

Payment Integrity Scorecard

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

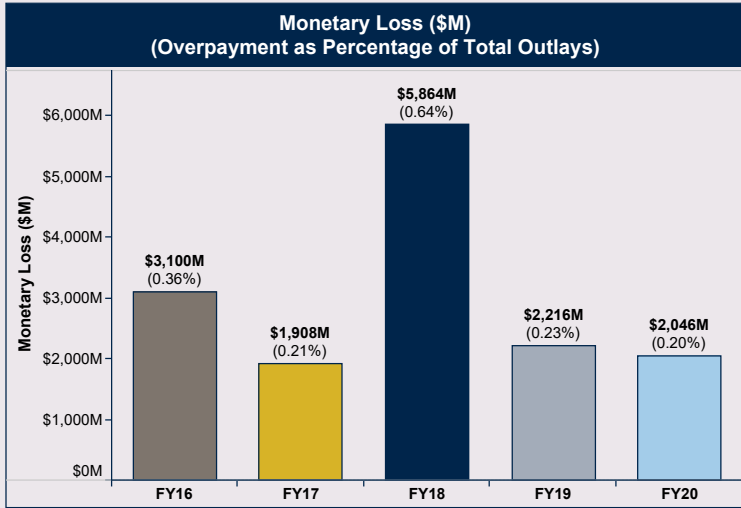
Reporting Period
Q2 2021

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.



| 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 Q2 2021 Continue the development of the information exchange from third-party Payroll Data Provider (PDP) to receive WEI. | On-Track | Sep-21 |
| 2 Q2 2021 Increase the number of wage reports using myWageReport to improve timely receipt of WEI. | On-Track | Sep-21 |

| Recovery Method | Brief Description of Plans to Recover Overpayments | Brief Description of Actions Taken to Recover Overpayments |
|---------------------|--|---|
| 1 Recovery Activity | Continue development of new debt recovery and tracking system to improve the installment agreement process and integrate with outside agency collection tools (such as Treasury Offset Program, etc.). | Implemented Lockbox Services offered by Fiscal Service in late-January 2021. This service provides faster processing and application of remittances. |
| 2 Recovery Activity | Begin development to be able to quickly and electronically process payments initiated from the individual financial institutions online bill payment options. | We are continuing efforts on the development of a new debt management system to improve tracking and allow for more dynamic debt collection. |
| 3 Recovery Activity | Continue to investigate other opportunities for repayment channels. | Continued development of additional electronic channels for the public to repay their debt by partnering with the Department of Treasury to utilize existing fiscal services tools. |

| Accomplishments in Reducing Monetary Loss | Date |
|---|--------|
| 1 Implemented Lockbox Services offered by Fiscal Service. This service provides faster processing and application of remittances. | Jan-21 |
| 2 In FY 2019, we developed requirements and awarded a contract to Equifax to build an information exchange for monthly WEI from third-party payroll data providers. We implemented systems release for preparation of the information exchange. | Jan-21 |
| 3 Pay.gov went live and became available to the public. | Jan-21 |

| 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.