

**Supporting Statement for Forms
SSA-9301, SSA-9302, SSA-9303, SSA-9304, SSA-9308, SSA-9310,
SSA-9311, SSA-9312, SSA- 9313, SSA-9314
Medicare Subsidy Quality Review Forms
20 CFR 418(b)(5)
OMB No. 0960-0707**

A. Justification

1. Introduction/Authoring Laws and Regulations

Under the aegis of the *Medicare Modernization Act of 2003*, the Social Security Administration (SSA) makes Medicare Part D subsidy redeterminations of continued eligibility. We base the subsidy redeterminations on beneficiaries' answers to questions about categories such as household size, income, and assets. Since applicant's self-report this information using Form SSA-1020 (OMB No. 0960-0696), the application form for the Medicare Part D subsidy, and section 1860 D-14(a)(3)(E)(iii)(III) of the *Social Security Act* and section 20 CFR 418(b)(5) of the *Code of Federal Regulations* requires SSA to determine if the information is accurate and complete we developed the Medicare Subsidy Quality Review.

Since August 2005, SSA uses the Medicare Subsidy Quality Review Case Analysis system, to conduct the required review and verification of select Part D subsidy recipients. Under this system, SSA contacts a random sample of applicants for the Medicare Part D Subsidy and tells them to expect a phone call from the agency. During this phone call, SSA interviews applicants to confirm, and perhaps expand on, information they reported on Form SSA-1020 (OMB No. 0960-0696).

2. Description of Collection

SSA uses the ten information collection (IC) tools under this information collection request to conduct the Medicare Subsidy Quality Review. The purpose of these tools is to help SSA confirm the information reported on Form SSA-1020, and to validate Medicare Part D subsidy determinations. The technician sends the appointment notice (SSA-9303) to the sampled individual, along with the SSA-9304 checklist. As outlined in the descriptions of the forms below, the checklist accompanies form SSA-9303 and lists all forms and evidence needed to complete the review. The form includes a box that explains the study in detail. The individual signs and dates the form, and in some cases, provides their address.

As mentioned above, each of the ten forms serves a specific purpose depending on the stage or aspect of the review. These forms ensure that the sampled individual receives proper notification, authorization, and due process. The information below describes the purpose of each form:

- a. **SSA-9301, Medicare Subsidy Quality Review Case Analysis Questionnaire:** This is the telephone questionnaire SSA employees administer to applicants for the Medicare Part D Subsidy. It includes questions about the applicant's family size, marital status, income, assets, etc.
- b. **SSA-9302, Notice of Appointment-Reviewer Will Call:** After receiving notice of the scheduled date and time of the telephone questionnaire, Medicare Part D applicants return this form confirming their availability for the interview, and making note of any special needs for the call. This version is for applicants whose phone numbers we already know and, thus, for whom we can pre-schedule the call.
- c. **SSA-9303, Notice of Appointment-Please Call Reviewer:** This form is similar to Form SSA-9302, except it is for participants who do not have phones, or for those participants for whom SSA does not know the phone numbers. On this form, participants confirm receipt of the letter and we ask them to call SSA on a specified date.
- d. **SSA-9304, Checklist of Required Information:** This checklist, which accompanies Forms SSA-9302, SSA-9303, SSA-9311, SSA-9312, SSA-9313, and SSA-9314, is a list of the documentation respondents need to have available when SSA calls them to conduct the Quality Review phone interview. We account for the burden for this checklist in the burdens for Forms SSA-9302, SSA-9303, SSA-9311, SSA-9312, SSA-9313, and SSA-9314, therefore; we do not account for the burden separately.
- e. **SSA-9308, Request for Information:** SSA sends this form to various third parties (e.g., businesses besides insurance companies) to obtain or confirm information applicants report for the Medicare Part D subsidy.
- f. **SSA-9310, Request for Documents:** Following the phone interview, SSA sends this notice to the applicants advising them of the documents they must return to SSA.
- g. **SSA-9311, Notice of Appointment-Denial-Reviewer Will Call:** After receiving notice of the scheduled date and time of the telephone questionnaire, Medicare Part D applicants return this form confirming their availability for the interview, and making note of any special needs for the call. This version is for applicants whose phone numbers we know and, thus, we can pre-schedule the call. We tailored the language on this form for those Medicare Part D subsidy applicants with denied applications.
- h. **SSA-9312, Notice of Appointment-Denial-Please Call Reviewer:** This form is similar to Form SSA-9311, except it is for participants who do not have phones, or for whom SSA does not know the phone numbers. On this form, participants confirm receipt of the letter, and we ask them to call SSA

on a specified date. This form is also designed for Medicare Part D subsidy applicants whose applications we denied.

i. SSA-9313, Notice of Appointment-Redetermination-Reviewer Will Call:

After receiving notice of the scheduled date and time of the telephone interview, Medicare Part D beneficiaries return this form confirming their availability for the interview, and making note of any special needs for the call. This version is for beneficiaries whose phone numbers we know and, thus, we can pre-schedule the call.

j. SSA-9314, Notice of Appointment-Redetermination-Reviewer Will Call:

This form is similar to Form SSA-9313, except it is for beneficiaries who do not have phones, or for whom SSA does not know the phone numbers. On this form, beneficiaries confirm receipt of the letter and we ask them to call SSA on a specified date.

SSA collects this information primarily by mail, fax, or phone, although on rare occasions, respondents may deliver it in person to the field office. Once SSA receives the information, technicians enter it into SSA's system and use it to measure the accuracy of the subsidy determination.

The information we collect does not impact the respondents, as this review does not require an SSA-93 (Quality Review Feedback Report). We only use the Quality Review Feedback Report to alert Operations to take corrective actions or to report deficiency findings to the Regional Offices. We do not send a notification to the field office to indicate any issues; the information is used solely for reporting purposes.

This collection is voluntary for respondents and required for SSA's review and verification of select Medicare Part D subsidy recipients. SSA employees conduct this IC and request the information from Medicare Part D subsidy recipients on a biennial basis.

We identified the following psychological costs based on the requirements for this information collection:

- **Psychological Cost #1:**

- o **Requirement for the Program:**

- o **SSA-9301, Medicare Subsidy Quality Review Case Analysis**

- o **Questionnaire:** SSA employees administer this telephone questionnaire to applicants for the Medicare Part D Subsidy. It asks questions about the applicant's family size, marital status, income, assets, and other relevant information.

- **Psychological Cost:** Completing information on SSA-9301 may cause claimants to feel anxious and increase their institutional distrust because we request personal and financial information. As a result, claimants may abandon the form altogether due to the nature of the questions we ask.
- **Psychological Cost #2:**
 - **Requirement for the Program:**
SSA-9302, Notice of Appointment-Reviewer Will Call; SSA- 9303, Notice of Appointment – Please Call Reviewer; SSA-9313, Notice of Appointment-Redetermination-Reviewer Will Call; and SSA-9314, Notice of Appointment-Redetermination-Reviewer Will Call: After we notify Medicare Part D applicants of the scheduled date and time to complete the SSA-9301 questionnaire, they return the appropriate form (SSA-9302, SSA-9303; SSA-9313, or SSA-9314) to confirm their availability for the interview and to note any special needs they may have. We use each version of these forms for different purposes:
 - SSA-9302: We use this version for applicants whose phone numbers we already know and for whom we can preschedule the call.
 - SSA-9303: On this form, participants confirm receipt of the letter, and we ask them to call SSA on a specified date.
 - SSA-9313: We use this version for beneficiaries whose phone numbers we know, which allows us to pre-schedule the call; and
 - SSA-9314: On this form, beneficiaries confirm receipt of the letter, and we ask them to call SSA on a specified date.
 - **Psychological Cost:** When recipients complete Forms SSA-9302, SSA-9303, SSA-9313, and SSA-9314, they may feel anxious because they believe they could lose their subsidy eligibility. This process may increase respondent burden, as recipients must mail the confirmation back or may not be available for the interview, which could potentially lead them to abandon the form altogether.
- **Psychological Cost #3:**
 - **Requirement for the Program:**
SSA-9304, Checklist of Required Information: This checklist, which accompanies Forms SSA-9302, SSA-9303, SSA-9311, SSA-9312, SSA-9313, and SSA-9314, is a list of the documentation respondents need to have available when SSA calls them to conduct the Quality Review phone interview.

- **Psychological Cost:** When recipients see a listing of all of the requested documents, they may feel overwhelmed and stressed, because it requires the recipients to gather and organize multiple documents before the Quality Review phone interview. Recipients may worry about whether they have the correct documentation, feel overwhelmed by the amount of paperwork, or be concerned about missing or incomplete information which could potentially lead them to abandon the form altogether or increase their burden in collecting all the necessary forms.
- **Psychological Cost #4:**
 - **Requirement of the Program:**
SSA-9310, Request for Documents: Following the phone interview, SSA sends this notice to the applicants advising them of the documents they must return to SSA.
 - **Psychological Cost:** When recipients receive this notice from SSA after the phone interview, they may feel stressed because they worry that failing to provide the correct documents could affect their eligibility or delay the processing of their application. This stress could potentially lead them to abandon the form altogether.

Note: We have no psychological cost associated with SSA sending forms SSA-9308, SSA-9311, and SSA- 9312 to third parties since third parties are not required to provide any information to us.

The respondents are applicants for the Medicare Part D subsidy whom SSA chose to undergo a quality review.

3. **Use of Information Technology to Collect the Information**

SSA conducts this information collection by mail, fax, or phone only. We did not create Internet versions of Forms SSA-9301, SSA-9302, SSA-9303, SSA-9304, SSA-9308, SSA-9310, SSA-9311, SSA-9312, SSA-9313, and SSA-9314 under the Government Paperwork Elimination Act because these forms are agency-initiated and require personal interviews. We send some of these forms to third parties to request information relevant to subsidy determination. Given that information technology modernization (IT Mod) programming is an ongoing, dynamic project, we cannot provide specific timelines for when we will be able to make any information collection available via Internet web-based application. We will ultimately convert most existing ICRs to full electronic versions depending on how they fall within our overall IT Mod schema, but this may be unconnected to the Paperwork Reduction Act (PRA) approval lifecycle.

Currently, respondents cannot submit forms electronically, though in rare cases, a reviewer may receive a form uploaded through the [my Social Security](#) portal. We send forms to respondents and schedule telephone interviews to collect

information. We then scan Form SSA-9301 into SSA's system, and reviewers enter interview responses.

Respondents complete forms independently but may call the reviewer or have the option to visit their local field office for assistance or questions. This review involves a limited number of applicants and typically results in a low response rate.

In the interim, we evaluated this collection for electronic submission of the current paper form. Given the high volume of forms we are coordinating for electronic submission, and the more urgent nature of some of our higher volume forms, we ultimately decided not to prioritize this ICR for electronic submission at this time. When we are able to schedule this form for electronic submission, we will submit a Change Request to OMB to request prior approval.

4. Why We Cannot Use Duplicate Information

The nature of the information we collect and the manner in which we collect it precludes duplication. SSA does not use another collection instrument to obtain similar data.

5. Minimizing Burden on Small Respondents

This collection does not affect small businesses or other small entities.

6. Consequence of Not Collecting Information or Collecting it Less Frequently

If SSA did not collect this information, we would be unable to conduct the mandatory verification of information reported under OMB No. 0960-0696. Because we only conduct the Medicare Subsidy Quality Review process once per selected participant, we cannot conduct it less frequently. There are no technical or legal obstacles to burden reduction.

7. Special Circumstances

There are no special circumstances that would cause SSA to conduct this information collection in a manner inconsistent with *5 CFR 1320.5*.

8. Solicitation of Public Comment and Other Consultations with the Public

The 60-day advance Federal Register Notice published on March 23, 2026, at 91 FR 13915, and we received no public comments. The 30-day FRN published on May 22, 2026, at 91 FR 30360. If we receive any comments in response to this Notice, we will forward them to OMB. We did not consult with the public in the revision of these forms.

9. Payment or Gifts to Respondents

SSA does not provide payment or gifts to the respondents.

10. Assurances of Confidentiality

SSA protects and holds confidential the information it collects in accordance with

42 U.S.C. 1306, 20 CFR 401 and 402, 5 U.S.C. 552 (Freedom of Information Act), 5 U.S.C. 552a (Privacy Act of 1974), and OMB Circular No. A-130.

11. Justification for Sensitive Questions

The information collection does not contain any questions of a sensitive nature.

12. Estimates of Public Reporting Burden

| Method of Completion | Number of Respondents | Frequency of Response | Average Burden Per Response (minutes) | Estimated Total Annual Burden (hours) | Average Theoretical Hourly Cost Amount (dollars)* | Total Annual Opportunity Cost (dollars)** |
|---|-----------------------|-----------------------|---------------------------------------|---------------------------------------|---|---|
| SSA-9301 (Medicare Subsidy Quality Review Case Analysis Form) | 3,500 | 1 | 30 | 1,750 | \$33.54* | \$58,695** |
| SSA-9302 (Notice of Quality Review Acknowledgment Form for those with Phones) | 3,500 | 1 | 15 | 875 | \$33.54* | \$29,348** |
| SSA-9303 (Notice of Quality Review Acknowledgment Form for those without Phones) | 350 | 1 | 15 | 88 | \$33.54* | \$2,952** |
| SSA-9308 (Request for Information) | 7,000 | 1 | 15 | 1,750 | \$33.54* | \$58,695** |
| SSA-9310 (Request for Documents) | 3,500 | 1 | 5 | 292 | \$33.54* | \$9,794** |
| SSA-9311 (Notice of Appointment-Denial -Reviewer Will Call) | 450 | 1 | 15 | 113 | \$33.54* | \$3,790** |
| SSA-9312 (Notice of Appointment- | 50 | 1 | 15 | 13 | \$33.54* | \$436** |

| | | | | | | |
|---|---------------|---|----|--------------|----------|--------------------|
| Denial-Please Call Reviewer) | | | | | | |
| SSA-9313 (Notice of Quality Review acknowledgment Form for those with Phones) | 2,500 | 1 | 15 | 625 | \$33.54* | \$20,963** |
| SSA-9314 (Notice of Quality Review acknowledgement Form for those without Phones) | 500 | 1 | 15 | 125 | \$33.54* | \$4,193** |
| Total | 21,350 | | | 5,631 | | \$188,866** |

* We based this figure on average U.S. citizen's hourly salary, as reported by Bureau of Labor Statistics data ([Occupational Employment and Wage Statistics](#)).

** This figure does not represent actual costs that SSA is imposing on recipients of Social Security payments to complete this application; rather, these are theoretical opportunity costs for the additional time respondents will spend to complete the application. **There is no actual charge to respondents to complete the application.**

We did not include travel time as per our current management information data, respondents who complete the paper forms return them to us via mail, fax, or phone. Should this change in the future, we will include the language and chart for travel time to a field office. There is a possible indirect travel burden to claimants if they bring the completed form to the field office; however, we receive very few of the forms in this manner, and, therefore, did not include a travel burden for the applicants.

We do not have any recorded learning costs for this information collection, as the respondents learn about it when we issue the form, and SSA technicians walk them through the process, we included this burden in the overall burden shown in the chart above.

We base our burden estimates on current management information data, which includes data from actual interviews, as well as from years of conducting this information collection. Per our management information data, we believe that **30** minutes accurately shows the average burden per response for learning about the program; receiving notices as needed; reading and understanding instructions; gathering the data and documents needed; answering the questions and completing the information collection instrument; scheduling any necessary appointment or required phone call; consulting with any third parties (as needed);

and waiting to speak with SSA employees (as needed). Based on our current management information data, the current burden information we provided is accurate. The total burden for this ICR is **5,631** burden hours (reflecting SSA management information data), which results in an associated theoretical (not actual) opportunity cost financial burden of **\$188,866**. SSA does not charge respondents to complete our applications.

13. Annual Cost to the Respondents (Other) ,

This collection does not impose a known cost burden on the respondents.

14. Annual Cost To Federal Government

The annual cost to the Federal Government for this collection is approximately **\$241,958**. This estimate accounts for costs from the following areas:

| Description of Cost Factor | Methodology for Estimating Cost | Cost in Dollars* |
|---|--|-------------------------|
| Designing and Printing the Form | Design Cost + Printing Cost | \$2,304 |
| Distributing, Shipping, and Material Costs for the Form | Distribution + Shipping + Material Cost | \$0* |
| SSA Employee (e.g., field site and central office staff) Information Collection and Processing Time | GS-12 employee x # of responses x processing time | \$239,654 |
| Full-Time Equivalent Costs | Out of pocket costs + Other expenses for providing this service | \$0* |
| Systems Development, Updating, and Maintenance | GS-9 employee x man hours for development, updating, maintenance | \$0* |
| Quantifiable IT Costs | Any additional IT costs | \$0* |
| Total | | 241,958 |

* We have inserted a \$0 amount for cost factors that do not apply to this collection.

SSA is unable to break down the costs to the Federal government further than we already have. It is difficult for us to break down the cost for processing a single form, because so many employees mail in each aspect of our forms, we use an estimated average hourly wage, based on the wage of our average field office employee (GS-9) for these calculations. However, we have calculated these costs as accurately as possible based on the information we collect for creating, updating, and maintaining these information collections.

15. Program Changes or Adjustments to the Information Collection Request

There are no changes to the public reporting burden.

16. Plans for Publication Information Collection Results

SSA will not publish the results of the information collection.

17. Displaying the OMB Approval Expiration Date

OMB granted SSA an exemption from the requirement to print the OMB expiration date on its program forms. SSA produces millions of public-use forms, with life cycles exceeding those of an OMB approval. Since SSA does not periodically revise and reprint its public-use forms (e.g. on an annual basis) OMB granted this exemption so SSA would not have to destroy stocks of otherwise useable forms with expired OMB approval dates, avoiding Government waste.

18. Exceptions to Certification Statement

SSA is not requesting an exception to the certification requirements at 5 *CFR* 1320.9 and related provisions at 5 *CFR* 1320.8(b)(3).

B. Collections of Information Employing Statistical Methods

SSA does not use statistical methods for this information collection.