

# Payment Integrity Scorecard

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

**Reporting Period**  
Q4 2021

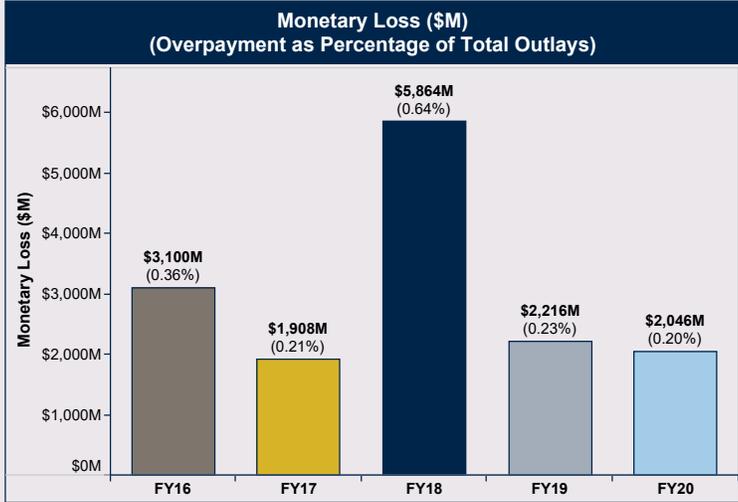
**Change from Previous FY (\$M)**

-\$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-22
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	May-22
7 Identified any data needs for mitigation	On-Track	Sep-22

Goals towards Reducing Monetary Loss	Status	ECD
1 Q4 2021 Continue planning and analysis for robust management information and automate posting of wages received from payroll information exchange onto records.	On-Track	Sep-22
2 Q4 2021 Continue to promote timely wage reporting to improve timely receipt of wage and employment information.	On-Track	Sep-22

Recovery Method	Brief Description of Plans to Recover Overpayments	Brief Description of Actions Taken to Recover Overpayments
1 Recovery Activity	We will continue development of a new debt management system to improve the installment agreement process and integrate with outside agency collection tools (such as Treasury Offset Program, etc.).	SSA is in the development phase of expanding our lockbox processing, which will redirect all mail addressed to the Mid-Atlantic Program Service Centers Remittance Accounting Unit to Treasury lockbox service.
2 Recovery Activity	We will continue to refine SSAs remittance process to reduce exceptions from the lockbox, Online Bill Pay, and Pay.gov processes.	We continued development of a new debt management system, which will improve tracking and allow for more dynamic debt collection.
3 Recovery Activity	We will continue to refine policies and processes associated with long-term repayment plans.	SSA implemented Online Bill Pay giving individuals the ability to pay SSA electronically through their financial institutions.

Accomplishments in Reducing Monetary Loss	Date
1 SSA implemented Online Bill Pay giving individuals the ability to pay SSA electronically through their financial institutions.	Jul-21
2 We implemented the first phase of the Bipartisan Budget Act of 2015 Section 824, referred to as the Payroll Information Exchange. In August 2021, we began exchanging data with the payroll data providers.	Aug-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.