

Pursuant to Executive Order 14058 (December 13, 2021)
on *Transforming Federal Customer Experience and
Service Delivery to Rebuild Trust in Government*

2023 HISP CX Action Plan

Social Security Administration

As a High Impact Service Provider (HISP), SSA focuses on service assessments, collecting customer feedback, and making measured improvements on three designated services:

- 1) Applying for a replacement Social Security Number card:** People may need a replacement Social Security card for various reasons, such as misplacement, damage, or updating information due to a name change. A Social Security Number (SSN) is crucial for working in the United States, and the card may be required for accepting a job, enrolling in health insurance, or accessing specific government services.
- 2) Filing for Social Security retirement benefits:** Customers aged 62 and over who qualify may file to access retirement, and Medicare benefits beginning at age 65. SSA provides benefits to over 71 million Social Security beneficiaries and Supplemental Security Income (SSI) recipients.
- 3) Obtaining Adult Disability Benefits:** The Social Security and Supplemental Security Income disability programs are the largest of the Federal programs that assist people with disabilities. About 7.6 million disabled workers and 4.2 million disabled adults with little or no income receive monthly benefits under these programs.

What we delivered in 2023:

- **Expanded ability to change name online due to marriage in nine states**
SSA customers in nine states can now change the name on their Social Security card after they get married using the online internet Social Security Number Replacement Card (iSSNRC) application process.
- **Expanded ability to request no-change replacement Social Security card**
By adding one additional state, SSA customers in 47 states and the District of Columbia can now request a replacement Social Security card entirely online using iSSNRC.
- **Launched self-service appointment scheduling feature online**
SSA customers in all states and the District of Columbia will be able to use the new online tool to schedule Social Security card appointments after completing an Online Social Security Number Application (oSSNAP).
- **Enabled the online submission of forms and documents**
SSA customers engaged through SSA initial launch sites can upload select forms and documents directly online instead of through mail or in-person, making it easier and faster to provide necessary documents.

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2023 HISP CX Action Plan (Page 2)

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What we commit to deliver in 2024:

- **Expanding the ability to change name online due to marriage to additional states**

SSA customers in nine states can currently go through the process to change the name on their Social Security card entirely online using iSSNRC after they get married. SSA will continue to explore opportunities to expand the name change due to marriage to additional states. The extent of the expansion will be contingent upon the individual States' technical readiness and compliance with State privacy regulations.

- **Expanding the use of electronic signature and document upload functionality**

SSA customers engaged through SSA initial launch sites will be able to utilize electronic signature and online/mobile document upload functionality, making it easier and faster to provide necessary documents.

- **Improving the process for obtaining adult disability benefits**

SSA will address known pain points in the process for obtaining adult disability benefits, including: collecting alternative contact information early in the process, sending standardized and consistent appointment reminders via email and text, improving and testing Adult Disability Starter Kits, and developing “how-to” videos to help people navigate the application process.