELECTIONS. I HAVE YET TO SEE HOW INTERENT CLAIMS SAVE THE AGENCY TIME. THEY ARE MORE TIME CONSUMING BECAUSE OF THE RECONTACTS. MOST OF THE TIME YOU CANNOT GET A HOLD OF THE INDIVIDUAL AND IT REQUIRES SEVERAL TRIES BEFORE YOU DO. ALOT OF THE PEOPLE ACTUALLY HAVE QUESTIONS THEY WANT ANSWERED ANYWAY AND THE INTERNET CANNOT ANSWER THEIR QUESTIONS. MANY DO NOT UNDERSTAND THE AET OR THE MOE. MANY MAKE THE WRONG DECISIONS AND WE ARE JUST TO SIT BACK AND LET THEM.
251	If management wants us to continually increase our internet applications, we need more desk time to be able to follow up and process those. It's just additional work added to our already unmanageable work loads.
252	SSA REDESIGNED THE SSA3368--WE NO LONGER ASK,'HOW DO YOUR ILLNESSES, INJURIES OR CONDITIONS LIMIT YOUR ABILITY TO WORK?' SURE IT'S FASTER BUT AT WHAT COST TO THE PUBLIC?
253	I don't advise anyone on most RIB issues since I don't want to disadvantage someone and I work mostly with SSI. How can we expect the public to understand the intricacies of the program and make selections in their best interest when even SSA employees have trouble? When questioned about this, Robert Pagan told our office that it's the claimant's choice and implied it wasn't our concern.
254	Internet claims are what has kept our office afloat.
255	Almost all internet filers that I have to recontact (majority) they all state they are glad I called as they had questions. It takes as long to go over an internet claim and adjudicate as if the person had filed directly in the FO. No time is given to work in internet claims so they have to be worked within workload. I think that letting a person file on the internet is fine if that is their choice but the field offices should be acknowledged by congress of the time involved in handling. Also, the office is about 1 person to the plus in the last 5 years as people who have left have been replaced but the knowledge/experience level of the employees has significantly decreased as about 1/2 the staff are now trainees. Congress and the SSA administration need to realize that the experience level had decreased and workloads of the field offices have become far more complex and time consuming making the stress of CR's skyrocket as management is only concerned with numbers not with doing the work correctly. Newer employees merely push buttons and if the buttons don't push they do not know what to do as they no longer are trained in making determinations as to eligibility or payments as they are taught to do what the public does, answer questions on the application path then push buttons. Automation is great but if new people are not taught basic facts of the job then they do not know whether the button being pushed gives the right answer. Automation also controls workloads better, is better all around but makes it hard for a CR to keep up with all the lists, numbers, and various responsibilities. Accuracy is told to go by the wayside as numbers is all that is important to show Congress how well we are doing. Internet is one tip of the iceberg of that whole problem. To go with tolerances and state that studies show only 5% will be wrong and we can live with that accuracy rate is reinforcing the message coming down that it doesn't matter if you do the work correct, just get the numbers done and the lists current and clean.
256	Contacting and recontacting claimants is very time consuming and sometimes impossible. The internet is a good tool but in my daily experience people prefer face to face interview. I think face to face interviews also provide more accuracy. It is easier to load a claim than it is to review and correct one, you may tend to overlook things.
257	I recontact all lclaims claimants when an earlier MOE is possible.
258	The concern I have is that SSA got its budget and more yet the hiring and promotions have not shown it. What is the SSA doing to speed up processing? the PC's apparently are over loaded but there is no push to fix this.

	iClaims are fine, but they are not a solution for a significant number of claimants. SSA needs more employees, that's the bottom line
259	To forego lag invites Questionable Retirement claims and development. Forgoing appropriate moe's invites bad public relations, to dismiss accept numident as proof of citizenship is error prone, as many people show their place of birth as the place where they completed the ss-5 forms, mostly due to illiteracy.
260	People do not take the time to look up dates of marriages, deaths and divorces so they often accidentally deprive themselves or others of benefits. Often they leave out information that would get them a higher check each month. Also, fixing these claims often takes longer than it would do if done properly.
261	They almost always disadvantage the person applying because the applicant does not know the significance of inaccurate or skipped answers. Furthermore, fixing these claims takes longer than taking an initial claim directly, because it can be hard to contact the applicant.
262	ridiculous process, error-prone, not ready for release to the public until 3368 is connected to MCS; adds incredible stress to an already burdening workload; not spread out throughout the office but the responsibility of only 3 people forcing us to work most every week-end.
263	I don't like the new ss5 system. I think people need to sign their applications for cards. There is so much fraud these days. I feel that we will not have signatures of other people using other ssns.
264	Persons who file internet claims have the mistaken belief that they've actually filed an initial claim or appeal. This belief creates a lot of difficulties getting in touch with the claimant to do the initial claim.
265	We are given no time to process internet claims. They are additional work with no allotted time. We must decide whether to handle these claims or adjudicate the claims we already have pending.
266	I see incorrect and incomplete applications all the time. The presence of a third party produces only a slight improvement over the claims done by the claimants themselves. If Congress is genuinely concerned about producing a quality product, the Social Security Administration must provide adequate funding that person-to-person assistance can be possible. Filing for retirement or disability benefits isn't like pumping your own gas. Self-service is just not appropriate for issues this important and complex.
267	no
268	internet claims require recontact for things like moe. one common problem is, most advantages filing. ex: fra 05/2010 not working, dof 01/29/2010. nh wants to wait because it's his full retirement month. he is not aware that he can begin receiving in january 2010. public not educated enough.
269	There are numerous changes that occur within SSA law. We are not given enough time to read and or discuss what the law means and that all SSA employees are executing the law the way it is written.
270	need more staffing!!
271	Our office is losing all its knowledgeable veteran employees due to silly changes such as having all CR's take concurrent claims, even though they only received 2 weeks of training on the other title. T2 has lost 6 CR's, but they still have them taking conc. claims. Our mgr wants "everyone doing everything".
272	I claims are not beneficial unless they obtain complete information that is accurate so the claim can be processed without CR actions.
273	Worked primarily with disability, requires much more follow-up to get appointments and claims completed, so time savings in many cases is negligible.
274	Our clients include a lot of poor individuals who do not have computers, are not computer literate and need to have a trained employee assist them, not try to get them to go to the library. I have 35 years of service and do not see that the public is being served by directing them to use a computer instead of meeting with a fully trained claims representative.

275	We have a internet cadre one person in our office does it for the cluster and (4 offices and one other office
276	Internet claims help us a great deal. They need a followup contact to correct things almost every time, but it still saves us time when the beneficiary has done most of the typing.
277	Since the loss of employees - our unit used to have 7 people in it, we now have 4 full time. We are so far behind in our case loads and the stress is killing us. We have goals to meet in an unattainable amount of time - our redetermination goals are the main goal so everything else just sits. We don't have time to do a good job. It's a fly by the seat of your pants just to meet the goals. When we are assigned overtime we are only allowed to work on the RZ's. Again, everything else sits. The hearings backlog is another priority that if you don't have the people in the field to process the allowances - it doesn't matter how fast the judges allow them. We can barely get to them in the 60 days allowed time- it's an unrealistic goal. WE NEED MORE PEOPLE!!!
278	continued politics for management handling of overtime hours and compensation time/
279	The agency has taken the position that every member of the public knows how to use or has ready access to a computer. The disabiity claims I have processed require much work and most times the claimants have not submitted them in the internet. SSA management does not believe that employees need adjudication time to process the mounting workloads. There is a constant verbal push to offer overtime to clear the work. I am not willing to give up my Saturdays to come into the office and then be given a list of assigned cases to work which does not result in clearing cases pending on my desk.
280	Iclaim is great, but it doesn't eliminate recontact with the claimant. For DIB, the 3368 needs to be a part of the claim. For RIB, the MOE options need to be MUCH more clear, or the agency needs to understand recontact WILL be necessary.
281	It takes more time to fix their mistakes than it does to just take the claim
282	We are pressured to do more with less help. Everything from the internet to walk-ins are a priority.
283	I work in a TSC and I am very concerned about the agency pushing people to file on internet and the incerased possibility of loss of benefits for the public. Additionally, employees are directed to push internet in the DO and Fo's, even directing the public to file in libraries and internet cafes where privacy is a major issue.
284	it has not saved time nor money for ssa by implementing internet claims. it is more convenient for the claimant and for that one reason, it should stay.
285	I support streamling the claims process. People should make their on selection of when they want their benefits to start. SSA employees should not be counseling them on their decision.
286	There are now 2 levels of service that are available to claimants. People who file on the internet do not get the same quality of service and information as people who file with a claims representative. The agency touts service online, but really, people who file online are disadvantaged because they can't ask questions or get correct information. I can barely manage the claims that I take in every day, but I acquire additional claims almost daily.
287	Provided time for recontact of claimants for claims and medical information
288	benes need to be fully aware of the benefits they are entitled to along with options.
289	Question 25: We have gained some after the initial loss but they are still trainees. Time spent on recontact varies greatly when comparing Rib to Dib claims. I think the fact we have people make a once in a lifetime decision without any guidance is awful. This goes against everything I was taught when I started with the agency and that was only 12 years ago.
290	I believe the claimant should be instructed to contact SSA the following day to clear up any incomplete portions of their claim
291	I believe the public should know all about their claims that they file but I also believe when a claim is taken a

	<p>great majority of people seem not to understand the information that is presented to them or told. When people are given information in writing they still do not comprehend how their rib dib rep payee etc.. claims affect their lives until there is an o/p or underpayment. I believe the main concern the public has is how much their check will be. Question 25, we have 2 new people in our office and of the other people in office one retired thus we have a gain of +1. question 24, I believe that when claims are filed they are filed by the proper applicant. question 23 if lag yrs are needed for a claim for accuracy they need to be used and thus there will be no questions of accuracy. Question 21, the literacy of people varies so much that if a person request a certain month of entitlement might be difficult to comprehend even if person is well educated. I believe all this info despite not adjudicating rib or dib applications. I as a Service Representative get to meet different people that have different levels of literacy as well as people that speak different languages and from my experience and observation I notice that SSA can tell these people certain explanations and give them the same answer day after day and they seem not to comprehend only until they end up with a overpayment or underpayment. In other words until it affects their monthly checks.</p>
292	<p>Dib claims are not submitted timely because claimants do not complete edcs or submit ssa 827's. Alot of n/h's are in hospitals or shelters and very difficult to get in touch with. Rib claims N/H's may possibly mis out on retro benefits as their is no recontact</p>
293	<p>Have claimants go on internet and complete SSI/SSA Dib claims, not only Disability Reports.</p>
294	<p>I see many missed entitlements and people trying to avoid contact with the office because their work situation does not allow for payment of benefits.</p>
295	<p>Most internet claims are horrible, incomplete, and the people are difficult to get a hold of to get corrected information. They don't accurately read the information online so they do not accurately answer the questions. They we (cr's) get, well, I didn't understand. Like it was our fault, and our supervisors and managers don't back us up. We don't have a leg to stand on out here. The internet is not a good thing for all.</p>
296	<p>I am walk-in one day every week and no one does internet that day, that means the following day I have claims for 2 days. It would help to have all week working on internet, sometimes there can be more than 10 claims in one day. Thank you.</p>
297	<p>These claims are given higher priority and a dedicated Claims Rep to process them while we are taken off of claims to answer phones and do SR interviews so we can never process the claims that people want to file in the office. SSI claims cannot be done on the internet and since management wants everyone to file for SSI even if the Nh dosen't want to file for entitlement programs we contact every claimant</p>
298	<p>SSA staff have not been sufficiently trained to help the public with iclams. There are times when we are required to "pressure" the public into filing and it may disadvantage them b/c they have a poor understanding of the process.</p>
299	<p>No matter how advanced we get technology we will always have the need for human contact. A smile and friendly handshake goes a long way. Customer service</p>
300	<p>The policies concerning not discussing month of election with the claimants goes against the oath we took to serve the public. We are not doing our job when we allow the public to make a decision that is often disadvantageous to them. In addition, the new rules concerning not having to have proof of age for certain people only invites more fraud. In this day and time when the agency is "harping" on PII this is one of the most ridiculous things they have done. It would be easy for a sibling to pose as another sibling and get benefits they are not entitled to.</p>
301	<p>Not everyone is comfortable with the internet so we have spouses, children, neighbors filing claims for people. Many sign up then set up an appointment to come in and talk about the application because they have questions and are not sure they completed it correctly. Many of these are also not aware of their reporting responsibilities and some do not understand the earnings test. Not everyone is able to understand or interpret the information on the internet.</p>
302	<p>The new MOE rules is a disservice to the public. The intentions is to make the claim that you receive the same</p>

	level of service on the internet as in a office, which is none.
303	Aside from putting initial claims reps out of a job they are putting qualify control after the "horse is out of the barn." This appears to be the way of things at ssa. initial claims for ssi and t2 is going in the same direction. All "checks and balances" will fall on the pe departments of our offices. Thus lots of more opus!
304	I think it is important for potential beneficiaries to become equipped with all information necessary that affects their RIB/DIB entitlement. To just send them to the computer to file internet applications leaves them with no direction when they have questions. Many of our applicants prefer and request human contact with a claims representative because they feel they need to speak with a representative who is willing to answer all questions they may have. I understand the increasing levels of claims, but it is our responsibility as an agency to assist our clients to make the best and wisest choices for themselves and their families. To simply send them to the internet leaves them out there on a limb, and once they click the submit button, they are left hoping they did the right thing or made the right decision.
305	They usually take longer to complete and are more difficult because we're just trying to work them in around all the other scheduled appointments. They are also hard to contact as they never seem to be home. Some people have filed online and then went on vacation the next day.
306	I am cutting corners (quality) that I would have never cut 5 years ago. I used to love my job. Now I am grateful for a paycheck. I do not develop better onset dates on internet claims - no time - unless it is a TERI case and I think client may expire before MOE. I've seen a trend of people electing benefits at FRA picking the month after their 66th birthday. They misunderstand. I try to correct these MOE's. Many times people make no mention of work in the prior year, or fail to note non service months. Dependent children require additional contacts. I am seeing an increase in DAC claims. Many times a person files on the internet but still has an appointment to finish the 3368, submit proofs, or ask questions. SSA has not realistically addressed the needs to handle the increase in workloads. SSA is too top heavy - too many people in management and not enough people to handle the work. I have at least 2-3 people pulling lists and pointing out work that needs to be done and our office has 8 bargaining unit employees. The lists keep growing, the work piling up, the overflow line keeps ringing, and the RZ goals just add to the disaster. I am not a lazy employee. I do not visit or goof off. I do not take extended lunches and breaks. I work hard and am very good at my job. I love helping the public but the stress of the job, the backlogs, the unrealistic demands are driving me towards what seems to be the only refuge - apathy. Many internet claims get cleared with whatever the applicant managed to input - no questions asked. Sometimes I can't this and address issues, but then I tell myself they're supposed to know what they're doing. It seems to me that the Agency is setting itself up for failure so the work can be contracted out to the lowest bidder with the highest lobbying power. I would have never felt the way I do today 5 years ago, not even 2 years ago. We have a full staff at the Area office pulling lists for management to pull to pass on to the workers. Again, we are management top-heavy. The Clinton Administration wanted the mangement to worker ration to ge 16 to 1. The Agency then renamed management positions to get around this. Now we have way too many non-bargaining employees. Someone should pull up office rosters and calculate the management to employee ratio. TE's are being forced to do more and more management work (i.e. site reviews) instead of helping with the more complex cases because of course the public may now practically self-adjudicate. This leaves the most complex cases behind that age, unfairly, because we have no adjudication time. I believe additional management is in place to work as spin-doctors at best. Management is becoming agressive in demanding all goals be met. Our area has an even lower goal than the region and nation. As we jump through the ever tightening hoops the top dog gets a very big bone. I dare you to do an in-depth quality review on the work that is being performed today. The claims submitted by attorneys such as Binder are a disgrace. It would appear they don't even speak with the claimant for important details. But face it, the fee is much greater at the hearings level than the initial claims level. I feel the American public is being misled to think they need an attorney to file a claim. I see more and more law firms jumping on the gravy train of representing these clients, submitting bare bones application, and later collecting huge, undeserved fees. I
307	The public is definitely being disadvantaged by the Agency's policy forbidding recontact and/or discussion of their MOEL choices & breakeven points
308	If a disability claimant applies online there should be a way to make them complete the medical portion before submitting the application. So many do the application but never complete the medical.

309	The claims cause sometimes several recontacts. The DIB claims are usually poorly done and if not properly reviewed and corrected the applicant is greatly disadvantaged. The CR's are stressed and overworked and seemed to be unable to review the I3368's and the the public rarely complete the proper applications. Because our office is small(8 direct workers w/public) there is no one to answer phones a lot of the times. This is causing more "walk ins". Meaning longer waits that adds up to back public relations and service. The public constantly complains that the internet "kicks" them out and is not user friendly.
310	We need more staff and can only "absorb" so much until the public suffers.
311	internet are prone for fraud. There's absolutely no development.
312	We answer lots of questions about benefits and how to file the internet claims without any work credits.
313	some of the problems with internet claims is the public "thinks" they know what is best. they look at the amount of the check and say ill wait for the higher amt even if that is not advantageous. they also have no idea that they may also be entitled to other programs such as spouse's benefits or if they should be "deemed" to have filed and the cross references are not answered correctly so ssa also does not know unless for some reason there is recontact. also they do not understand the question on disabled children who are now adults. they respond to the question no even though their child who now is older on say ssi or even a small t2 check who would be eligible for higher benefits on their records. again no cross references are being enter on ssi records for parents and they are the "lost entitlements" until they happen to be interviewed by someone who cares enough to develop a lengthy application and do all the proper paper work as it seems we are discouraged to do.
314	It seems that in all of that our agency does now NO weight at all is put on quality of the product (only how quickly can you get done), no one seems to be concerned that the claimant could be losing thousands of dollars based upon the i-dib (no claimant or 3rd party rep can develop onset like a CR; rarely do they have a clue that what they are entering may cost them tons of money). The agency no longer cares if their employees are well trained and given time to LEARN their jobs - they want it to appear that we can call on our claimant's in under 10 minutes (because they put every SR in the office calling numbers while CR's answer the SR phones and no one does any adjudicative/desk work). Management - from the top down - have forgotten just how important it is to take time with a claimant to get all of the correct information to make the right decision for them, how important it is to explain their MOE options, discuss Mediare and answer questions - management rewards those who suck up and get things done quickly (not correctly - just quickly); they don't like it when you speak up about the tremendous pressure that we all feel, they don't care that, at the end of the day, we go home feeling exhausted; physically and mentally drained and under-appreciated. Moral sucks and it keeps getting worse because manager are looking to make themselves appear to be great at managing by pushing their employees to work quickly - forget the quality. I have been with SSA for almost 33 years. I am disheartened by the lack of knowledge that we demonstrate on the whole - not because we don't want to learn or do the job right but because we are not given enough time to research and do the job right. I don't foresee this changing for the better - it can only get worse unless someone with the power to do so changes everything about the way we train our new people, continue to train our employees, allow us time to do our interviews and desk work. I am saddened mostly that in this entire mess - it is our claimant's that suffer - they should be of the utmost importance and yet they are the one's who are getting inferior service at every level from an agency that I once was very proud to claim as my employer.
315	Proper consideration of possible mutiple entitlements for retirement, spouse and survivor benefits for many people, with using the most advantageous sequence of taking the benefits can make great differences to maximizing benefits. In these situatinons, considering the most advantageous month of election is a very important part of the equation. Computer programs will never be able to do this as well as a properly trained, experienced claims rep.
316	I DIDN'T ANSWER THE NUMIDENT AS PROOF OF AGE, BECAUSE I HAVE EXPERIENCED ON SEVERAL OCCASIONS THE NUMIDENT HAVING IMPROPER BIRTHDAYS OR PLACE OF BIRTHS
317	My complaint is the automate system. Daily I receive a minimum of 5 complaints a day from callers. The automated system has problem understanding the information they provide a number of times to identify themselves. They alternately have to call back and wait an extended amount of time to speak with a live person.

318	It is important to explain the month of entitlement to the claimants. We had a claimant in here yesterday who is 68 and does not want to collect because he is still working. We tried to explain to him that neither his SSA nor his work would be effected. He stated that he had heard it was until 70 years old. so many people are misinformed, or have old policy. Also another large issue is explaining the medicare. We have many people who refuse medicare on the internet claims not understanding the implications and penalties that will come if they sign up later. The FO CRs take the time to explain the the beneficiary that this could cause a penalty and why. Many of our beneficiaries do not understand and are only looking at the bottom dollar, not what it means.
319	The workload has increased and the priorities have not changed and there is no way to meet the goals without the managers pressuring everyone and the stress level is very high in our office. The situation is demoralizing.
320	We are no longer helping the public with the things they want help with.
321	EGHP never transmits to MCS properly. Applicants clearly misunderstand MOE. DIB apps are not connected to the Disability report and 827 requiring huge amounts of wasteful recontact. I am getting claims from people in France, Australia and somewhere in Asia. Can't distinguish between U.S. and foreign as they use U.S. address until I attempt to recontact them. I question the security. One spouse will file for the other without the true applicant really knowing what is going on. I think all applicants should have a recontact but I am happy with the clients providing the basics via internet and saving us for being sure they have made proper decisions and exploring other entitlements.GPO and WEP never transmits to MCS. Recontact is difficult. I'm in California. My dib claimant somehow managed to get to Mississippi and then to New Orleans for SuperBowl day but getting me a signed 827 is a bit too much for her.
322	I DO NOT LIKE THE I CALIMS BECAUSE YOU ALWAYS HAVE TO RE CONTACT THE CLMT
323	iclaims are overall a good way of getting the claim on the system and good for the public, they become aware of what is needed when we do have to make a contact, the problem I incounter is the time allotted by the agency and the field office to be able to recontact claimant. We are always short staff and the walk in traffic is tremendous.
324	no
325	VERY DISADVANTAGEOUS TO THE CLMT--THEY DO NOT UNDERSTAND ANNUAL EARNINGS TEST AND MONTH OF ELECTION OPTIONS ESPECIALLY. THEY DO NOT UNDERSTAND WEP OR GPO. THEY CAN'T ASK ANYONE QUESTIONS. TWO THINGS MAKE INTERNET CLAIMS MORE DIFFICULT TO PROCESS THEN THEY SHOULD--THERE IS ONLY SPACE FOR THEM TO PUT IN ONE PHONE NUMBER-THERE SHOULD BE 3-HOME, CELL AND WORK SO THEY CAN BE CONTACTED MORE EASILY. ALSO THEY OFTEN ANSWER THAT THEY DO NOT KNOW IF THEIR E/R IS CORRECT SO A CONTACT IS NEEDED ONLY TO FIND OUT THEY DO NOT HAVE A RECENT E/R STATEMENT.
326	We are based in a agricultural community and have a dense multicultural population. Most have never own or used a computer. The children of the claimants are helping the elders. When we review the earnings records, about 40% of our claims have earnings discrepencies. We have confiscated false documents for proof of residency & SSN cards. Timeliness seems more important than accuracy anymore. You may be taking the responsibility of protecting the funds out of the hands that have always worked so hard to keep them protected.
327	How can we have goals regarding the % of internet claims, some errors have more computer savy citizens. Offices shouldn't be looked down upon for not having the goal of internet claims filed.
328	WE HAVE LOST AND GAINED TOO MANY TO REMEMBER. WE ARE NO FURTHER AHEAD WITH THE HIRINGS.
329	it is ok to have the claimant start it, but a local office needs to go over the entire application to be sure entitlement isn't lost. we do that with non-internet claims, there should be no difference between the 2.
330	I think attesting won't work with fraud cases.
331	They are one big joke

332	FO gets more and more stressful every day.
333	We have a cadre team in my office and I think everyone should do them because it is just more work in addition to the ones we normally get. Management has us helping the SRs in the lobby therefore we are getting addition work. That is just too much. We are responsible for T2CR claims, Internet Claims and appeals T2 and T16 and SR work which is frustrating and very stressful.
334	Working an internet disability claim generally takes me more time than any other kind of disability claim (phone or in office) to make it meet the needed criteria for proper claim processing
335	I have not worked on one internet claim that has not required recontact with the NH. Even with simple RIB claims there are always questions that come up on the screens that show question marks instead of a "y" or "n". The DIB applications and 3368's are a total nightmare!! There are always so many edits on the DIB reports and since we HAVE to take SSI applications you have no choice but to contact the NH even if everything is perfect. A total waste of time. It doubles the workload when we are already drowning with no help in sight. I'm glad that I only have 5 more years at the most to work in this agency. If I can get out sooner, I will be gone in a heartbeat.
336	allowing attorney and other rep to charge for assisting nh with application. attorney or other rep should be allow only if case has been denied and nh disagree with the final decision. social security is looking foward to serve the public and secure proper documentation to process and adjudicate. if all information are trully submitted by nh, there should be no problem for proper decision as nh medical record will support his allegation and not an attorney or a legal rep.
337	We have no time to complete the internet claims and the daily appts in a timely manner
338	I don't agree with the internet filing as it is prone to errors and we are told not to question them such as MOE. 9 chances out of 10 they did not either complete the application correctly or they did not do the disability report. In addition they always want to file for SSI so it means another contact to complete a claim. We are wasting more time recontacting these people when we could do it all at one time if we were to schedule an appt for them. In addition if they chose not to list spouses and/or children there is a potential loss of benefits.
339	Many times when applying for disability online the NH continues to work. Many turn out to be SGA denials or the NH has provided incorrect information with regard to work/stopping work.
340	We need to make sure the 3368 is linked to the dib application and that vice versa--the dib application is linked to the 3368.
341	THE COMPUTER IS A TOOL NOT A REPLACEMENT FOR THE HUMAN. WE ARE A SOCIAL AGENCY THUS THE NEED FOR THE SOCIAL ASPECT. PEOPLE NEED TO BE ARMED WITH INFORMATION BEFORE MAKING DECISIONS ON MOE ETC. THEY NEED TO SIT DOWN WITH CLAIMS REPS NOT COMPUTERS. WHY HAVE WE BECOME LAZY? PROOF OF AGE, CITIZENSHIP AND LAG WAGES SHOULD BE PROVEN AND THESE ARE EASY DOCUMENTS TO PROVIDE. ALL THIS IS ANOTHER ATTEMPT TO REPLACE HUMAN WITH MACHINE. THIS WILL FAIL.
342	I do not think it is fair to the public for them to decide their own MOE without any SSA review. I have seen CR's clear RIB/DIB claims with wrong DOB's; they take the numi for granted. Since CR's are no longer making crucial decisions for the public, should their pay be more comparable to SR's? It is not fair to see the most poplar or most promotable person getting to promote iClaims (giving speeches), even when we have all volunteered; the agency should hire a special person for this purpose and not solicate all of our ideas.
343	I think that the general public is not as financially literate as we might like but at some point an individual has to be responsible for their own decisions. Until we stop treating the public like children they will not take responsibility for their own actions. I would not like to see use of the Internet the only option to file for benefits; I think it should be increased for PE actions and I think that T16 should be allowed to file via the Internet just like T2.
344	ALTHOUGH OUR OVERALL OFFICE NUMBERS MAY OR MAY NOT HAVE SEEN A SIGNIFICANT CHANGE, THE DISTRIBUTION OF EMPLOYEES WITHIN THE OFFICE HAS CHANGED DRAMATICALLY. EMPHASIS

	HAS BEEN PLACED ON "CONCURRENT" DISABILITY CLAIMS AND AWAY FROM RETIREMENT/SURVIVOR CLAIMS.
345	These claims causes an extra workload. Each one of these cases have to be recontacted, which is an unnecessary contact. We have not been given additional staffing to complete this new workload.
346	We need more time to process lclaims. They make it sound like it will only take us 10 minutes to process but it is not about just adjudicating and getting numbers for our STATS. It' about helping the public make correct decisions and us having the time to process claims correctly. Without time everyone is just in a hurry to process claims and add numbers,numbers, numbers to our STATS but most of the time SSA processes claims incorrectly for being in a hurry. It's not fair for claimants of for SSA employees that work on these claims. It's easy for management to just look at numbers and how well they will look because the numbers are so great but what about further corrections and follow ups and claimants visits to our office due to questions they have that were not answered or were done incorrect. Maybe management can help processing claims so they know it's just not about numbers. =-)
347	N/A
348	I did not know how to answer questions 21-23 since I don't have anything to do with processing claims
349	iClaims doesnt ask all pertint questions that are needed during an interview, especially T16 application.
350	I think there is a great potential for fraud and that SSI (Supplemental Security Income) applications should not be allowed to be taken online, due to the nature of the questions and need for interaction between the claims representative and the claimant.
351	In this office, we receive more and more iClaims and have difficulty keeping up-to-date and yet only two full-time staff work this ICTU's iClaims. Our backlog seems to be staying at 2+ weeks behind consistantly. I have a problem with the enforcement of our referring the public to the internet especially for claims but insufficient staff to work these iClaims. Someone who utilizes ICT filing may wait a while for a service rep and then for the transfer to the claims rep, but their claim will in most cases be completed faster than those being filed on the internet. If iClaims are such a priority why aren't more staff assigned to this workload so as to catch up with the backlog and stay current. This just doesn't seem fair to those referred to the internet. The percentage of work initiated through iClaims should match or at least compare to the percentage of an office's staff assigned to it. I don't think this is the case in my office, even after several employees have inquired about any changes management can make to staff members or number of staff assigned to iClaims.
352	clmts filing online often do not understand what MOE is most advantageous to them. Some of them do not understand that there is an annual earnings limit.
353	sometimes the internet codes mcs with a proof code of 'b' when no mbr has ever been established and also they are foreign born. Sometimes, the mcs will code with a 'q' proof of age tolerance when it was not correct to do so. In other words, I need to always double check the numi with the proof code provided via internet to make sure it is correct and there are times I have had to change the proof code or request additional documents for poa/citizenship
354	i am a service rep and find from interviewing at the front desk that this is a very stressful time for claimants and they want assistance with determing correct time to start collecting development.
355	I can complete a claim from start to finish faster most of the time than it takes me to FIX an internet claim. The medical part of a disabiity claim is NOT usually completed at all and if it is it is a total mess!!! I hate internet DIB claims and we have to work them in with all our appointments. we are not given any extra time to work them. A large percentage of RIB's are incorrect also and anyone who has a person's SSN can file a claim for them whether they know about it or not.
356	I believe that the internet claims process still does not flow in an easily undersatndable way. For example, we have to recontact iDIB claimants because they have not completed the 3368 or 827, most claimant either did not know there was another form to complete or could not find it online. I beleive that at least with iDIB's it would better if the claim couldn't not be sent to the office without both sections being completed, maybe even a obtain

	to electronically sign the 827 and send it electronically to the office. I think this would cut down the recontact time considerably.
357	It makes another place for us to look and thus another thing to remember/get spoken to about possibly forgetting.
358	Stop allowing 3rd parties to take disability claims. They really slow down the process. It is not unusual for a claim to get to our office 3 weeks after the 1696 was signed, then the disability report is full of edits which we have to resolve. This is not helping us or the claimants.
359	none
360	In 2008-2009 it was discovered that T2 CR Rosa Moreno was deleting internet claims so she would not have to work them and even though our assistant manager had discovered it no action was taken. More than 50+ claimants were disadvantaged. She never followed up with these claimants.
361	Just that when a claimant files internet many then call to make sure that what they filed is what is on the claim, or they didn't understand the question at all, etc
362	The biggest issue I have noticed with iClaims is that claimant's are not aware they can select an earlier month of entitlement.
363	DUE TO STAFFING SHORTFALLS, WE DO NOT HAVE ENOUGH TIME TO PROCESS POST ENTITLEMENT WORK, ANSWER PHONES, AND STILL TAKE CLAIMS. OUR OFFICE HAS 6 CR'S AND 2 SR'S. WE SHOULD HAVE AT LEAST 4 SR'S AND 10 CR'S JUST TO MAINTAIN OUR WORKLOADS. INTERNET, WALK IN CLAIMS, PHONE, AND IN PERSON IS PHYSICALLY EXHAUSTING. WITH SHORT STAFFING OUR BACK LOG CONTINUES TO CLIMB AND THE EMPHASIS IS ON NUMBERS VERSUS THE QUALITY OF OUR WORK FROM MANAGEMENT. PE WORK CONSISTING OF IRMAA, HEARING WORKLOADS, CDRS, WORKMANS COMP, A101, EF101'S, EXR'S, ESRD. WE JUST DONT HAVE ENOUGH TIME TO WORK ALL THAT WORKLOAD AS ONE PERSON AND STILL TAKE UP TO 4 CLAIMS PER DAY. INCLUDING 2 DIABILITY CLAIMS PER DAY. OUR OFFICE WORKS 5 DAYS A WEEK OFTEN EMPLOYEES WORKING 1-1.5 HOURS PAST NORMAL BUSINESS HOURS JUST TO WORK BACK LOG AND EVEN WORKING OVERTIME ON SATURDAYS FOR 5 HOURS. THE EMPLOYEES ARE TIRED AND WE ARE PLEADING FOR THE AGENCY TO HIRE MORE STAFFING OR INTER TRANSFER TRAINED PERSONNEL WITHIN THE AGENCY TO ASSIST IN THE EVER GROWING BACKLOG DUE TO THE BABY BOOMER GENERATION. AT THIS RATE THE RIGHT CHECK, TO THE RIGHT PERSON AT THE RIGHT TIME IS NEXT TO IMPOSSIBLE TO ACHIEVE.
364	MOST OF THE PEOPLE I TALK TO CHANGE THEIR MONTH OF ELECTION ONCE THE FIGURES ARE GIVEN.
365	If claimants choose to file their claims without the help of a CR I have to assume they know the risks. They sow what they reap. They are adults. I have too much work to do. I'm not their personal fact checker.
366	Just that recontact is needed on almost 100% of iDib's and a substantial amount of time is spent reviewing edits in the 3368, moet, work/sga issues, discussing missing proofs, etc.
367	If it is a mandatory question, DO NOT ALLOW THEM TO LEAVE IT BLANK. 100% of the claims that have Workers Comp involved are either completely blank, or need correction. Most times it doesn't even apply but because of the wording, it is selected.
368	Internet claims are prone to fraud by people who are not applicants applying on behalf of beneficiaries. SSN card centers are not needed. We need proof of I.D. and a visit to the local office. There will be increasing fraudulent SSN applications because of new policies.
369	The internet claims process is a dismal failure from a production standpoint. From a CR perspective, the Internet workload is by far the most time consuming with the least value of return for our time. The inability by the agency to link the 3368 and an online SSI application (or at least better pre-screening criteria) creates an enormous amount of work that takes what precious adjudication time we have. A review of adjudicated internet claims will

	show disproportionate rate of denials due to failure to cooperate. This then results in a boomerang effect of implied reconsiderations that need to be loaded again and sent to DDS.
370	MOE is a large part of the recontact with the iribs-sps claims 2nd, taxation of benefits 3rd-idibs-very rarely is a idib claim processable-recontact is always made for 827, i 3368,clarifying doo, aod, pod;sga-several efforts (mail, telephone messages) to obtain necessary forms
371	In one spot it says you do not have to recontact regarding moe, but I got written up for not recontacting regarding moe.
372	All iclaims should pass through the DO for the alpha CR to review before adjudication. It is a dangerous practice to allow automated Internet claims to "fly through" unreviewed!
373	none
374	The problem I see is that claimants who file with a CR get better and and more complete info that those who file on-line. That seems unfair when we push internet filing.
375	i3368 is completed by maybe 1 out of every 15 filers and even with those that are complete, they always still have many edits to resolve.
376	For Dib filing, applicant must have completed all required reports (i.e. the Adult Disability Report) before they can submit a Dib claim.
377	We need more field office staff to process claims and post-entitlement issues. We also need sufficient adjudication time for the additional internet claims development and processing.
378	streamling some issues was a good idea, but I still review my claims and recontact clmts if I feel they may need more information to make a informed decision in rib claims. I find dib claims by clmts are usually incomplete or half done and recontact is necessary, however in our office management reviews them and schedules appts as needed for incomplete claims. Clean dib iclaims are assigned to alpha crs
379	We are not allowed to let an internet claim sit without bringing it into our system for more than one day. This, then, becomes a high priority, even though no additional time is given to processing these claims. We are now having to add additional appointments to keep the calendar up to date and to keep management & regional officials happy and "looking good". Very little concern is given to extremely overworked and stressed out employees
380	Question 24 is an estimate based on daily contact with the pulic as an 800# agent. Many people are assisting family members who aren't as computer savy and don't take seriously enough the warnings provided when initiating/submitting iClaims. While the 3rd Party Filing option for iCliams is avaiable, people don't see it as a violation to do it as a 1st Party Filer as long as they have verbal permission (and sometimes not) from the person whom they are filing the application for. This would not be happening as often, or would be able to be detected, if an actual person was required to contact the person to verify the application content. I do beleive that eServices is what the public is becoming accustomed to and current funding with the amount of claims being filed doesn't allow for contact to be made to verify information. Additional Immedicate Claims Representatives would be able to provide some quality control within SSA, not a contracted survey agency, to determine a more accurate number of iClaims being filed by other than 1st parties. Also, like the new National Hearing Centers, if Immediate Claims Units were established (like one in each time zone at least) in addition to the current Immediate Claims Units for INITIAL DIB/SSIDI claims only to offload for the field offices, would allow the field claims representatives to put more focus into PE issues regarding DIB like CDR's and work reviews. As an 800# agent there is at least 10 people a day that I speak with who have already reported work but nothing has been done to prevent overpayment or for someone who reported so long ago and is not calling about the overpayment because development was finally done. Not only does this cause PR issues, it is not administering the trust funds/general funds appropriately as many of these overpayments being cause meet the criteria for waiver. Additional eServices and Units around the country working the workloads that eServices create may decrease the workloads in the field of these issues and therefor allowing the field to work on the items that require local development. Congressional funding and support is needed for the agency to even be able to entertain the thought of this. Anything above the 800# agents are considered overhead to management -

	<p>additional support around the country to help 800# agents assist the public with online services, including iClaim, would benefit all. At the Auburn TSC, we haven't gained any work stations and our "ceiling" of the number of TSR's we've been allowed to hire hasn't increased. The number of people we lose for various reasons is incredibly high, therefore increasing turnover. Upper management sees this as weeding people who weren't meant for the job. In order to satisfy our statistics to continue to get funding from congress; additional training time after basic training is very limited (even though what we have at the ATSC is far better than other TSC sites) and good people are lost due to training issues and stress applied to them by many members of management who are trying to attain a certain statistic in order to get funding to maintain what we have as well as increase funding for growing needs.</p>
381	<p>internet claims are like tossing blank applications up in the air and hoping for the best- they are just a way of keeping claims off the calendar so they don't get a scheduled appointment</p>
382	<p>I would much rather Interview disability claimants. The Internet claims take more time than interviewing and are a worse product for the DDS. Many/most of the Internet claims are denied for failure to provide the 3368 or 827. In my office, if a person has an appointment at an FO and files on the Internet (usually with no 3368 and also wanting to file for SSI), a manager cancels the appointment and the CR is supposed to fit it in.</p>
383	<p>Change the culture of the work environment. Most successful companies don't employ scare tactics or vices of intimidation. They employ policies to be the best you can be and allow for activities in the work day that have nothing to do with work (like a fitness class). Check companies like Microsoft, Google, SAS...they have very productive work forces. Never will you find a corporate culture like we have. Ours encourages people to leave or to quit. Ours doesn't retain good workers. They do encourage that. And they are more productive because people actually like going to work.</p>
384	<p>Your survey is flawed -- it's unclear if you're asking if I recontact the wage earner 100% of the time when a child is listed on the iClaim or what percentage of iClaims have children involved. The same is true with the questions regarding marriage, WEP, earnings issues, military service, etc.</p>
385	<p>This policy is decimating the credibility of SSA. The public doesn't know what their options are and the i-claims are geared towards forcing privatization for the agency in years to come. Some of the questions that are asked in the claims process aren't understood by the claimant so they are more prone to giving incomplete or incorrect answers. Managers just like the inflated numbers these claims provide and don't take into account the multiple recontacts with service representatives and the increased workload for payment center employees by withdrawal of claims or changes in moe.</p>
386	<p>We are required to process appeal requests within one day of receiving them. If we have an internet appeal filed by an attorney, this is a third party because we do not have a signed 1696. Most of the attorneys do not already have a 1696 that can be faxed. So we have an internet claim "signed" online that is supposed to be sent to ODAR by the next day. But this is signed by a third party and you have to wait for a 1696 for it to be a proper applicant. This could take a week or more before a signed 1696 is filed with SSA. In the meantime, your supervisor wants to know why you haven't sent this appeal that is over a day old.</p>
387	<p>My biggest concern is that they want us to process 3 dib claims a day from beginning to end and end is when we send it to dds. sometimes 4 if the calendar gets more than 2 weeks old which is stupid, We just don't have enough employees in our dib unit to do the following and I am speaking only for the Dib unit in our office specifically as every office is run differently. As dib unit CR here are my duties, Take 3 to 4 claims a day, do the EDCS action list try to do it daily but not possible, Schedule percs I try to schedule my percs 1 is at 3 and 1 at 3.30. Then I have to answer the phone from 4 to 4.30 so I must be totally done by 4.00 pm with my percs most of the time it is ok but sometimes percs are involoving. I have to process 1 or 2 internet claims that come in and process meaning look at the app look to see if they did an internet 3368 which I hope and pray they did but I would say maybe 1/2 of them do. The system should just take them there as if that is part of the application rather than just send in the dib app separately. Though I have to say it is rare that the 3368 is ever completed properly especially onset and stopping work etc etc. I try to contact bn about ssi if they say they want to file or send out an I991 Send out a c/o letter for the internet app along with mailing them an 827 in hope that they mail it back, I would say 50 percent of my internet dib app are n18 m5 denials because they never seem to send in 827 that I mail out along with paper 3368 that I send asking them to either complete the 3368 online or fill out the paper 3368 which takes time for me to input on the system and that time is not allocated for us at all we have</p>

	<p>to try and fit all of that in between our 3 to 4 claims and my perc time. We also have to process internet appeals the major problems with the appeals I am seeing is that they tell us we MUST process those within 3-5 days Yeah right like we have time. Anyway the problem with that is the atty does not have the time to send in 1696 and we try to send it to DDS within a day or 2 from when they send it to us on the internet however because there is no 1696 in file DDS does not send attys a denial letter and of course they get mad rightfully so. we have one adjudication day on Friday sort of as lately they have been giving us a 9am dib apt too because they don't like the calendar to go too far. Oh and we also have to fit in the paper appeals and my trully favorite (not) Binder and Binder and Mylar Law paper application that take about 4 hours to process from beginning to the end so I am always about 3 months behind on these paper apps. That is where I think we lack I want the attorneys to do it online they apparently have no desires to do it online. Our apt are at 9am,10.30am,12.30pm If we are lucky we get done by 1.45 or 2pm if we have a 2pm we go right to that if not we try to fully finish the application that we took earlier in the day process all the way like send to dds or send them an 827 and close out etc. Then if we have a 2pm that will go to possibly 3 if I am really lucky at 3 I start my percs one or 2 a day, then I have to answer the public like at 4 pm. Now tell me where do I fit my break in all of this I am extremely lucky if I get an afternoon break. I try to take a morning break as I get very hungry I have to eat something. After 4.30 I again try and work on my internet applications by closing them out or call bn to take an SSI app. And then they wonder why we d</p>
388	There's comment or not...Congress won't do anything.
389	Applicants submit poorly completed and incomplete applications on-line thinking they've filed a claim. Each filing requires recontact to clarify and fill in the gaps and to obtain an 827. The processing time is slowed down a great deal by this process. Plus we have to "fit in" the iDIBs in between our other scheduled appts, which really packs the day full of appts. It's cumbersome and the filing instructions for the applicant need to be fine tuned and explained better. Claimants complain that when they try to "get back in" to the disability report, they can't. That means we need to get the information from them verbally, thus taking up more of the CR's desk time.
390	no committ
391	The iClaims procedure is a colossal deception forced upon the public. In addition to MOE errors, claimants who are also eligible for WIB as a more advantageous benefit have NO CLUE that they are disadvantaging themselves--until a CR like myself calls them to clue them in. Then the RIB must be withdrawn, and an interview conducted for WIB. Most of these claimants remark that they should have just called for a bona fide interview in the first place.
392	what bothers me most about recent changes in the agency is the use of attestation in the processing of the ss-5 application. As a CR I have had to develop scrambled earnings and fraud cases. I have in the past used the signatures on SS-5 applications to determine the true number holder.
393	as internet applications have increased perhaps more time should be allotted in the field office for accurate and timely completion of these cases.
394	MOst claimant do not know that they may or not be subject to earn test. There is no knowledge of possible other entitlement. There is a lot of QR cases. There are a lot of "fribulous" DIB Claims or claims that already being developed. Duplicate claims
395	At this point in time I dont think its in the publics best interest to file their claims via the internet. I would say over 80% of all clients, regardless of how they file a claim do not truly know all of their options. In addition, the process is time consuming to the claims representative, because a claim I process by myself I can process much quicker, without errors. The internet claims are almost always contain errors, and the recontacts with the claimants take a lot of time. correcting the applications take longer then if I would of done the application myself from scratch.
396	THERE SHOULD BE A STATEMENT THAT SAYS IF YOU ARE AN OFFICER OF A CORPORATION OR RECEIVE A PENSION NOT BASED ON SOCIAL SECURITY EARNINGS, YOU CAN'T FILE THE APPLICATION ON LINE.
397	People file online not really knowing if they really want to apply. Many times they only have questions or they do

	not have proper documentation or plan to retire more than 4 months in the future.
398	i am in the internet claims taking unit. we have 3 t2 cr assigned. give the internet more priority and stop the practice of assigning us scheduled appt every morning. i fall behind and stay behind.
399	The Internet is a fact of life and is in line with the way the whole world is doing business. However, we must realize that the laws governing Social Security are complicated and ever changing. With this in mind it must be realized that the general public; even though they read the instructions and rules, can not understand completely all of the ramifications of how completing the application will affect their benefits for life.
400	STAFFING NEEDS ARE PARAMOUNT IN PROCESSING ADDITIONAL INTERNET CLAIMS WITH NO ADDITIONAL ADJUDICATION TIMES ALLOWED
401	Because of the emphasis put on meeting processing goals, some claims representatives are not properly reviewing applications and claimants are losing out on possible or incorrect benefits. the general public is not educated enough about social security law to make proper decisions about their benefit elections. Internet claims opens up the possibility of more fraud since sometimes no contact is made with claimants.
402	most internet claims come through with question marks for answers. This always causes recontacts. Also, claimants file for retirement even though they are still working full time and benefits have to be withheld. This is not understood by claimants, just because they are 62 they think they can receive benefits and still work full time. Lots of confusion on the claimant's part
403	fraud will increase due to less control- and the government lose millions
404	the system have many problems, you have to recontact with all cases this takes time, also after processing the bene, then is aware of being disadvantage, withdraws then files again, more time and work, its an on going crazy recontact, corporate officers, wep, a constant problem, a revision is necessary, but then again who is important, not the public////
405	I loved iClaims.
406	TOO MANY CLAIMS COME THROUGH WITH QUESTION MARKS INSTEAD OF ANSWERS.
407	iClaims is a complete disadvantage to public. All claimants need more information about their choices, the programs, help filing out applications correctly, etc. Very bad idea.
408	public needs to be fully informed about consequences of their election of moe and onset dates as this is good service to the public
409	THE INTERNET CLAIMS TAKE LONGER THAN IF WE WOULD HAVE DONE IT OURSELVES. WE ARE TAKING UNTRAINED CLAIMANTS AND HAVING THEM DO THE SAME JOB IT TAKES THE AGENCY YEARS TO TRAIN.
410	They are not complete, they do not require them to file for deemed filing online. They edits that come up don't have to be fixed before they submit the application. However, they are a service to the public and are improving over time. They do not tell them to come in to file for SSI!!
411	iDIB claims are more of a headache to try and fix than it is worth. The NH has spent 6 hrs gathering information and I still have to fix the edits. I could have done it right the first time in less than 1.5 hrs.
412	YES WOULD LIKE TO SEE THE INTERNET SSA-16 TIED INTO THE i3368 SO BOTH MUST BE COMPLETED PRIOR TO SENDING TO SSA. 80% OF MY RE CONTACTS WITH DIB INTERNET CLAIMS IS TO COMPLETE THE I3368 BECAUSE THE NH DID NOT KNOW THEY HAD TO. MOST NH'S ARE PUTTING THEIR MEDICAL INFORMATION IN THE RMKS SECTION OF THE DW01???.
413	Internet disability claims often end up being submitted by lawyers, even at the initial claims level. These initial claims submitted by lawyers are in my experience horrendous. The lawyers simply mail out forms to the claimants and then submit them without checking them for accuracy or completeness. The involvement of

	attorneys in the internet process, especially at the initial claim level disturbs me more than any aspect of the entire process. The applicants pay a very high price for initial applications that are inaccurate and incomplete. It is almost as if the attorneys are trying to build in at least one appeal so they can increase the amount of retroactive pay and maximize their fees.
414	There are no checks and balances on Internet claims when it comes to I.D. theft and fraud. Also, management just expects us to "work-in" all of the Internet claims IN ADDITION to our regular workload and appointments. We are not given any adjudicative time for Internet claims. They expect us to do twice the work in the same amount of time.
415	Its less efficient and its creating a larger work load than its deminishing, the website needs to be redone to allow proper disability filing and the annual earnings test must be explained better on the website because i have processed more withdrawals lately then my whole carrer put together, plus with this new work load, it would help to have more employess to address it
416	The biggest problem with iClaims is that the public is not properly informed that they must complete both the application and the adult disability report for disability claims. The other big problem is that they are not properly made aware of annual and monthly earnings tests for rib cliams. If there were a way to correct these issues recontact would be MUCH less and iClaims would be far more successful in expediting the processing of most claims.
417	I have found that, for the most part, the availability of the Internet Application for both RIB and DIB has been beneficial to both employees and to our clientele. IDIB applications are generally much quicker to process even when review is required with the applicant by telephone, and the overall quality of the product submitted to DDS is generally probably a slight bit better as the iDIB application requires the applicant to be a bit more involved in providing thorough information (though this is obviously not always the case). And, while iRIB applications do necessitate more recontact that some may claim, again they are generally easy to clean up if such is needed and to process.
418	The questions regarding SSI should be more clear to the cliamant. I dont think they understand how it works, especially if they file a T2 claim and they are not insured. They may indicate they do not wish to file for SSI even though that may be their only option.
419	We need time to complete rib/dib internet claims. There is no time allocated to complete internet claims. Management expects us to fit in the internet claims along with all the other work we doing. The problem is the work we are doing takes up all the work day. If we do not have time to complete our daily work. how can we work on internet claims when there is no more time. Internet disability claims are very time consuming, an average of 1.5 hours to complete.
420	The application for documentation on other culturs aliens citizens/usa/residents status.
421	need to bring back the break even points program back to the internet.
422	allow people to file for good cause online.
423	I soon keep my thoughts to myself
424	none
425	Many client's are confused about the month of election options and once I've gone over their options, they generally choose an earlier date than what they thought they had to use.
426	It;s not fair to the claimants; does not provide good customer service. CR;s are not allowed the time to properly adjudicate these cases
427	3rd party claims are an unmitigated disaster. No one that I know of has spent less time on a TPC than if the claimant had contacted us directly. I say this as an employee past retirement age/service and I intend to work the TPC gold mine as soon as I retire. I believe it is a great disservice to all claimants. The 3rd party never finds entitlement to other classes of bens, they never find our errors, they never follow up on aux claims that we drop

	the ball on. The claims are sent in with unanswered questions and contradictory answers. The attorneys deliberately delay claims in order to pump up the retro months, thereby pumping up their fees.
428	The internet claims make us work more than an office visit or phone call interview because we have to contact the claimants to complete the applications correctly. My office send incomplete iclaims to DDS just to get them out the office. What a shame!
429	SS has been mismanaged for years by people who haven't got a CLUE what is going on in field offices. Thank God I can get out of this hell-hole in just a few short years.
430	We are required to clarify earnings record issues and we must also resolve EARQ alerts. This is per POMS. We have even had some questionable retirement situations.
431	The I-Rib application doesn't even ask what the prior year earnings were. On all I-Rib applications filed in 2010, 2009 earnings are shown as 0.
432	we can't keep up with all the losses, daily changes and increased workloads
433	We are swimming upstream with the amount of internet applications the Agency has implemented. Add to that the incredible amount of "new" workloads such as IRMAA, Medicare subsidy, etc. and it's easy to see why so many of us (I have over 25 year) can't wait to retire!
434	Since there are no appts scheduled we have to follow up btw our daily scheduling of claims and as it is there is barely any adjudication time. The work load has increased but the hours to do the work has not unless we do overtime and as a single mom who has shared custody of my son, I only have Saturdays as my weekend day and dont want to spend it in an office. And although it is voluntary, it is certainly frowned upon and looked as "not being a team member" by management.
435	If a CR can correctly determine the breakeven point, then computer software can do the same. That software should tell the claimant exactly what the breakeven point is and be part of the iClaims process.
436	I hate doing the internet claims because about 99% of the applications I have had to do, there was something incorrect or filled out wrong and I end up calling the claimants all the time. Sometimes you have to wait days to get them to call you back.
437	i do not agree with all your choice i do not know about a litery policy and do not have time to review it
438	How can we, as an agency, possibly justify our withdrawal from the position of advisor in relation to MOE etc when our program is non-voluntary. Since we give taxpayers no choice in participating, we should be responsible for advising them in their own best interest.
439	MOE selection issues and inability to discuss breakeven. Vast majority of claimants have no idea what month to select or what the implications are.
440	Discuss the possibility for fraudulent requests for social security cards through SSNAP. SSNAP would help increase the possibility of identity theft.
441	My answers are not going to be weighted heavily because I am not in iClaims EVERY day. I do know that iClaims have greatly increased and we now have 1 1/2 CRs doing them instead of 1. The main CR takes less walk ins due to the amount of work needed for the iClaims. There is a great deal of information that the customers do not know to ask about or to consider because all of their retirement experiences are different and they are confused still when we talk to them. 1 in 20 may know all of the possibilities after hours of research but the majority still do not know what to expect with this avenue of their life and pushing the internet is NOT service to the public. The internet doesn't have experience that the CRs have and should be allowed to use.
442	i have very little knowledge about pending internet claims. management pulls them and assigns them
443	There is as much work with internet claims, than if the claimant dealt with a representative from SSA

444	The internet process is not all that great. People don't understand SSA language and the application is not user friendly. I helped my son in law file a disability claim and I had a difficult time getting through the app. And I have been taking claims for 6 years. People do not understand that the disability app and disability report are 2 completely different issues. We are required to refer claimants to file online and many people either do not have internet access or are afraid of "messaging up" or just don't know how to use internet to file. They would rather have a phone interview or face to face interview. Our office internet numbers reflect negatively on us because our office is not "keeping up" with other offices as far as internet claim filings or post entitlement internet changes.
445	I am a service representative - we see and hear from people who think they have "filed" and have no response whne check I claims we see incomplete and missing infomation which thenm has to be set up as an appointment still requiring a "CR" which defeats the whole purpose of filing on line since the y stiiil not to come in and call to have someone help finish the claim
446	claimants should not be permitted to transfer or submit a claim to SSA unless it is complete - this is for all claims SSA Employees should not have to make internet claims a priority i.e. pull in claims every morning and work them and let your other work sit until after you get internet claims done timelines for ssa work completion is unreasonable
447	The internet disability claims require so much follow up. It is very time consuming. The combined follow up time is usually longer than it would take to file the claim because you may have to make several attempts to reach the claimant by phone. If that is not successful, then I use mail as the alternate means to follow up. I would say about 90% of the time the claimants do not complete the Disability Reports properly online.
448	I see it disadvantages the claimant on entitlement dates and amounts. also without proof of age/citizenship, feel there is more ways to cause fraud within the agency
449	The public is disadvantaged by being encouraged to file online. Most do not have the expertise of a CR to make fully informed decisions that do NOT disadvantage them in one way or another.
450	upon recontact by phone of if claimants come into the field office there almost always talk about being confused on choosing retirment dates using iclaim . They continue to state that they are getting less than accurate or clear information when they try to contact the 800#.
451	Customer service is the mission statement of the agency to ensure accuracy for every individual.
452	Even though we are supposed to accept their month of election, I call them if they are not choosing the earliest potential month. Most of the time, it is just their misunderstanding. As always, it is their decision when to start benefits, but I find they just do not understand our rules and thought they were electing from the earliest possible month. 100% of the time, they change it to the earliest potential month. Recontact is required most of the time due to EARQ alerts. Also, they should re-word the app, people are saying they are not sure if their earnings are correct or they do not have a SSA statement and they are saying this just because they do not have the current one in their hand. I find these people are telling me they have seen their SSA statement and their earns are correct as posted on our records.
453	I am an SR working in North Las Vegas where minorities are more than the majority, and tend (sorry to generalize) to lie to get as much out of Uncle Sam as possible. This may sound awful but trust has gone out of my vocabulary and aliens want our benefits without working and paying for them. SSI claimants whose checks are late come in demanding their (get the word their)money. as if they contributed to it. I realize people are having a hard time but if I have to work for my retirement (and I am more disabled than at least 1/2 of our claimants) then they should be doing something. Yesterday I had to complete an SS5 because "they" were disabled - it took me a moment and then I asked can't you read and write and was told they were disabled again. The whole family is on SSI and disabled. Imagine what would happed if we did not confirm identity, wages, alien status, disabilities. Sorry to sound off but you asked.
454	I disagreee with the decision not document all marriages.
455	i beleive that there's a total disregard by the agency for accuracy and commitment to excellence-its all about

	<p>productivity-we're losing the human element that is required and what we were known for-everyone is too hi-tech.</p>
456	<p>I know number holders are being disadvantaged when they post their onset dates online. They do not realize the importance of posting the correct onset date. I know a lot of people are being denied T2 benefits incorretly because of the date they state they became disabled which makes them not insured for T2 benefits. If for some reason a claims representative has to speak with the NH or look at the record we can see they have not had earnings since around the DLI date and upon speaking with them you discover the uninsured onset date they put down is the date they went to the doctor, or date they got a diagnosis, or the date their diabetes got worse, or whatever, even though they have had a learning disability or mental health problems their whole life they have selected some random later onset date. By not assisting the claimant to select the correct onset date, the date he could no longer work, we save the Social Security trust fund money and put a bigger burden on the general trust fund and medicaid. By not doing our job to assist our claimants we do disadvantage them. The number holder is placed on a needs based program when he should be on Social Security benefits. Another issue are the claimants who file online and think they have filed a claim for SSI and they have not. For whatever reason; the close out language is not sufficient,the clients are not able to understand what they are reading, the clients dont read the small print. The result is the clients are not understanding that they have filed a claim for T2 only, which they are often not insured for, so an 090 denial is done. No SSI claim is taken or letters sent regarding SSI, because the close out language is on the internet application and the clmt is denied T2. The client spent hours putting in their medical/work history/educational information and we deny within minutes. If the onset date is incorrect and the clmt is really insured for his disability then that makes this clients case even sadder. However our statistics look good because we took and adjudicated a claim quickly. We did a great dis-service to the client but oh well. This also causes protective filing problems, contact with the 1-800# or local offices to resolve issues. Issues include clients calling to check the status on a SSI claim they never filed or when the clients tell DSHS facilitators they have filed a SSI claim online and DSHS can't find it on the system so DSHS calls the local office to find out what is going on. This wastes the clients, Social Security representative and the DSHS facilitators time. In the local office we are spending more and more time on issues relating to internet claims that earn us no work credits. Such as following up on forms not submitted with internet claims, edits that must be addressed, and all the trailer mail such as medical records, IAR/s, 3288 Yet we are expected to complete the same amount of time doing work that does show on the statistic reports.</p>
457	<p>CRs aren't given time to adjudicate the ever increasing number of claims taken via non-internet routes, and internet claims exacerbate the problem. Internet claims are more error prone for a number of reasons, and in 80+% of iDIBs, work development is required. Usually several recontacts are necessary, and usually the claimant cannot be reached. The biggest problem with internet claims is the perception by the public that it is a streamlined process, that their claims are expedited, and that no contact with the SSA staff is necessary. Nothing could be further from the truth. Management wants internet claims to get priority handling, yet doesn't provide any adjudication time, these claims must be worked between interviews. In general in my office, we have 3 concurrent DIB interviews plus 2 RSI interviews PER DAY, and get from 1-3 iDIB claims plus a smattering of iRIB claims PER DAY. If the employee opts for AWS, they get 4 hours of adjudication time per week, which is further whittled away by mandatory meetings, tranmittal training, etc. If an employee opts for flex time, they can get up to 8 hours of adjudication time per week, again whittled to something less than that by meetings, training, etc. All management cares about is looking good, they care nothing about the health and well being of the employees, and would have us all working as much OT as they can give out to get the job done, as long as the office looks good on paper, regardless of how it's accomplished.</p>
458	<p>many filed for i claims and they stated that they were never informed about the policy. after a monnth they withdraw their claims.Most people wants face to face because they do not think that goverment is secure.</p>
459	<p>Internet claims can be helpful both for those filing for benefits and for our staff. At the same time, it's important to make sure that some of the issues surrounding them are addressed. For example, it's trickier to verify someone who is only sending in an internet application. It also means that if people have questions (for example, about MOE or the pros and cons of different options they might have) it is harder for them to get an answer.</p>
460	<p>Every iclaim requires a phone call. Can clear easily or play phone tag. Without iclaims we couldn't even tred water (as we are doing now). We would drown. Accepting PII as POA &amp; citz saves much time. Not having to develop lag saves much time also. We always get iclaims in which people who are not really retired are trying to get benefits thinking we won't check. These are very bothersome. Other people don't read the info about the retirement test. They do what they want. We have to have a certain amount of the people withdraw their claims.</p>

	Just remember that every iclaim requires a recontact. If they could have the people list their military service, that would eliminate many of the recontacts.
461	Action on Dictionary of Occupational Titles should be done with Dept of Defense (draft exemption & industrial policy) & Dept of Labor (who wrote it in 1st place). Labor Dept Analysts should do updates.
462	The Annual Earnings Test & Medicare part B rules and SSA's MOE rules are complicated enough that an SSA employee should review & recontact if it appears they have chosen something disadvantageous. SSA shouldn't tell people what to do - but SSA needs to make sure they understand the rules.
463	n/a
464	Internet claims do NOT serve the public well. The absence of a personal interview encourages concealment or fraud. With Social Security benefits as the financial basis for most retirees they should be made more fully aware of their options by a trained representative, not by trying to read it on-line. Claims done by third parties may or may not have been done with the claimants knowledge or input. Other than tracing the ISP we have no way of knowing. The Disability claims are rife with errors on the onset date, and omissions or inconsistencies with the medical evidence.
465	I think that it is wrong not to aid in the decision making with moe and retirement/widows claims. For the most part, people do not know their options, and have not taken the time to do the math. This service is part of what MADE us World Class service providers. That does not appear to be the case currently. I think its morally wrong to let a person chose something that is clearly not advantageous, without thorough discussion. For new people, just saying you can take this or this without proper figures is not enough. This is what is happening in field offices. I have a 36 year career with SSA and we were taught to be the ambassador for the claimant, but I guess that is no longer being taught to new employees. I do not agree that most people already have financial planners.
466	I'm a Service Rep in the office I work in so I do have first hand knowledge of how some claimants feel about filing online. There are those that don't mind it; they feel for them it's better that way, and they can do it in the comfort of their own homes. Then you have those that don't want to file online, because they don't trust it, they feel they don't get enough information filing online, they don't have the answers to the questions they want answered, they like that face to face interview where they can ask questions, and feel their doing the right thing or making the right choices of when to have their benefits begin. I have to mention some of those that file online, end up withdrawing their claims because they didn't understand about the month of entitlement or the earnings limits.
467	Social security and financial decisions such as retirement is specially difficult for the spanish speaking community. third party filing can make them easy targets since they are already intimidated by the government factor and are inclined to believe charlatans giving out their pesonal information for further fraud.
468	I dont think the public makes the correct month of election on claims and then have to come into the office to have us correct problems. maybe there needs to be more of an explanation for the internet claims.
469	the internet filing is being pushed on people because ssa will not staff people to do the work- the MOE policy is ludicrous as people should be made aware of how long it will take depending on their moe choice- the internet will help rib but the disability product coming in is awful and this takes more time to correct-and we still have to wait for medical release which is increasing all the time
470	The internet claims are worse than all others; we have no extra time to contact claimants or we would; to make it worse, our office processes iRIBs for 3 other offices. We don't have the manpower for it, the iDIBs are suffering as are the rest of our workloads, but it makes the manager look good because we have a "Virtual iRIB" unit for the region in our office. It's a disaster, and only getting worse as we lose at least 5 employees (of 20) to retirement this year. We have had some replacements, but not enough when processing for 3 additional offices including ones in the Denver Metro area and we are not a metro office, & our staffing is SIGNIFICANTLY lower.
471	Time consuming workload that we don't have the staff to address-recontacts are needed in most cases-often take as long to complete as a actual appointment

472	Most people don't understand the 3368 or fail to complete the entire form online.
473	A claims rep requests 3+ months of full time training and 3 years of being a trainee to know the claims workload but the claimant is supposed to glean all that is necessary from a web site
474	These Internet claims are very disadvantageous to the claimant. I feel a responsibility to the claimant to make all these recontacts to ensure that the claimant is not disadvantaged. I know that many other claims reps don't do this and the claimant is the one who suffers. The multiple recontacts take longer than it would for me to do the claim in many instances-especially disability claims!
475	IClaims process still takes up a lot of time, Because you normally have to correct all the Mistakes that are on the Claims, Plus they don't complete claims so its almost impossible to contact the person filing to get the information needed to complete case
476	SSA keeps advertising for the public to go online, in the meantime, is not getting any new employees to handle the workload. I work the internet claims in my office. I am supposed to import this claim, I do not get extra time to work them. I have to work the claims between interviews or when I have my day off to work in my breakdown. I complained about the increase but I do not get any extra time or help.
477	I think that claimants who file i-claims do not get the same service as those who come in to file. Information from Claimants who e-file is taken as is without the benefit of a claims rep to review. The claim rep who takes in the i claims does not have the time to go thru all the detail.
478	After contacting the claimant, most of them say they didn't understand the question or what was suppose to be done in this situation.
479	Its a waste if time and money!!!!!!
480	FROM THE LIMITED # OF iDIBS I SEE, ALLOWING THE GENERAL PUBLIC TO COMPLETE AN ONLINE - 3368 IS AN ABSURD WASTE OF CR TIME AND CLIENT TIME.
481	Internet claimants regularly do not complete what they need to complete on the internet. Aside from needing to get the SSI portion of the claim, as much or more time is spent trying to get the DIB portion (when only the i3368 is submitted) or the 3368 (when only the DIB portion is submitted) than if a cold appt had been scheduled. In probably 30% of the cases where something comes through the internet, we are spending far more time trying to get it "buttoned up" than if the claimant had just called and made an appointment. Also, when we have to make an appointment to get what's needed from the claimant, there seems to be very little time gained, from some items having been filed online, at the time of the appt than an ordinary full-development appt. Filing online is a great time saver for the agency for claimants who are literate and complete everything needed, but the majority of claimants don't seem to fit into the category, so end up costing us more time than if a full appt had been scheduled.
482	The supervisor pulls them and and we only talk to those who walk in the door
483	Above all, SSA should inextricably link completion of the medical component with the non-medical; our biggest headache and time waster is having to recontact claimants who have completed the non-medical portion only! This point cannot be overstated!! Thank you for this survey.
484	I feel the iclaims lend itself to fraud of the federal government, and identity fraud.
485	It doesn't save any time for the employee because the claimant still has to be contacted due to errors or misunderstandings.
486	EE's are not being fairly promoted within the agency. leave balances are being used against them and put into their faces on a daily basis in most instances in front of other ee's.
487	SSA should hire Internet Claims Representatives to handle internet claims exclusively. Disability claims should be discouraged without proper training and retirement claims should be discouraged without out being fully informed.

488	Please do not let anyone submit an application for disability without submitting the medical 3368 at the same time. The field office ends up denying way to many claims because we cannot get the medical information.
489	THE APPLICATION NEEDS TO BE MORE DETAILED IN THE WORK AND MEDICARE AREAS SO THE THE PERSON WHO IS FILING WILL UNDERSTAND IT. IT ALSO NEEDS TO HAVE THE WORK ALERTS ANNOTATED SO THAT THEY CAN RESPOND WHEN FILING.
490	I process all of the Iclaims in our office. Maybe 5% of people contacted mention that they had a financial advisor assist them with their decision re: filing. The rest are extremely grateful that they were contacted by a CR to clarify their decisions on their Iclaim. If the contact included a discussion of MOE, break even the majority change their decision. Those that did not change are still appreciative of the contact by the CR and frequently state they are pleased at the way SSA handles the Iclaim.
491	Internet claims are fine because they are convenient for the public, they need to ask more questions. wep gpo etc and we are not given enough time to do a proper review.
492	too new
493	none
494	I worked for 60 days in the internet unit, i have kept copies of the errors people made, there were a lot of errors in month of election, dual entitlement and also medicare -dates of entitlement - when i recontacted people and explained things to them, they changed what they had entered on the internet
495	they take up too much time with the follow-up.
496	the amount of time spent on the recontact of an internet applicant depend on the whether it is a dib or rib claim - rib claim less than 30 mins - dib claim - 45 mins to 1 hours. I am not sur if we have backlog on internet claims or not because i only work what is assigned to me by alpha breakdown
497	The claims take a lot of time. We are not given it. Our managemewnt has not worked the internet claims and think the claims are all correct. We were told the people who file on the lternet should not ber given any extra time.
498	internet claims should be handled by a separate unit and should become seamless. claimants should not be allowed to only complete a part of the claim. SDO should be changed for internet claims.
499	I do not think internet claims allow the beneficiary in many cases sufficient information to make an informed decision.
500	n/a
501	I support the usage of internet filing and encourage claimants to use it frequently. However, I do believe that there could be some improvements to the application. For example, work activity needs to be clarified more to the claimants and the claimants should need to complete pension information before being allowed to submit it.
502	Note: A US citizen that passes away abroad and death was never reported to SSA---if DOB and US citizenship is established on NUMIDENT, if a RIB application is submitted online based on currently policy, appl will be adjudicated and Rib payments are started and the person who submits the online rib appl was a third party passing as a first party--who is to stop that potential abuse under current policy?
503	i claims increase each year and the adjudication time does not. it unfair to the adjudicator and the number holder to be expected to process so many cases with so little time for review and discussion with the person applying.
504	The SSI question seems to be always misinterpreted. Always when you call to ask about whether they want to file or not they state they did not understand that question and just said "no" to move on.
505	MOST CLAIMANTS ARE FILING AWAY FROM HOME, AND THIS MAKES IT HARDER TO REACH THEM; IN MY OFFICE WE MUST ALWAYS DISCUSS MOE UNLESS THE CLAIMANTS PUTS REAL SPECIFIC

	<p>REMARKS AS TO WHY THEY DON'T WANT AN EARLIER MONTH. MOST CLAIMANTS ARE NOT READING ANY INFORMATION ON LINE REGARDING WORKING BEFORE FRA AND THEY DON'T UNDERSTAND THEY ARE PAID ONE MONTH BEHIND. THE INTERNET APP DOES NOT ASK QUESTIONS REGARDING WEP, SO WE HAVE TO CALL THEM TO ASK FOR THE INFORMATION REGARDING THEIR PENSIONS TO COMPLETE SCREENS. I STRONGLY FEEL THAT FINANCIAL ADVISORS SHOULD BE ACCOUNTABLE FOR THE MISS INFORMATION THEY ARE GIVING TO CLAIMANTS; THEY THEMSELVES DON'T UNDERSTAND HOW THE BENEFITS WORK-RESTRICTIONS ON EARNINGS. WITH REGARD TO THE EARQ ALERTS, MOST CLAIMANTS CAN'T RECALL WHAT THEY DOING - WHERE THEY WORKING IN THE LATE 1970'S AND 1980'S. I STRONG LY FEEL THAT IF A CLAIMANT STATES THEY AGREE WIT THE EARNINGS, WE SHOULD LEAVE IT AT THAT, EVEN THOUGH WHEN BROUGHT TO THEIR ATTENTION THAT THERE ARE NO EARNINGS FOR A PATICULAR YEAR THEY ARE SURPRISED, AND STATED THEY USUALLY THROW THEY RECORDS AWAY. I ALWAYS CORRECT A RECORD WHEN POSSIBLE. I COULD GO ON AND ON.... I'D LIKE TO SAY THAT I DO APPRECIATE THE WAY MY MANAGEMENT TEAM TRIES TO GIVE AS MUCH TIME AS POSSIBLE TO PROCESSING THIS WORKLOAD, BUT I DO FEEL THAT EITHER A SEPARATE UNIT NEEDS TO BE FORMED FOR JUST THIS WORKLOAD, OR THE PHONE TIME TO THE BUBLIC NEEDS TO BE CAT BACK SO THAT WE HAVE AT LEAST ONE DAY DURING THE WEEK TO WORK THESE CLAIMS. ALTHOUGH NOT REQUESTED HERE, I WOULD WELCOME A PHONE CALL TO ELABORATE ON ANYTHING I HAVE STATED, AND I HAVE A GREAT WORKING RELATIONSHIP WITH MY MANAGERS, AND WOULD WELCOME THEM IN THE DISCUSSION. RENEE M. ZELICKSON 312 575-6512</p>
506	<p>MOST INTERNET CLAIMS ARE INCOMPLETE AND/OR HAVE ANSWERS THAT SHOW THE CLAIMANT DID NOT UNDERSTAND THE QUESTIONS. RECONTACT IS ALMOST ALWAYS NEEDED-ESPECIALLY ON THE MONTH OF ENTITLEMENT BUT ALSO OTHER ISSUES INCLUDING THE ACCURACY OF POSTED EARNINGS. SOME CLAIMANTS DO NOT UNDERSTAND THE TYPE OF BENEFIT THEY ARE FILING FOR, I.E. FILING FOR RIB BUT THINKING THEY ARE FILING FOR WIB OR AUXSPO. I ONLY OCCASIONALLY DEAL WITH INTERNET CLAIMS BUT THE ABOVE COMMENTS ARE BASED ON MY EXPERIENCES. IN ADDITION, I STRONGLY DISAGREE WITH THE EXCLUSION OF MARITAL INFORMATION IF A MARRIGE DID NOT MEET THE DURATION OF MARRIAGE REQUIREMENT. IT CAN BE CRUCIAL TO ESTABLISHING CURRENT OR FUTURE ENTITLEMENT FOR A CLAIMANT ON SOMEONE ELSE'S SSN.</p>
507	<p>SO MANY CLAIMANTS HAVE NO IDEA WHAT THEY ARE DOING - WE ARE GETTING A LOT OF WITHDRAWALS AND QR CASES. THEY DO NOT UNDERSTAND THE AET - IF WE ARE GOING TO GO WITH DO IT YOURSELF CLAIMS, LAWS SHOULD BE CHANGED SO THE AVERAGE PERSON CAN UNDERSTAND SOCIAL SECURITY LAWS. DISABILITY SHOULD HAVE NEVER BEEN ADDED TO ICLAIMS - MOST PEOPLE ARE EITHER STILL WORKING OR RETURN TO WORK SHORTLY AFTER APPROVED AND GET OVERPAID.</p>
508	<p>I feel that Management should not be aloud to changes anything. Why do Management want to change the Credit hoursor Flextime becasue they can't get those hour. Before they became Manager than were able to use or get credit hour and flextime. But because they can't get that they want it taken away now. I don't think that fair at all. Remmeber Manager you were once seating in the same seat that we are seating in now. Would you have like it if your older manager would have stop you from using Credit Hours,Flex Time or 5/4/9 day. So why are you trying to stop the other employees from enjoying life the same why you did. THINK about IT</p>
509	<p>There is confusion about throughout the month that applies only to age 62 ie people think it applies to ages after 62. You'll have someone select the month after FRA thinking that's when they will receive their full benefit. People over FRA are not being contacted about loss of benefits when there is no monetary advantage to specific month.</p>
510	<p>How can we expect the claimant's to understand the rules and determine a correct MOE when this takes months/years of training to work in this field and accuarately perform this job. (unknown answer to #25 therefore 0 put. There have been losses and hires but I don't know the overall answer.)</p>
511	<p>There is not enough training on helping people who have problems in the middle of an iclaim. If Iclaim pages were identified with codes listed on app pages it would be easier to get to the right page to assist them with questions. Also, TSR's are urged to troubleshoot IT issues computer users have regarding the use of the iclaim applications by our Programs team. TSR's should not be required to do this. They should be referred to the</p>

	onsite IT specialists or a specialized group trained in IT. I feel this goes well beyond the scope of the job and abilities of most TSR's.
512	shift change from full flex to a mini flex which cuts time for coming to work (from having to take leave) or you late and must take leave. It also affects overtime. Full flex in my section no longer available. employees rights are totally gone. Fight to bring employees rights back. Other than that we are not a democracy society. slave days have return if something about human rights are first, second employee rights are second. fight for rights of employees, we are all under stress. healthcare reform will need to be reform. stress is a major factor on most jobs today.
513	People, even very well educated, do not understand all the MOE options - most especially A vs D and A vs B and suspension of benefits so auxspo can file vs not filing and filing as sps so own can grow. This is in addition to simple moe choices - such as picking month after fra because that's the month the check is paid (really giving it to them the next month). Also, picking moe in future because "it may take awhile to process the claims". I know that internet claims are not going away, nor do I think they should. BUT -- there must be more education of people on the internet - easy to understand information but also very detailed regarding the above info, especially about waiting for DRC's and if doing do, other options such as sps benes etc etc. I have other issues with even claims taken by CR's for Medicare only, they disregard D benes etc due to lack of training - I know you are not asking about that, but, it is an EXTREME problem. I see people screwed out of their money on a daily basis (and do my best to rectify this with proffl when I take their claims for benefits). Also, we do not ask about m/s after 67 in internet claims and it is OFTEN missing DMW's and there are no EARQ alerts for 1968 - 1977 so, they could have been reported as regular wages with no m/s or just dmw missing. Sometimes when all you do is a pre-78 to review, it causes the DMW to post. Inaccurate m/s postings are a problem that don't always get fixed - we should be asking about ALL m/s, not just m/s before 68.
514	Any one can go online and we have had people file who did not live in the US or were citizens.
515	I think iclaims helps SSA immensely. It reduced our time of asking the same questions of the public and they can answer these questions on their own time. Then the skill comes in how we review and adjudicate them. Most people tell me the online application was very easy to complete and are happy with the result. I very rarely hear complaints about it. I congratulate SSA for this new initiative.
516	
517	We more union access to access better employees. We are the agency.
518	I do not agree the process of claim adjudication when if come to months prior to entitlement; it causes peron who could receive benefit entitlement sonner to be delay. If we are processing clams that are not payable for months SSA is causing a delay in person who could receive benefits sooner. I-claim appear to have problems with correct data information from the FO is just like I- claim. The CR just load up any incorrect as well we here at PC-7 need correct information to continue process of RSDI claims, Becuase of the FO action it a delay claim bein process in higher stats for of requested information in DHF. MY Motto is do it right the first time in we dont have to see it anymore.
519	It as made more work and we've had to deal with more angry people (they think they've completed everything on the internet). What really scares me is the possibility of SSI claims being filed on the internet. There is enough welfare fraud already.
520	All most all claims require recontact for disability and great difficulty reaching these clients. This is a source of frustration for both the client and me.
521	our office has not been trained to access and assist an iclaim applicant to make changes to an incomplete application
522	The entire DIB Internet claim process, to include internet recons and hearing appeals should be streamlined and combined. Currently, claimant's complete the internet version of the ssa-16, SSA-561, and SSA-501 or the SSA-3368 but are then re-directed to complete the SSA-3468 or SSA-3441. These should be combined so that when the claimant begins the internet claim process they get everything all at once. Furthermore, there should be a

	verbal attestation for the SSA-827. That form has become a major obstacle in timeliness.
523	Internet claims are priority but still need to take walk-ins and answer the phone. Everything is a "priority" with no time set aside to do it. You need to fit it in in between interviews. Since the internet allows so many question marks many times I don't think we KNOW we are missing wage info or other marriage info.
524	It's a work in progress. It's not perfect and probably will never be, but it does save the agency money and time and does help with the demanding workload we have.
525	APPLYING FOR RETIREMENT OR DISABILITY IS A SIGNIFICANT EVENT IN AN INDIVIDUAL'S LIFE. MOST ARE NOT PREPARED TO UNDERTAKE THE PROCESS WITHOUT THE ASSISTANCE OF AN SSA REPRESENTATIVE AND OFTEN DISADVANTAGE THEMSELVES BY APPLYING ON THE INTERNET. INTERNET APPLICATIONS ALSO GREATLY INCREASE THE OPPORTUNITY TO COMMIT FRAUD.
526	some of the questions I have no basis on which to provide an answer.
527	We should set up special Iclaim units to handle all internet claims. CRs in field offices are too busy to contact with claimants.
528	IClaims has been a complete DISASTER!!!
529	I just transferred offices in 06/2009, so I don't know the history of this office and how claims have been processed.
530	there is not appropriate time to complete iclaims in our office. they have to be fit in between other interviews. recontact with the iclaim filer is ALWAYS a must. the first contact usually takes an hour or more. then other contacts may be made to follow-up on 827s, birth certificates, wages, etc. each recontact takes at least 15 minutes.
531	If someone files for disability on the internet, they need to complete the entire application. MCS and EDCS. Often claims are submitted in which claimant has completed only the MCS part and additional contact is required to complete the medical portion. Or vice versa. This can be time consuming and time is not allotted for CRs to do this. Therefore, we are scrambling in our rare desk time to contact these people and complete their application. And usually I am not able to contact the claimant on the first try, it sometimes takes days to finally contact them. I am away from my desk most of the day and cannot answer my phone and for some reason, they do not usually answer when I call them. This often delays the processing of DIB claims.
532	We have claimants filing several times a year (after being denied)for disability just because they can file online. Even when the claimant is not insured they continue to file online when they have had no work since the last denial. There is nothing online that prevents them from filing again and again. If we let claimants file SSI online it will be utter chaos since there is way too much that can be messed up which will cause additional work for the field office once again.
533	I do not like the Internet claims. I think I have only had maybe two internet claims ever that were completed 99% accurately but they still had to be followed up on several times to have the medical release forms back and to take an SSI claim. I do not think they should allow the MCS claim to be submitted without the medical portion completed.
534	The Internet apps do not save time---they take more time, when they are processed correctly. Management stresses timeliness, so a lot of the Internet claims are not reviewed--they are just processed, then they have to be corrected "after the fact".
535	The internet system should check to make sure the applicant and SSN agree. It seems that the system allows them to inout incorrect SSNs.
536	Overall lack of quality. No special determined time to work iClaims. MOE problems are significant. The online Disability application process needs to be reworked entirely. Very few filers complete the i3368 or they leave large portions blank. We are being inundated with iClaims!

537	Higher salaries and review of GS(salary) scales.
538	With so many claim coming in per day the eqry alerts takes up more time than any thing the clmt does not 99% of the time remeber why in 78,79,eighties
539	the EDCS usually have numerous edits
540	our backlog and able to work on our technical issue for t2 and t16 get more and more behind due to having to serve so many people without additional resources (manpower) it is to a point that people are not given the protective benefits they are entitled to due to lack of time to technically go over all the issues each person can be entitled to. we are expected to go through all of our work without sufficient time that we cannot cover all issue pertaining to each person. a week does not go by that i discover ex spouses that need to be protected who have met the 10yr period requirement when the nh has applied for benefits. in one case there were 3crs involved in one case 1 for rib 1for dib and 1 for aux. twice the nh mentioned the exwife but since the crs were too quick to process the claims did not take time to explore nor investigate to contact the exwife. i discovered in her rz she had been married and i have now taken her div spouse claim. also, a lot of the rz's they show never married when they have been married. thus eliminating exploring poss entitlements to other benefits.
541	In terms of answer to priority given internet claims. As stated..they are to be squeezed inbetween scheduled appts and other duties. However, management pulls them through and receipts them in even if not yet looked at by a cr...to give the illusion that they are being handled expeditiously. Furthermore...almost all require recontact at least to resolve the EARQ issues. Another issue I find is that those wanting benefits at FRA..often enter the month after FRA as their MOE. There must be some way to make it more clear that the month they attain FRA is the correct month. Another issue...those that could be restricting filing to widows or auxspo benefits and are totally unaware of the options. The Disability applications...generally...I see as a positive as to sit with a claimant and try to extract info needed to complete a 3368 is very time-consuming. I feel it is generally more efficient for them to be at home where all of the necessary info is available to them...and they can complete it on their own time, thus freeing up our time to deal with other reponsibilities. However, there are some clients who are not mentally/physically capable of completing an application themeselves.
542	New employees seem to be more interested in moving to the next promotional level instead of learning their jobs.
543	Provide the system supports and technology that adequately support the public to go online. Do not half way service them on the internet and leave the field offices to correct the problems that the internet cannot address.
544	The use of electronic filling has open more doors for fraud. For exemple the Social security number application processing which does not require the applicants wet signature. Anybody can attest to anything and there is not trace of signature in case of a fraud investigation. Omitting the request for Birth Certificates and using the numident as proof of citizenship is very risky because numidents are not error prrof and mistakes have been made which many times do not reflect the actual situation. Wage phone reporting by claims is also very prompt to mistakes and fraud. Forgoing of paper documentation posse a very high risk for fraud. No everything can be done electroically
545	I don't agree with the statement that an iclaim is more accurate than a CR-guided claim. There are more times than not that they don't fully understand the MOE options as far as being able to work while drawing benefits. Very few don't require a re-contact.
546	Everytime I speak to a clmt to clarify an answer on their iclaim, they are extremely appreciative and glad someone called them. they ware never sure of their answers and they are fully aware that everthing is written in stone and certain things can not be changed or corrected once they hit the send button, less than 1% of the iclaims i have contacted have said they knew exactly what they were doing and wanted the moe they selected. I has a gentlemen from Merrill-Lynch who selected a disadvantageous MOE due to misinformation or lack of information on the iclaim.
547	WE STILL HAVE VERY HEAVY WORKLOADS THAT NEED MORE TIME TO WORK ON.
548	Whereas this may appear to be convenient, it is not when individuals are disadvantaged due to lack of

	<p>knowledge. In addition, accessing someone, by telephone, who may be able to provide the claimant with a working understanding of the system, presents a challenge due to the high volume of office traffic. The system is truly broken and I commend all efforts to fix it. However, we must adopt realistic and effective methods-not illusions that things are working. We must also tailor these methods to our clientele. Just consider the confusion that was caused when we grossly mishandled the Medicare Part D enrollment. Some of us as employees did not clearly understand what was going on-let alone our aged and disabled public. We have to do better! One most comment: It is difficult to capture the essence of this problem through a survey. Why not hold meetings to include strategic individuals coupled with those of us who do the work to identify and rectify areas of concern. Oftentimes the decisionmakers are too far removed from the real issues blocking the success for enhancing a process.</p>
549	<p>Some changes have improved overall processing. However, internet disability claims are 99% incomplete and require recontact.</p>
550	<p>SSA expects the public to decipher and complete an application as if they were familiar with SSA's policies and procedures. They expect the public to use public computers to complete applications which violate PII simply because other individuals can see the information being input. Public use computers are open, they are not closed in or secluded. This is a huge injustice to the public not to mention the fact it's a plan to eliminate personnel.</p>
551	<p>give longer turn around times.</p>
552	<p>Management seems to be more concerned with quantity vs. quality.</p>
553	<p>We need to discuss the MOE/this is our job so they have a good understanding which would be most advantages</p>
554	<p>using the numident may not reflect the correct information</p>
555	<p>There is a burning question that I can't believe Congress would allow. The SSI program is "needs based". In other words, it is federal welfare. How is it then that an authorized representative is able to receive 25%, up to \$6000.00, of the back payment owed to a person filing for WELFARE. The SSI benefit isn't garnished by child support, taxed, or reduced due to bankruptcy. If the disability claim is TXVI only, these claimants ought to use legal aid and pro bono activists. Also, I strongly believe claimants who contract authorized representatives have a stipulation that their fee is waived until the ALJ level when their services may truly be summoned when presented before the adjudicative law judge. All of the work handling appeals up to the ALJ level is at least 99.99% completed by the field offices. Authorized representatives are not actively engaged in processing SSA's claims to act as the claimant's "go between". It gets confusing to the claimant causing duplication of effort and greater expense.</p>
556	<p>I have to recontact 100% of the claims that are filed on the internet. There are earnings alerts and other issues involved. They say they don't know if their earnings record is correct. They do not complete the 3368 or provide the 827 without followup. I still feel it is my responsibility to explain moe to them because many of them do not understand they can receive benefits earlier.</p>
557	<p>I do not agree with the agency policy to use the numident as proof of identity for the ssnap process. I do not agree with the agency policy for following up on spouse leads generated by iclaims. Recontact is always necessary and usually takes more than one re-contact. There is also a feature on the iclaim that allows NH's to enter a question mark about earnings and follow-up is always necessary. I do not agree with adding any more iclaims to our workload for review like the new medicare only iclaims. we don't have enough time to adjudicate the claims we have. I have 3rd party claims still sitting on my desk from 2009 that have never been loaded. I have 1695's and 1696's from 2009 that I don't have time to load, and I can not send out acknowledgement letters either because I just don't have time. I also don't agree with the agency policy to replace worker's at a rate of 1:6 or 1:3 depending on whatever the actual truth is. They say that the automation decreases the need for us to replace employees at a one to one ratio, but the automation has actually increased our workloads. We never got more help once we took on the PE workload of faxing documents into the electronic folder. I spend at least one hour per day taking care of that responsibility. It may total up to 5 hours or more per week at a minimum. So, it is like they took one of my days away to work my desk when they gave us the NDRED/CFRMS</p>

responsibilities alone. Then they took away more desk and interviewing time when they gave us the internet rib/dib. Now they are adding medicare rib too?! They also decreased processing time at the ALJ level and at DDS. But they never gave us more employees to handle the increased pace of adjudication that was consequently needed. They also decreased the number of SR's at the same time, and they expect us to help the SR's, even after our workloads increased. The increased workloads of iclaims and third party claims has caused us to defer adjudication of other claims that have already been approved, and development of claims that could be approved. We take longer to adjudicate thee claims we already have in favor of adjudicating iclaims. so, the people who have access to internet technology, who are the more affluent go to the head of the line so to speak, while the more impoverished and disempowered go to the back of the line. It is in effect discrimination against certain groups of people. I used to be able to answer my phone during the work day. We all had the time to do that. Now I can never answer my phone during the day, and most of the time I can not return phone calls anymore. So, when I make time to do it, I only call back the people who are likely to be a p.r. problem. Again, this practice disadvantages certain groups of people. Most disadvantaged people don't feel entitled enough to threaten to be a p.r. problem. I have the public complain to me about the fact that we can not answer the phones at least once or twice a week. Usually, they complain about my co-worker's to my face, not me. I am just as guilty. We all are. None of us has the time to call people back anymore because we have people at our desks all day long. We have not been able to get the payment centers to call us back either 100% of the time. The same thing happened to them a long time ago. As many of our co-worker's retire, the problem of not having enough time has become more exacerbated. Our work is very complicated and it takes a lo

558 I think there is a great potential for fraud and false information provided.

559 It is a waste of time to do follow ups regarding potential claims. To spend time finding out whether a divorced spouse wants to file for SSA benefits when there is so much work we already have with claimants who want to file why are we wasting time on a fishing expedition. Most of the time people have put these past relationships "to rest" and don't want to deal with an "ex" from twenty or more years ago. If we accept that a claimant is savy enough to chose their MOE then we should assume that the current claimant clientel that grew up with SSA as part of their vocabulary should know enough to file for SSA if they are over age 62. We should get rid of this paternal guilt that we need to develop for every lead. Protected filing is a definite but potential lead responsibility has to go. It is a waste of time and takes away our work hours that should be devoted to people who have filed and want their benefits now.

560 People are picking disadvantageous Months of Election without documentation. People are disadvantaging themselves on Disability Claims by giving insufficient Medical Information. Mistakes are Rampant on Internet Claims, either Dib or Rib. Recontacts are needed on a very consistent basis. Attorney Assisted Disability Claims are especially full of errors and inconsistencies requiring recontacts and faxing of forms and are very time consuming.

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