

Payment Integrity Scorecard

Program or Activity
Old-Age, Survivors, and Disability Insurance

Reporting Period
Q1 2021

Change from Previous FY (\$M)

-\$170M



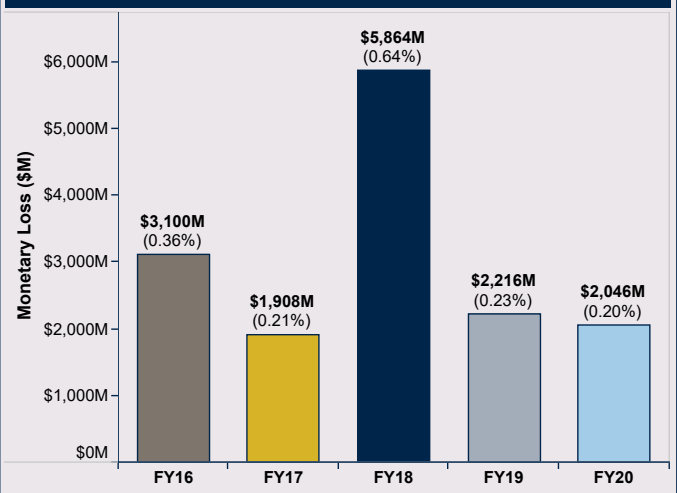
SSA

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.

Monetary Loss (\$M)
(Overpayment as Percentage of Total Outlays)



Key Milestones		Status	ECD
1	Develop mitigation strategies to get the payment right the first time	On-Track	Sep-21
2	Evaluate the ROI of the mitigation strategy	On-Track	Dec-22
3	Determine which strategies have the best ROI to prevent cash loss	On-Track	Dec-22
4	Implement new mitigation strategies to prevent cash loss	On-Track	Dec-22
5	Analyze results of implementing new strategies	On-Track	Dec-22
6	Achieved compliance with PIIA	On-Track	Sep-21
7	Identified any data needs for mitigation	On-Track	Sep-21

Goals towards Reducing Monetary Loss			Status	ECD
1	Q1 2021	Continue the development of the information exchange from third-party PDP to receive WEI.	On-Track	Mar-21
2	Q1 2021	Increase the number of wage reports using myWageReport to improve timely receipt of wage and employment information.	On-Track	Sep-21

Recovery Method	Brief Description of Plans to Recover Overpayments
1 Recovery Activity	Begin investigating additional electronic remittance channels.
2 Recovery Activity	Implement lockbox service through the Department of the Treasury.
3 Recovery Activity	January 2021 Pay.gov goes live to the public.

Accomplishments in Reducing Monetary Loss		Date
1	Completed an external training video for the public on how to submit wages using myWageReporting.	Oct-20
2	Implemented additional functionalities to the WEI repository.	Dec-20
3	Provided electronic remittance channels for ease of repayment of programmatic overpayments.	Dec-20

Amt(\$)	Root Cause of Monetary Loss	Root Cause Description	Mitigation Strategy	Brief Description of Mitigation Strategy and Anticipated Impact
\$1,231M	Inability to authenticate eligibility; inability to access data	Reliance on timely self-reporting of marriage and divorce.	Cross Enterprise Sharing	Reduce improper payments due to unreported or untimely reported marriage and divorce events.
\$359M	Administrative or process errors made by: federal agency	Administrative errors and complex manual computations affect the quality of our programmatic workloads.	Internal Process or Policy Change	Increase efficiency and reduce improper payments.
\$345M	Failure to verify: other eligibility data	Reliance on timely self-reporting of information affecting payment and eligibility.	Cross Enterprise Sharing	Improve timely receipt of wages and employment information (WEI). The information exchange will reduce our reliance on beneficiaries to self-report WEI.

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