



Securing today  
and tomorrow

# **National Organization of Social Security Claimants Representative Conference**

**Social Security Administration**  
**Office of Disability Adjudication**

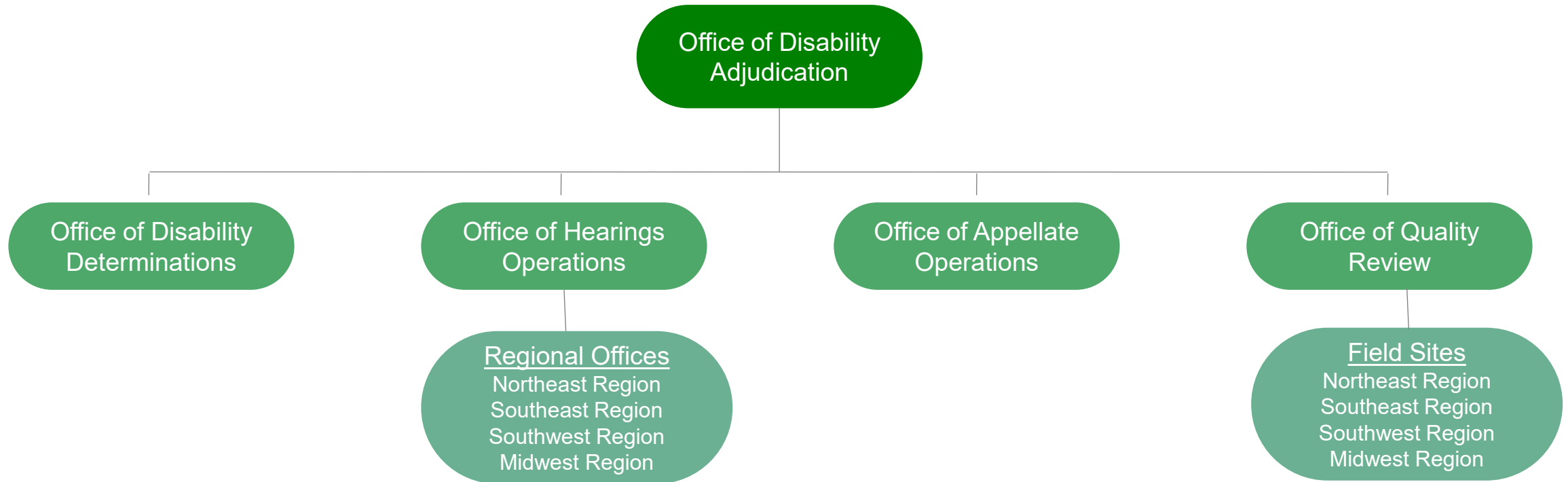
Jay Ortis, Acting Deputy Commissioner

April 25, 2025

# Agenda

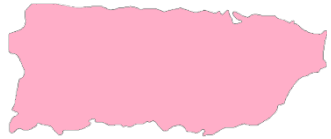
- ☐ Office of Disability Adjudication Overview
- ☐ Office of Disability Determination State of Services/Updates
- ☐ Office of Hearings Operations State of Services/Updates
- ☐ Office of Appellate Operations State of Services/Updates
- ☐ Office of Quality Review State of Services/Updates
- ☐ Information Technology Updates
- ☐ Reminders

# Office of Disability Adjudication Overview





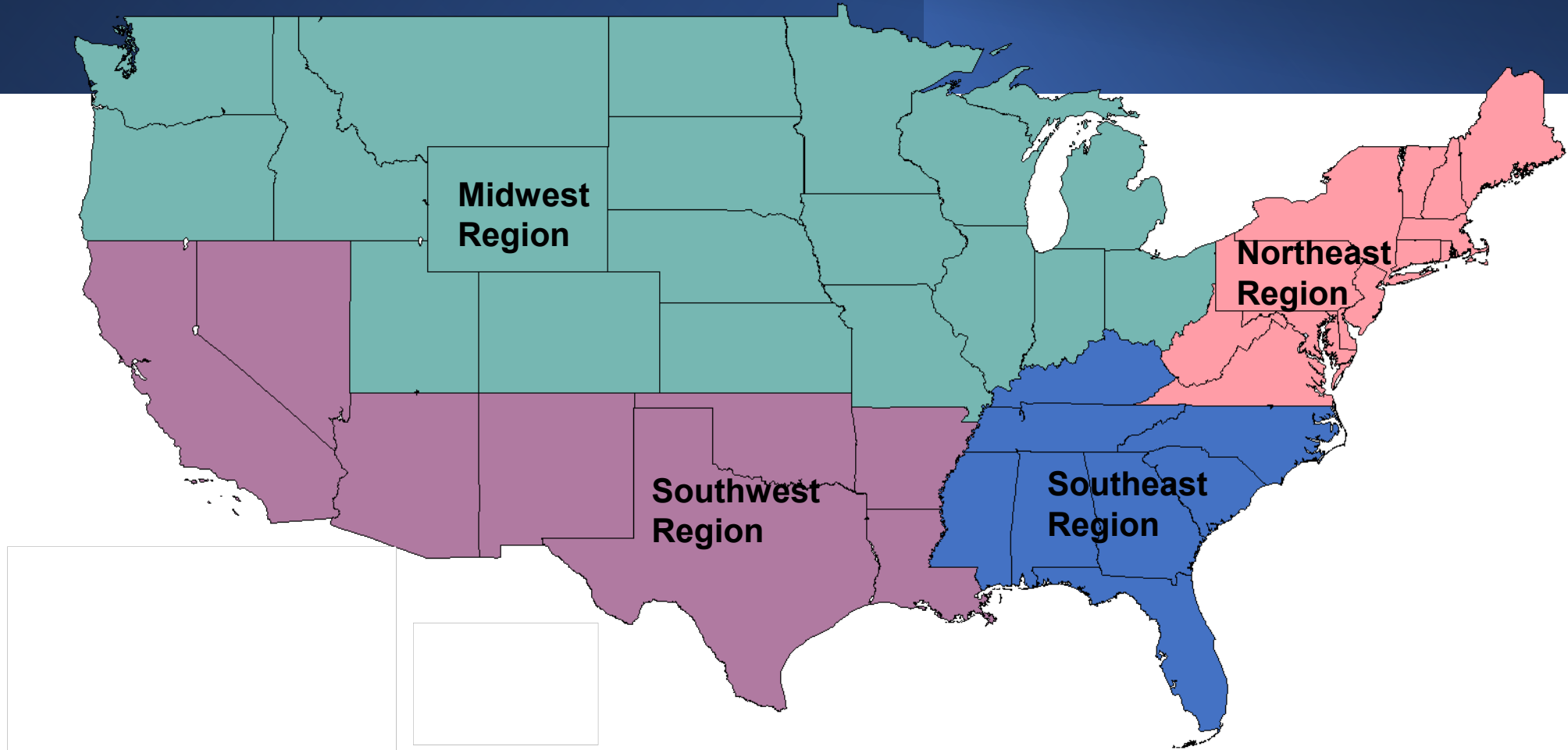
Alaska



Puerto Rico

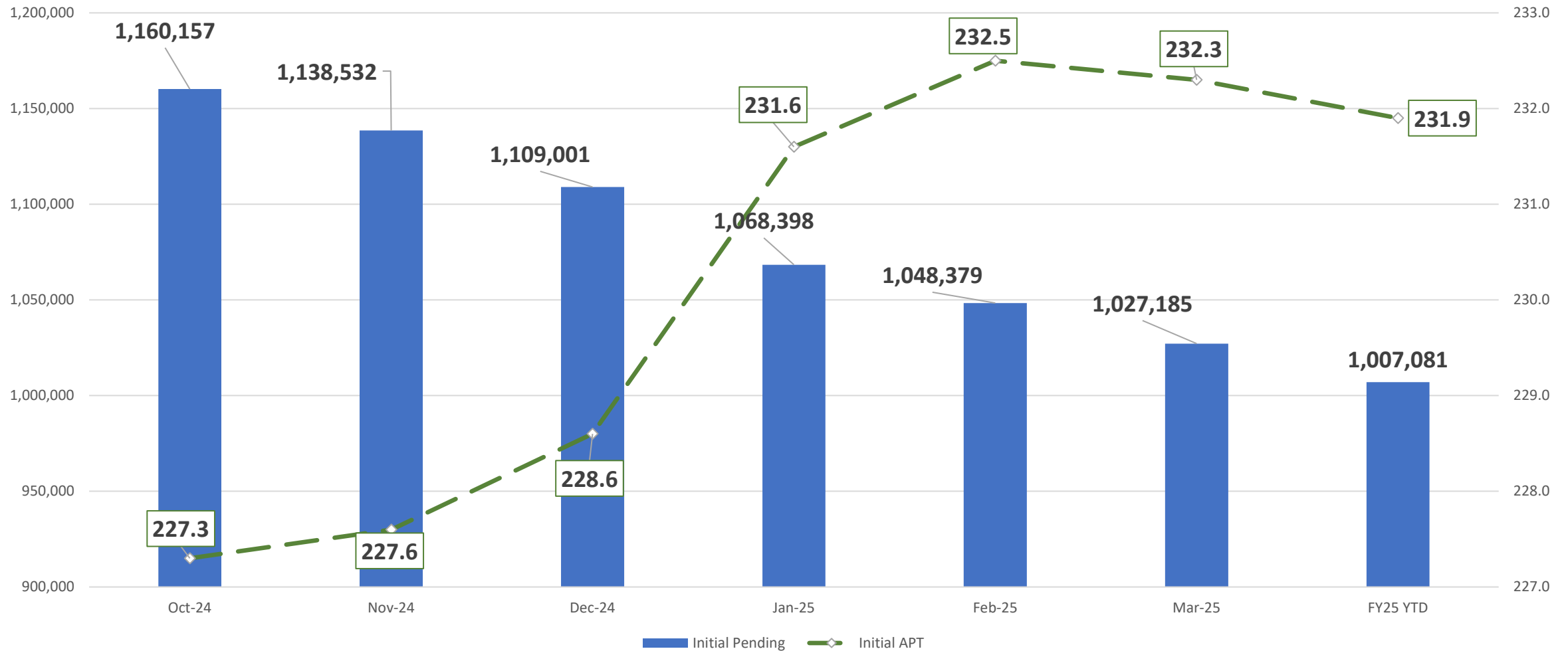


Hawaii



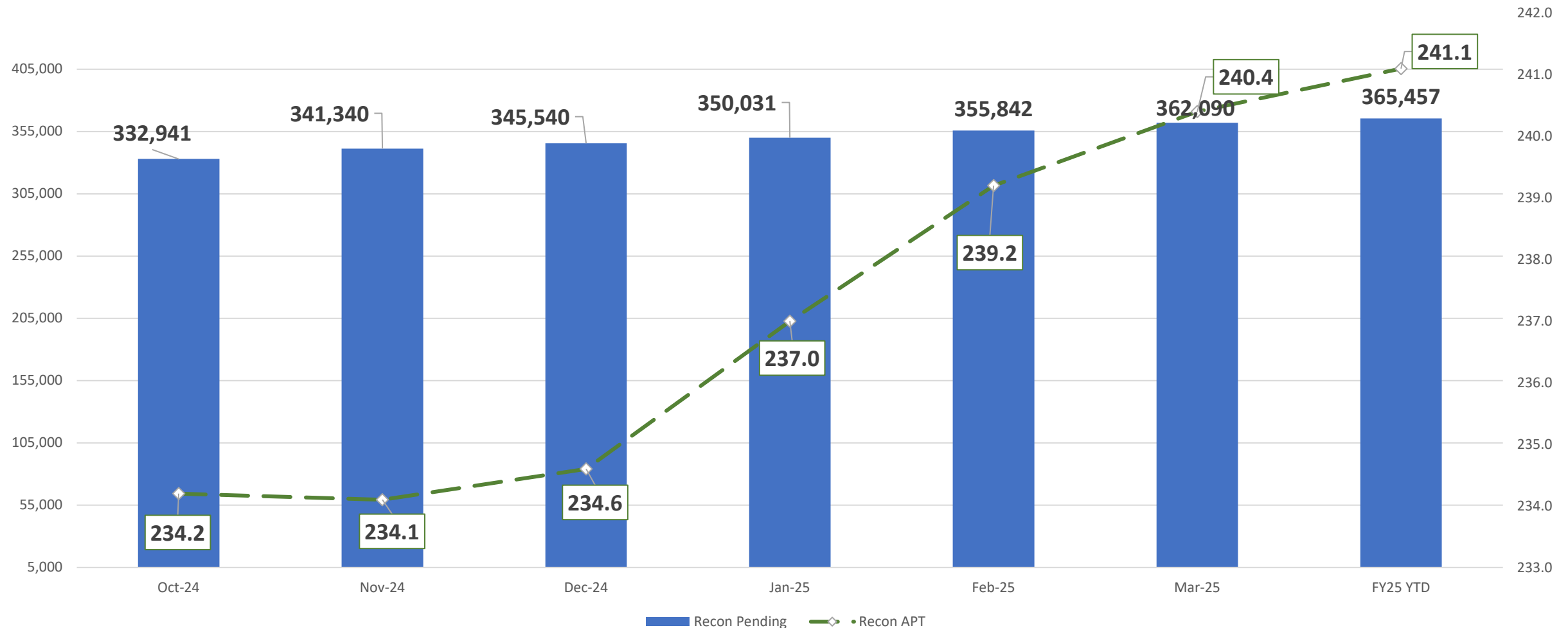
# ODD State of Services

Initial Level Disability Claims



# ODD State of Services

## Reconsideration Level Disability Claims



# ODD State of Services

## **mySSA Claims Status Tracker (CST):**

- The March 29, 2025, launch includes 8 sub-steps, replacing the former singular “Claim is with the DDS” messaging.
- Displays consultative examination appointment information as well as other milestones (i.e., claimant contact requested, medical records requested, federal quality review).
- Provides transparency and up-to-date information throughout the medical determination process.
- Future enhancements considered to reflect additional case milestones (i.e., medical consultant review)

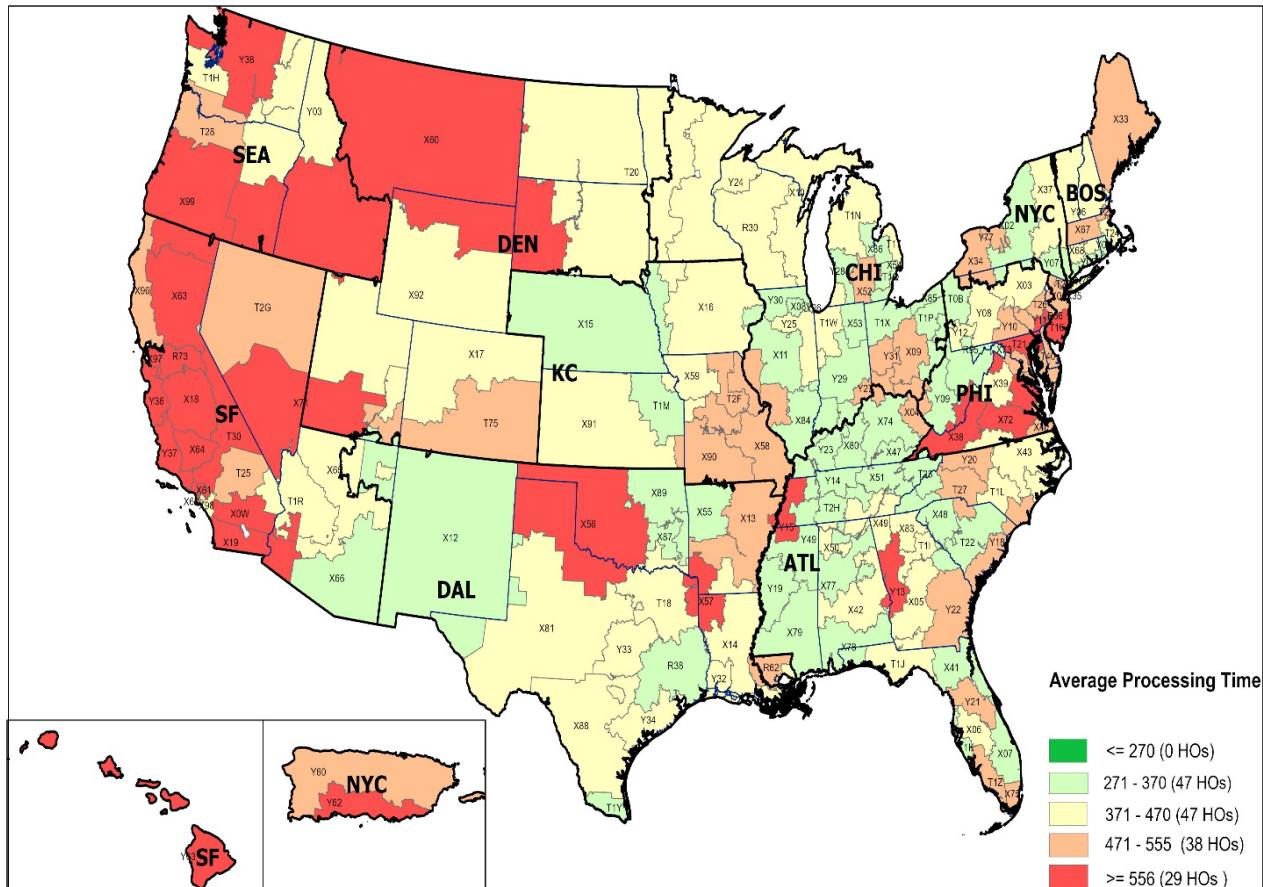
## **Disability Examiner Decisional Authority (DEDA) 2-Year Initiative:**

- Implemented in January 2025.
- Allows experienced Disability Examiners to make determinations on fully favorable initial disability claims.
- Applies to initial adult claims involving physical impairments.
- Authority is granted once a state has made every reasonable effort to recruit qualified and sufficient Medical Consultants (MC).
- DEDA aims to decrease overall case processing time by eliminating the MC review for qualifying claims, thereby assisting in the reduction of the initial disability claims backlog.

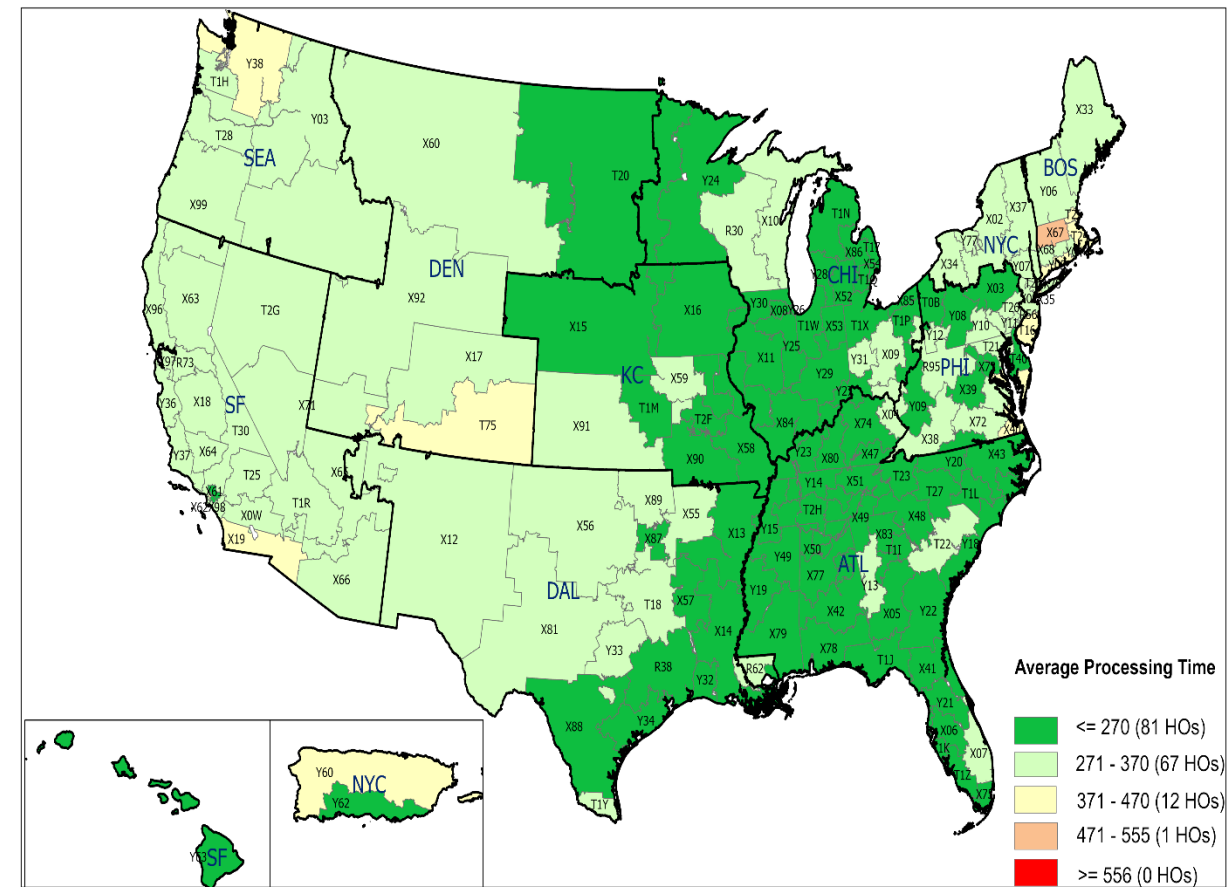


# OHO State of Services

Hearing Office Average Processing Time (APT) for Month of September 2023



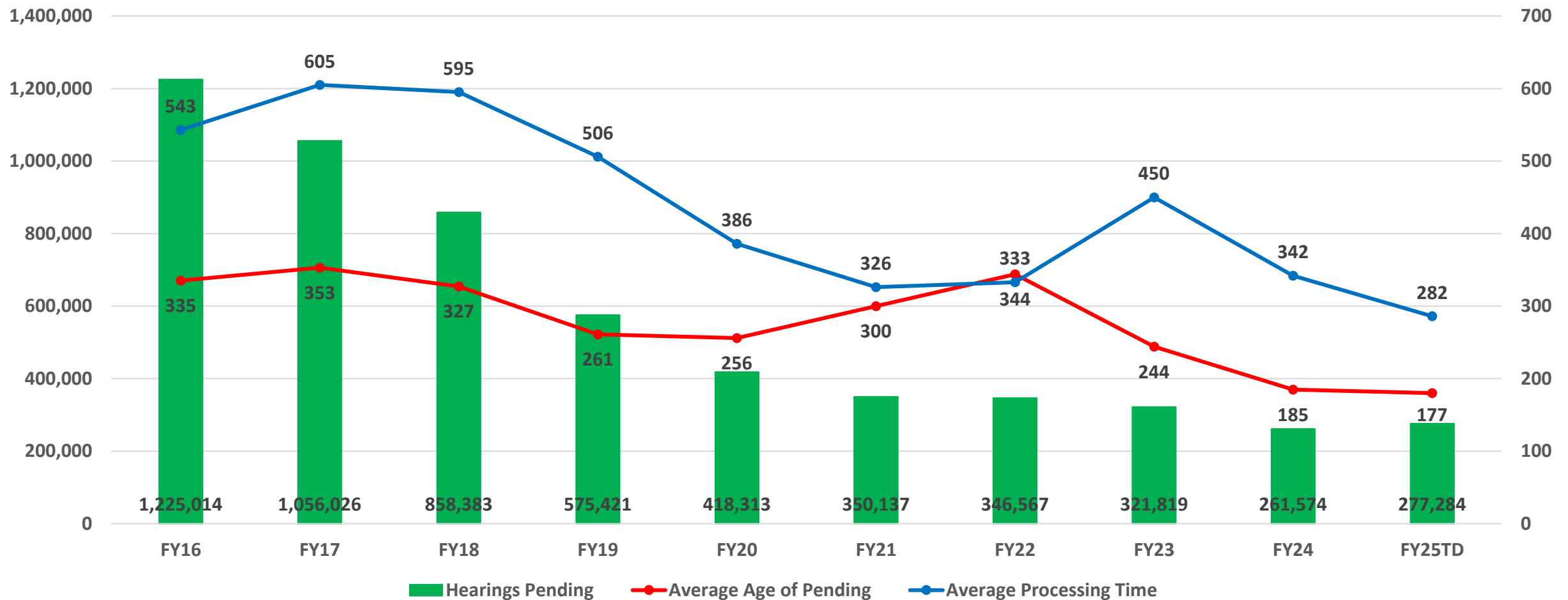
Hearing Office Average Processing Time (APT) for Month of April 2025 through 04/18/2025





# OHO State of Services

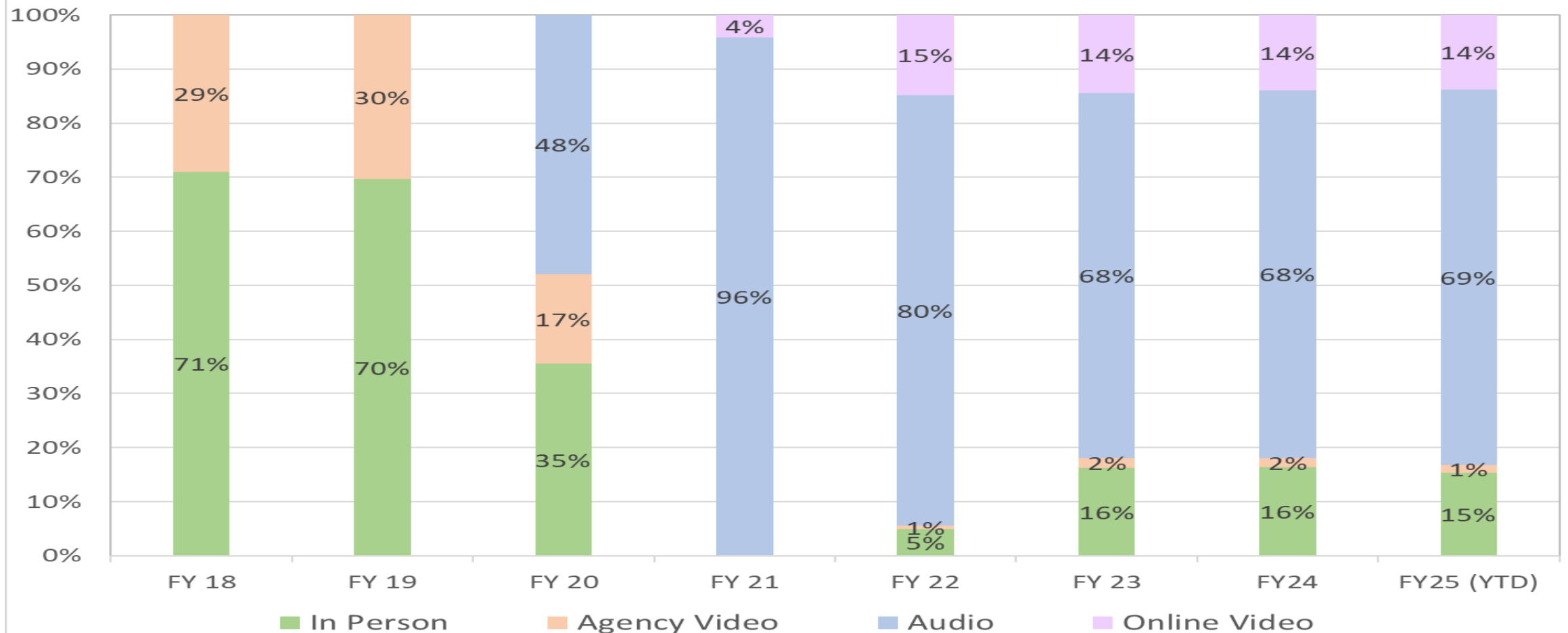
Hearings Pending, Average Age of Pending, & Average Processing Time  
FY2016 - FY2025



# OHO State of Services

## Hearings Held by Modality, FY 2018-25

Totals may not add to 100% due to rounding. FY23-25 includes HACPS.

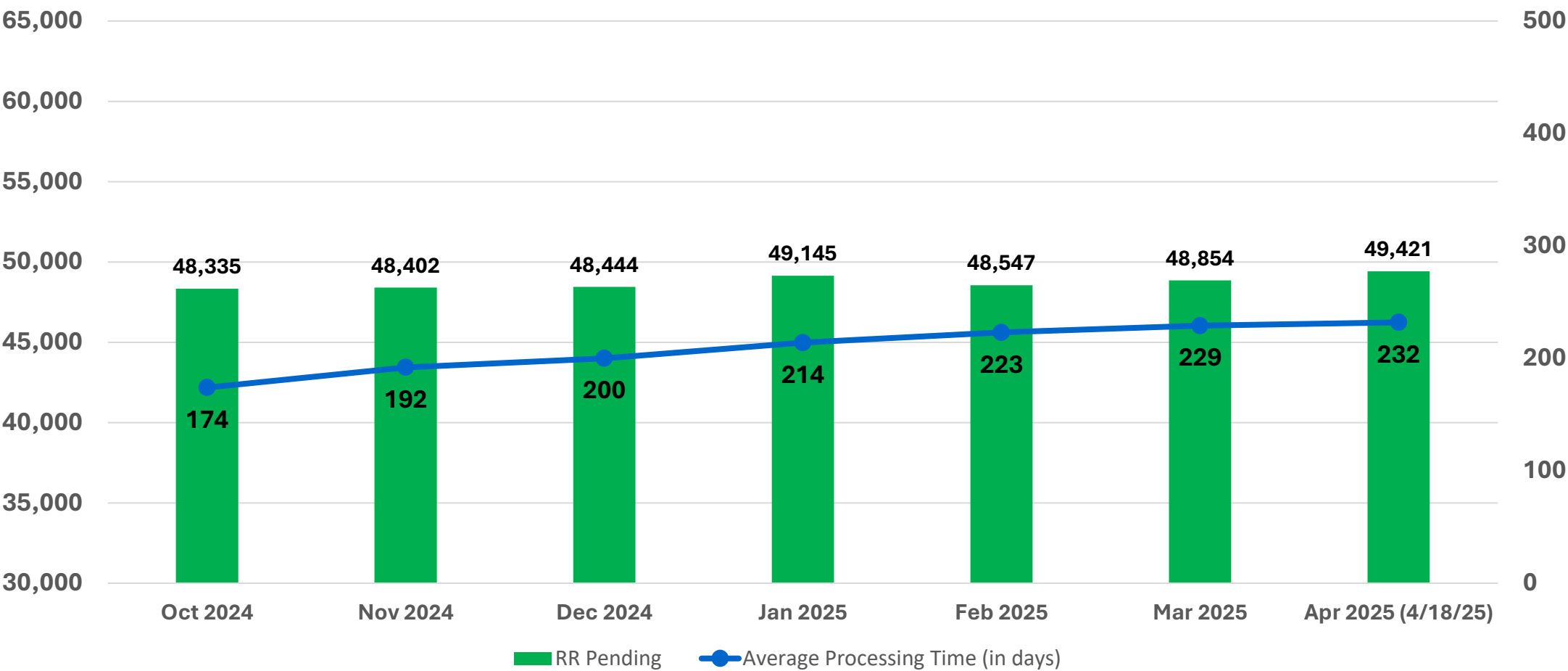


Source data: OBFS DMIA



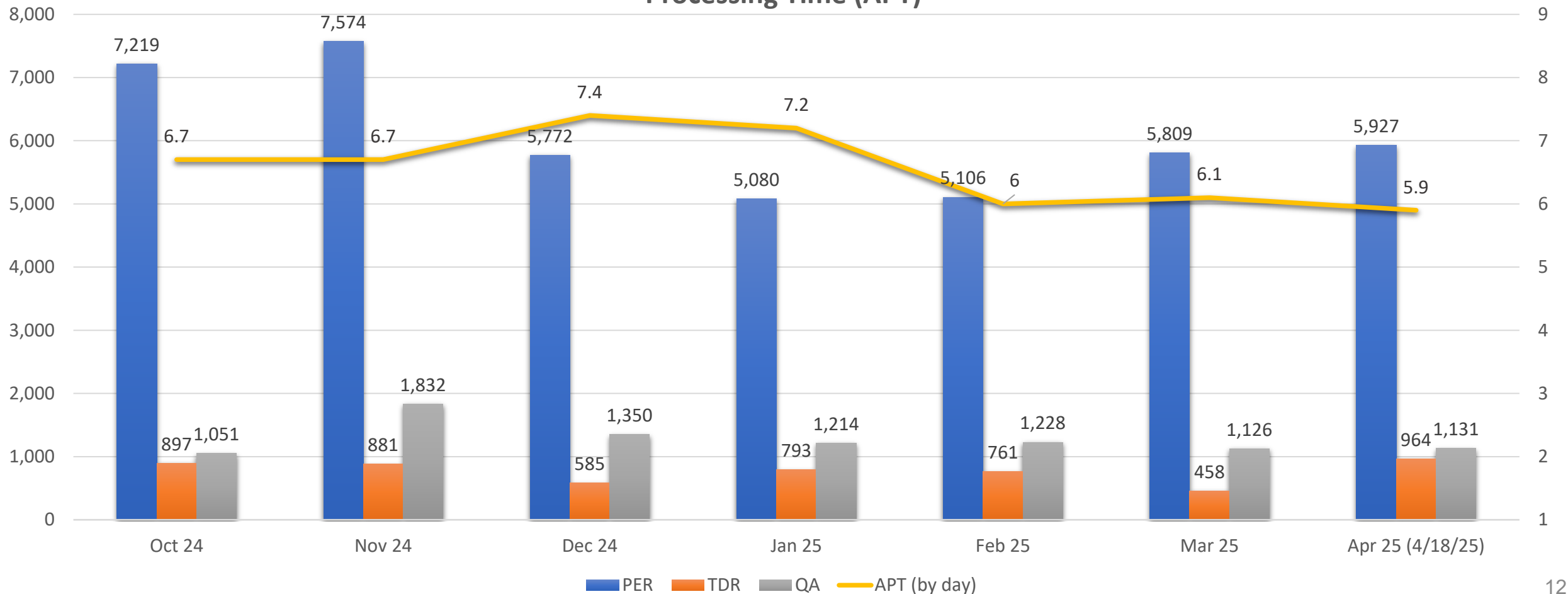
# OAo State of Services

Requests for Review Pending & Average Processing Time  
FY2025 by End of Month



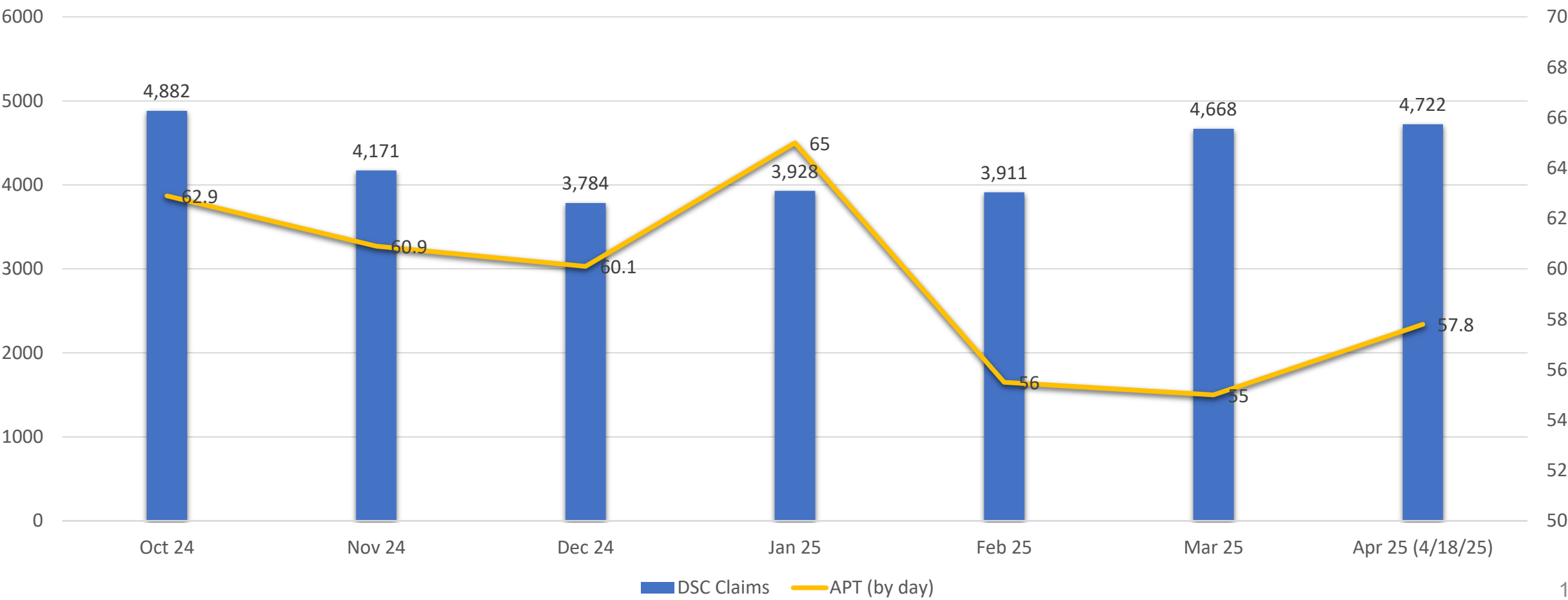
# OQR State of Services

OQR's Pending for Pre-Effectuation Review (PER), Targeted Denial Review (TDR), Quality Assurance (QA); and Average Processing Time (APT)



# OQR State of Services

OQR’s Disability Support Cadre (DSC) Pending and Average Processing Time (APT)



# Information Technology Updates

- **Higher Quality Hearing Recordings**

- As of March 17, 2025, OHO completed its rollout of the Hearing Recordings and Transcriptions (HeaRT) system.
- The legacy Digital Recording and Processing (DRAP) system will be retired in all offices by June 13, 2025.
- Hearing audio is recorded via Microsoft Teams instead of through recording hardware.
- Hearings recorded using HeaRT are available for download via the current Appointed Representative Services (ARS) application.
- HeaRT recordings are .wav files and play on the computer's default audio player.
- Over 100,000 hearings have been held using HeaRT.

- **Health Information Technology (HIT) Automated Trigger for OHO Cases**

- OHO has made 106,272 overall HIT requests for FY25, as of April 14, 2025.
  - 32.5% of those requests were automatically triggered (34,494).

- **Intelligent Medical-Language Analysis Generation (IMAGEN)**

- An enhanced file review application for fully electronic cases in use at Disability Determination Services was approved for release within OHO.
- We expect to increase the efficiency of our file review throughout the hearing process and improve the quality of our decisions.
- Internal rollout began in March 2025 with a completion expected by the end of FY25.
- No changes are necessary to the current evidence submission process.



# Future Enhancements

- **National Representative Availability – Coming Soon**

- Systems enhancements are underway to allow representatives to submit availability nationally
- Once implemented, representatives will make a single monthly availability submission
  - No change to due dates for availability
  - There may be changes to the types of Designated Scheduling Groups that can be accommodated with a national availability model
- Representatives will be notified when the systems enhancements are complete
- Representatives should continue to send regional availability until notified of the change to national availability



# Reminders

## SSA-1696 Required for Appointments

- Representatives must use the 12-2024 version of Form SSA-1696 for all appointments established on or after December 9, 2024. [2024 New Rule](#) | [Representing SSA Claimants](#) | [SSA](#)

## Written Appointment Required to Appear at Hearing

- We no longer allow for verbal attestation of an intent to appoint a representative during audio and online video hearings.
- Hearing office staff will inform representatives by phone and will send a written notice if their written appointment is not valid.

## Fee Petition Processing

- Our processing goal is 90 days. At times, the volume of fee petitions and other agency service priorities may impact achieving that goal.
- Submit fee petitions via fax to the servicing hearing office or NHC.

## Appeals

- For direct assistance on OAO cases, contact: 703-605-8000 or Toll Free 1-877-670-2722.
- OAO's Claimant and Public Assistance Branch fax number is: 1-833-763-0405.

**Thank you!**