

# Internet Claims Processing

## Results Overview



Date: 4/24/2008

### 1. Do you adjudicate internet claims?

|       |  |      |      |
|-------|--|------|------|
| Yes   |  | 1080 | 74%  |
| No    |  | 388  | 26%  |
| Total |  | 1468 | 100% |

### 2. If no, please skip to "Question 20." If YES, what type of internet claims do you adjudicate?

|                                |  |     |      |
|--------------------------------|--|-----|------|
| Disability                     |  | 200 | 21%  |
| Retirement                     |  | 69  | 7%   |
| Both Retirement and Disability |  | 701 | 72%  |
| Total                          |  | 970 | 100% |

### 3. What priority is given to Internet claims in your office or unit?

|   |  |      |      |
|---|--|------|------|
| Priority over all other claims and adjudication time is provided    |  | 138  | 13%  |
| Priority over all other claims and no adjudication time is provided |  | 266  | 24%  |
| No Priority at all-Must work in between claims interviews           |  | 537  | 49%  |
| Lowest Priority- after all other time sensitive work is completed   |  | 11   | 1%   |
| Other, please specify   |  | 136  | 12%  |
| Total   |  | 1088 | 100% |

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

|                               |  |             |             |
|-------------------------------|--|-------------|-------------|
| None- they are not backlogged |  | 497         | 49%         |
| 1 week                        |  | 210         | 21%         |
| 2 weeks                       |  | 148         | 14%         |
| 3 weeks                       |  | 55          | 5%          |
| 4 weeks                       |  | 46          | 5%          |
| more than 4 weeks             |  | 37          | 4%          |
| more than 6 weeks             |  | 8           | 1%          |
| more than 8 weeks             |  | 20          | 2%          |
| <b>Total</b>                  |  | <b>1021</b> | <b>100%</b> |

**5.** In your office or unit, are internet claims submitted by the public "officially" reviewed for accuracy before you take action on them?

|              |  |             |             |
|--------------|--|-------------|-------------|
| Yes          |  | 332         | 31%         |
| No           |  | 475         | 44%         |
| I don't know |  | 270         | 25%         |
| <b>Total</b> |  | <b>1077</b> | <b>100%</b> |

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

|              |  |             |             |
|--------------|--|-------------|-------------|
| 100%         |  | 332         | 31%         |
| 90-99%       |  | 428         | 40%         |
| 75-89%       |  | 175         | 16%         |
| 50-74%       |  | 73          | 7%          |
| 25-49%       |  | 34          | 3%          |
| 1-25%        |  | 33          | 3%          |
| Never        |  | 1           | 0%          |
| <b>Total</b> |  | <b>1076</b> | <b>100%</b> |

**8.** How often must you recontact the internet applicant regarding incomplete information regarding marriages?

|                           |  |             |             |
|---------------------------|--|-------------|-------------|
| 100%                      |  | 131         | 12%         |
| 75-99% of the time        |  | 314         | 30%         |
| 50-74% of the time        |  | 216         | 20%         |
| 25-49% of the time        |  | 122         | 11%         |
| Less than 25% of the time |  | 234         | 22%         |
| Never                     |  | 47          | 4%          |
| <b>Total</b>              |  | <b>1064</b> | <b>100%</b> |




**9.** How often must you recontact the internet applicant regarding incomplete information regarding children?

|                           |  |             |             |
|---------------------------|--|-------------|-------------|
| 100%                      |  | 165         | 16%         |
| 75-99% of the time        |  | 215         | 20%         |
| 50-74% of the time        |  | 138         | 13%         |
| 25-49% of the time        |  | 109         | 10%         |
| Less than 25% of the time |  | 353         | 33%         |
| Never                     |  | 79          | 7%          |
| <b>Total</b>              |  | <b>1059</b> | <b>100%</b> |







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

|                           |  |     |     |
|---------------------------|--|-----|-----|
| 100%                      |  | 161 | 16% |
| 75-99% of the time        |  | 351 | 35% |
| 50-74% of the time        |  | 189 | 19% |
| 25-49% of the time        |  | 99  | 10% |
| Less than 25% of the time |  | 167 | 17% |
| Never                     |  | 45  | 4%  |


**11.** How often must you recontact the internet applicant regarding a month of entitlement (MOE) that disadvantages them?

|                           |   |      |      |
|---------------------------|---|------|------|
| 100%                      |  | 84   | 8%   |
| 75-99% of the time        |  | 321  | 31%  |
| 50-74% of the time        |  | 232  | 22%  |
| 25-49% of the time        |  | 135  | 13%  |
| Less than 25% of the time |  | 188  | 18%  |
| Never                     |  | 83   | 8%   |
| Total                     |   | 1043 | 100% |

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

|                           |   |      |      |
|---------------------------|---|------|------|
| 100%                      |    | 363  | 35%  |
| 75-99% of the time        |    | 454  | 44%  |
| 50-74% of the time        |    | 111  | 11%  |
| 25-49% of the time        |   | 45   | 4%   |
| Less than 25% of the time |  | 40   | 4%   |
| Never                     |  | 22   | 2%   |
| Total                     |   | 1035 | 100% |

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

|                           |   |      |      |
|---------------------------|---|------|------|
| 100%                      |  | 116  | 11%  |
| 75-99% of the time        |  | 327  | 31%  |
| 50-74% of the time        |  | 235  | 22%  |
| 25-49% of the time        |  | 150  | 14%  |
| Less than 25% of the time |  | 210  | 20%  |
| Never                     |  | 22   | 2%   |
| Total                     |   | 1060 | 100% |

**14.** How often must you recontact the internet applicant regarding an incomplete work history?

|                           |  |             |             |
|---------------------------|--|-------------|-------------|
| 100%                      |  | 144         | 14%         |
| 75-99% of the time        |  | 407         | 38%         |
| 50-74% of the time        |  | 223         | 21%         |
| 25-49% of the time        |  | 130         | 12%         |
| Less than 25% of the time |  | 134         | 13%         |
| Never                     |  | 21          | 2%          |
| <b>Total</b>              |  | <b>1059</b> | <b>100%</b> |

**15.** How often must you recontact the internet applicant regarding incomplete or incorrect information regarding government pensions?

|                           |  |             |             |
|---------------------------|--|-------------|-------------|
| 100%                      |  | 174         | 17%         |
| 75-99% of the time        |  | 176         | 17%         |
| 50-74% of the time        |  | 97          | 9%          |
| 25-49% of the time        |  | 113         | 11%         |
| Less than 25% of the time |  | 359         | 34%         |
| Never                     |  | 133         | 13%         |
| <b>Total</b>              |  | <b>1052</b> | <b>100%</b> |

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

|                           |  |             |             |
|---------------------------|--|-------------|-------------|
| 100%                      |  | 68          | 6%          |
| 75-99% of the time        |  | 182         | 17%         |
| 50-74% of the time        |  | 163         | 15%         |
| 25-49% of the time        |  | 175         | 17%         |
| Less than 25% of the time |  | 362         | 34%         |
| Never                     |  | 106         | 10%         |
| <b>Total</b>              |  | <b>1056</b> | <b>100%</b> |

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

|              |  |             |             |
|--------------|--|-------------|-------------|
| 1            |  | 307         | 29%         |
| 2            |  | 501         | 47%         |
| 3            |  | 199         | 19%         |
| 4            |  | 36          | 3%          |
| 5            |  | 11          | 1%          |
| more than 5  |  | 16          | 1%          |
| <b>Total</b> |  | <b>1070</b> | <b>100%</b> |

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

|                    |  |             |             |
|--------------------|--|-------------|-------------|
| One hour           |  | 90          | 8%          |
| 45 minutes         |  | 157         | 15%         |
| 30 minutes         |  | 428         | 40%         |
| 15 minutes or less |  | 392         | 37%         |
| <b>Total</b>       |  | <b>1067</b> | <b>100%</b> |

**19.** 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.            |  | 185         | 18%         |
| the application is more error prone than applications completed by the wage earner.         |  | 392         | 37%         |
| there is no difference in applications, as they are neither more error prone or inaccurate. |  | 374         | 36%         |
| Other, please specify   |  | 97          | 9%          |
| <b>Total</b>  |  | <b>1048</b> | <b>100%</b> |

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

|          |  |      |      |
|----------|--|------|------|
| Agree    |  | 650  | 45%  |
| Disagree |  | 791  | 55%  |
| Total    |  | 1441 | 100% |

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

|          |  |      |      |
|----------|--|------|------|
| Agree    |  | 974  | 67%  |
| Disagree |  | 478  | 33%  |
| Total    |  | 1452 | 100% |

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

|          |  |     |     |
|----------|--|-----|-----|
| Agree    |  | 965 | 67% |
| Disagree |  | 470 | 33% |
























**23.** Do you agree or disagree with the Agency's new policy (which becomes effective in 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    |  | 202  | 14%  |
| Disagree |  | 1244 | 86%  |
| Total    |  | 1446 | 100% |

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

|          |  |      |      |
|----------|--|------|------|
| Agree    |  | 650  | 46%  |
| Disagree |  | 770  | 54%  |
| Total    |  | 1420 | 100% |

**25.** How many employees has your office lost or gained in the last 5 years?

|                     |   |             |             |
|---------------------|---|-------------|-------------|
| gained more than 10 |    | 22          | 2%          |
| +10                 |    | 48          | 3%          |
| +9                  |    | 13          | 1%          |
| +8                  |    | 14          | 1%          |
| +7                  |    | 15          | 1%          |
| +6                  |    | 32          | 2%          |
| +5                  |    | 40          | 3%          |
| +4                  |    | 37          | 3%          |
| +3                  |    | 37          | 3%          |
| +2                  |    | 53          | 4%          |
| +1                  |    | 34          | 2%          |
| 0                   |    | 86          | 6%          |
| -1                  |   | 73          | 5%          |
| -2                  |  | 118         | 8%          |
| -3                  |  | 139         | 10%         |
| -4                  |  | 104         | 7%          |
| -5                  |  | 123         | 9%          |
| -6                  |  | 75          | 5%          |
| -7                  |  | 50          | 4%          |
| -8                  |  | 53          | 4%          |
| -9                  |  | 19          | 1%          |
| -10                 |  | 36          | 3%          |
| Lost more than 10   |  | 187         | 13%         |
| <b>Total</b>        |   | <b>1408</b> | <b>100%</b> |