

Handy Tips

- About the SSA-3368 Disability Report or *i3368-PRO*:
 - SSA expects case managers to complete the electronic version of the form, whenever possible.
 - Questions should be completed in the first person, in the applicant's own words.
 - Case managers can help people feel more comfortable about sharing their feelings and experiences by asking about "difficulties" or "struggles" as opposed to "illness" or "symptoms."
 - Accompanying the individual to the application appointment at SSA is very helpful. If this is not possible, a case manager can make a list of a person's difficulties and treatment history and give it to the applicant to hand into SSA. This helps the person deal with anxiety about the interview and ensures that mental health information is provided. Be sure not to edit the information. Provide all the history. Let SSA and DDS decide what's relevant.
 - Understand that a person often does not label their experiences in the way case managers do. This may be due to a fear of stigma, a failure to recognize a particular illness, or other complications.
 - Additional information can be added to the disability report, including electronically. If the electronic form cuts off information, be sure to alert SSA to this.
- A case manager should contact the DDS disability examiner (or adjudicator) within a week of submitting the application. At this contact, the case manager should note that he or she is the applicant's representative (assuming the 1696 was submitted) and confirm contact information and willingness to help. After the initial contact, regular, consistent contact should be maintained until a decision is made.
- Each DDS has a professional or medical relations office who is the liaison with community programs. If possible, contact this individual and plan strategies for collaboration.