

## Zoomerang Survey Results

### iClaims

Response Status: Completes

Filter: No filter applied

Feb 19, 2010 8:34 PM PST

**Survey of iClaims** Last year, AFGE asked for your input regarding iClaims and the concerns you had regarding the implementation of that program and its policies. Thanks to your input, more than 100 AFGE representatives were able to communicate your ideas to Members of Congress. The Union has

1. Do you review and/or adjudicate internet claims?		
Yes	1168	66%
No	599	34%
<b>Total</b>	<b>1767</b>	<b>100%</b>

2. If no, please skip to "Question 20." If YES, what type of internet claims do you adjudicate?		
Disability	230	21%
Retirement	98	9%
Both Retirement and Disability	757	70%
<b>Total</b>	<b>1085</b>	<b>100%</b>

3. What priority is given to Internet claims in your office or unit?		
Priority over all other claims and adjudication time is provided	258	22%
Priority over all other claims and no adjudication time is provided	294	25%
No Priority at all-Must work in between other interviews	427	36%
Lowest Priority- after all other time sensitive work is completed	10	1%

Other, please specify	191	16%
<b>Total</b>	<b>1180</b>	<b>100%</b>

**4. If your office has a backlog of internet claims, how long would it take your office to work off that backlog without additional adjudication time?**

None- they are not backlogged	587	52%
1 week	236	21%
2 weeks	127	11%
3 weeks	62	6%
4 weeks	51	5%
more than 4 weeks	31	3%
more than 6 weeks	12	1%
more than 8 weeks	20	2%
<b>Total</b>	<b>1126</b>	<b>100%</b>

**5. In your opinion, what percentage of internet claims require some kind of recontact with the applicant?**

100%	249	21%
75-99%	614	52%
50-74%	188	16%
25-49%	73	6%
1-25%	48	4%
Never	0	0%
<b>Total</b>	<b>1172</b>	<b>100%</b>

**6. How often do you recontact the internet applicant regarding incomplete information regarding marriages?**

100%	171	15%
75-99% of the time	308	26%
50-74% of the time	179	15%
25-49% of the time	143	12%
Less than 25% of the time	301	26%
Never	61	5%
<b>Total</b>	<b>1163</b>	<b>100%</b>

**7. How often do you recontact the internet applicant regarding incomplete information regarding children?**

	100%	247	21%
75-99% of the time		200	17%
50-74% of the time		136	12%
25-49% of the time		155	13%
Less than 25% of the time		338	29%
Never		90	8%
<b>Total</b>		1166	100%

**8. In Disability claims, how often do you recontact the internet applicant regarding an onset date that disadvantages them?**

	100%	201	19%
75-99% of the time		296	27%
50-74% of the time		198	18%
25-49% of the time		127	12%
Less than 25% of the time		179	17%
Never		87	8%

**9. How often do you recontact the internet applicant regarding a Month of Election (MOE) that disadvantages them?**

	100%	161	14%
75-99% of the time		274	24%
50-74% of the time		235	20%
25-49% of the time		147	13%
Less than 25% of the time		180	16%
Never		154	13%
<b>Total</b>		1151	100%

**10. How often must you recontact the internet applicant regarding incomplete medical information?**

	100%	331	30%
75-99% of the time		499	44%
50-74% of the time		124	11%
25-49% of the time		58	5%
Less than 25% of the time		67	6%
Never		43	4%
<b>Total</b>		1122	100%

**11. How often do you recontact the internet applicant regarding incomplete or incorrect wage information?**

	100%	192	17%
75-99% of the time		315	27%
50-74% of the time		247	21%
25-49% of the time		144	12%
Less than 25% of the time		215	19%
Never		44	4%
<b>Total</b>		1157	100%

**12. How often do you recontact the internet applicant regarding an incomplete work history?**

	100%	196	17%
75-99% of the time		376	33%
50-74% of the time		213	18%
25-49% of the time		142	12%
Less than 25% of the time		185	16%
Never		40	3%
<b>Total</b>		1152	100%

**13. How often do you recontact the internet applicant regarding incomplete or incorrect information regarding Government pensions?**

	100%	301	26%
75-99% of the time		148	13%
50-74% of the time		93	8%
25-49% of the time		116	10%
Less than 25% of the time		350	30%

Never	149	13%
<b>Total</b>	<b>1157</b>	<b>100%</b>

**14. How often do you recontact the internet applicant regarding incomplete or incorrect information regarding military service?**

100%	125	11%
75-99% of the time	183	16%
50-74% of the time	178	15%
25-49% of the time	171	15%
Less than 25% of the time	375	32%
Never	128	11%
<b>Total</b>	<b>1160</b>	<b>100%</b>

**15. On average, how many re-contacts (including follow-ups) with the internet applicant are necessary to complete the claim?**

1	339	29%
2	513	44%
3	234	20%
4	45	4%
5	15	1%
more than 5	19	2%
<b>Total</b>	<b>1165</b>	<b>100%</b>

**16. How long do these recontacts take?**

One hour	92	8%
45 minutes	150	13%
30 minutes	467	40%
15 minutes or less	452	39%
<b>Total</b>	<b>1161</b>	<b>100%</b>

**17. With regards to applications submitted by third parties, which statement do you believe is accurate?**

The application is more accurate than applications completed by the wage earner.	143	12%
The application is more error prone than applications completed by the wage earner.	531	46%
There is no difference in applications, as they are neither more error prone or inaccurate.	376	33%
Other, please specify	99	9%
<b>Total</b>	<b>1149</b>	<b>100%</b>

**18. Based on your experience with internet claims, do you agree or disagree with the agency's policy directing the public to the internet to resolve problems and/or file for benefits?**

Agree	457	40%
Disagree	685	60%
<b>Total</b>	<b>1142</b>	<b>100%</b>

**19. Do you agree or disagree with the agency's new policy that allows use of the Numident for proof of age?**

Agree	851	73%
Disagree	311	27%
<b>Total</b>	<b>1162</b>	<b>100%</b>

**20. Do you agree or disagree with the agency's new policy that allows use of the Numident for proof of citizenship?**

Agree	1175	68%
Disagree	543	32%

**21. Do you agree or disagree with the agency's policy, effective September 2008, to accept the applicant's month of entitlement without any discussion with an SSA claims representative? (i.e. what they pick is what they get.)**

Agree	335	19%
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Disagree	1403	81%
<b>Total</b>	<b>1738</b>	<b>100%</b>

**22. Since September 2008, the agency has reissued POMS instructions (GN 00204.055) regarding the adjudicators responsibilities when processing an iClaim. Do you believe there is a conflict between the Financial Literacy policy and the updated policy instructions?**

Yes	1084	71%
No	449	29%
<b>Total</b>	<b>1533</b>	<b>100%</b>

**23. Do you agree or disagree with the Agency's policy to forego documentation of LAG wages to ensure accurate payment?**

Agree	676	40%
Disagree	1005	60%
<b>Total</b>	<b>1681</b>	<b>100%</b>

**24. When processing claims submitted by third parties, what percentage may not have been actually filed by the proper applicant?**

100%	73	5%
75-99%	252	16%
50-74%	369	24%
25-49%	249	16%
1-25%	500	32%
Never	101	7%
<b>Total</b>	<b>1544</b>	<b>100%</b>

**25. How many employees has your office/facility lost or gained in the last five years?**

gained more than 10	75	5%
10	66	4%
9	16	1%
8	17	1%

7	19	1%
6	38	2%
5	83	5%
4	83	5%
3	88	5%
2	111	7%
1	94	6%
0	132	8%
-1	81	5%
-2	142	9%
-3	132	8%
-4	71	4%
-5	114	7%
-6	39	2%
-7	25	2%
-8	29	2%
-9	8	0%
-10	24	1%
Lost more than 10	138	8%
<b>Total</b>	<b>1625</b>	<b>100%</b>

**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-**

575 Responses

**27. Please provide the following information about you and your office/facility:**

1528 Responses