

# Goal: Getting Payments Right

**Program or Activity**  
Old-Age, Survivors, and Disability ..

**Reporting Period**  
Q4 2019

**Change from Previous FY (\$M)**

**\$3,956M**

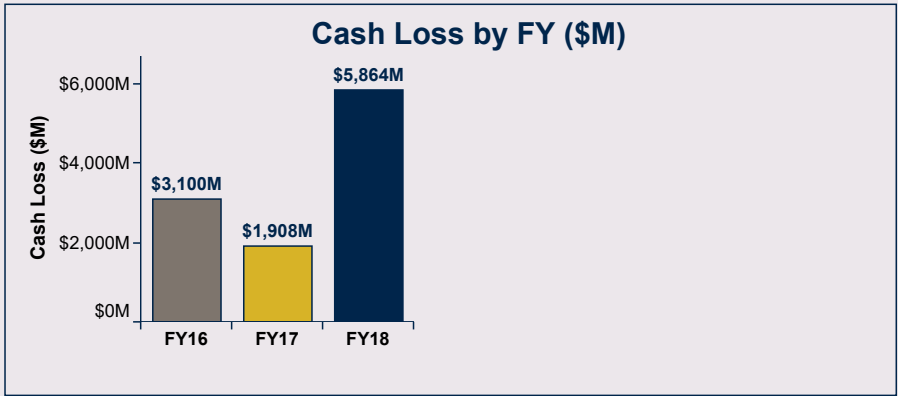


**SSA**

Old-Age, Survivors, and Disability Insurance

**Brief Program Description:**

The Social Security Administration provides monthly Social Security benefits to qualified individuals who are retired or disabled. Dependents of eligible beneficiaries and surviving dependents of deceased workers can also receive monthly benefits.



Key Milestones	Status	ECD
1 Finalize estimated cash loss estimation methodology	On-Track	Oct-20
2 Identify estimated cash loss amount for FY 2018	On-Track	Oct-20
3 Identify true root causes of cash loss	On-Track	Oct-20
4 Develop mitigation strategies to get the payment right the first time	On-Track	Oct-20
5 Evaluate the ROI of the mitigation strategy	On-Track	Sep-21
6 Determine which strategies have the best ROI to prevent cash loss	On-Track	Sep-21

Quarterly Progress Goals	Status	Notes	ECD
1 Q4 2019 Improve the medical continuing disability review appeal process by automating manual actions and expanding functionality to track and control cases.	On-Track	Continue identifying automated enhancements to track and cease cases timely.	Sep-19
2 Q4 2019 The WorkSmart pilot programs will allow us to timely identify beneficiaries working above SGA* We will use monthly, annual, and quarterly, earnings to identify cases that require a work CDR** to determine if they should continue receiving benefits.	On-Track	In FY 2019, we expect to see an increase in the number of cases that require processing of a work CDR. *SGA - substantial gainful activity **CDR - continuing disability review	Sep-19

Recent Accomplishments	Date
1 Enhanced the language and instructions in myWageReport for representative payees to report wages for beneficiaries.	Sep-19
2 In the last quarter of FY 2019, we added approximately 61,000 State death records to the full file of death information that our federal partners receive, bringing our FY 2019 total to nearly 2.4 million records.	Sep-19

FY18 Amt(\$)	Root Cause	Root Cause Description	Mitigation Strategy	Anticipated Impact of Mitigation
\$4,032M	Failure to verify: other eligibility data	Reliance on timely self-reporting of information affecting payment and eligibility.	BBA 824:FY 19, engaged in contract negotiations & awarded contract to build info exchange for monthly earnings data from 3rd-party payroll providers. Meet to discuss automated solutions to ensure medical con't work disability reviews ceased timely.	Improve the timely receipt of payroll information to mitigate against improper payments due to wages. Reduce the number of unprocessed medical cessation cases resulting from ongoing continuing disability reviews.
\$796M	Failure to verify: death data	Improper payments issued because the agency fails to receive timely reports of death	FY19, added nearly 2.3m death records to DMF & nearly 61,000 State death records to the full file of death info, will benefit external users of our data & prevent IPs. FY20, continue these efforts to improve the accuracy/consistency of death info.	Reduce the number of discrepancies in our records related to reports of death.
\$577M	Administrative or process errors made by: federal agency	Administrative errors and complex manual computations affect the quality of our programmatic workloads.	Issue periodic reminders regarding policy and perform quality reviews of error-prone workloads.	Reduce administrative and processing errors in our programmatic workloads.

**Cash Loss** - Cash loss to the Government includes amounts that should not have been paid and in theory should/could be recovered.