

# Payment Integrity Scorecard

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

**Reporting Period**  
Q3 2021

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

**-\$170M**



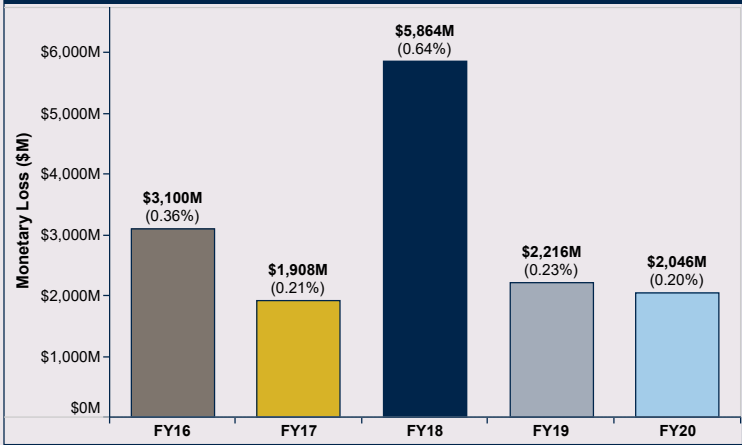
**SSA**  
Old-Age, Survivors, and Disability Insurance

**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

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



Goals towards Reducing Monetary Loss	Status	ECD
1 Q3 2021 Continue the development of the information exchange from third-party Payroll Data Provider to receive WEI.	On-Track	Sep-21
2 Q3 2021 Increase the number of wage reports using myWageReport (myWR) to improve timely receipt of WEI.	At Risk	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.).	In the development stage of Lockbox Phase II that will direct additional debtors to submit their payment to the lockbox, providing faster processing and application of remittances.
2 Recovery Activity	Implement Online Bill Pay 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 develop additional opportunities to utilize the lockbox service providing faster processing and application of remittances.	Continued development of Online Bill Pay providing debtors with a second electronic option to repay their debt.

Accomplishments in Reducing Monetary Loss	Date
1 In FY 2021, due to the recent promotional outreach informing internal and external customers about myWR, we have seen an increase of 11 percent for myWR successful submissions from second quarter (10,070) to third quarter (11,210).	Jun-21
2 Pay.gov went live and became available to the public in January 2021. Since its implementation, there has been approximately 207,000 transactions that totaled approximately \$55 million in debt recovery.	Jun-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.