

Payment Integrity Scorecard

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

Reporting Period
Q2 2022

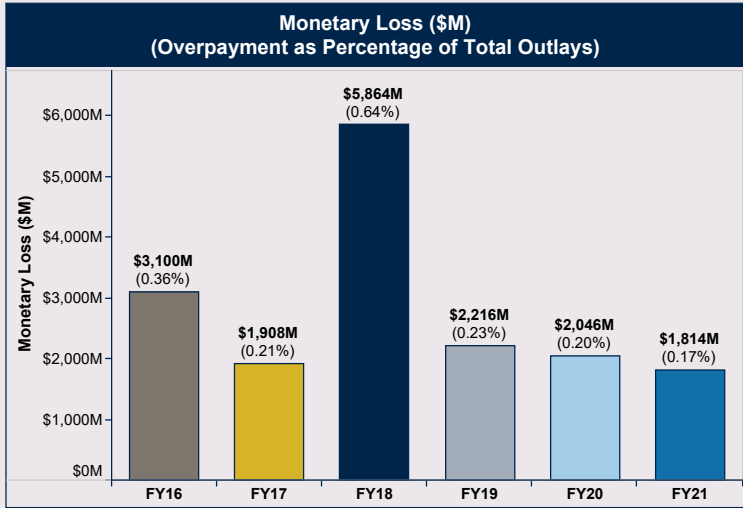
Change from Previous FY (\$M)

-\$232M



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-23
2	Evaluate the ROI of the mitigation strategy	On-Track	Dec-25
3	Determine which strategies have the best ROI to prevent cash loss	On-Track	Dec-25
4	Implement new mitigation strategies to prevent cash loss	On-Track	Dec-25
5	Analyze results of implementing new strategies	On-Track	Dec-25
6	Achieved compliance with PIIA	On-Track	May-23
7	Identified any data needs for mitigation	On-Track	Sep-23

Goals towards Reducing Monetary Loss		Status	ECD
1	<p>Q2 2022</p> <p>Continue planning and analysis for management information and automated employer participation notices, pending information technology prioritization.</p>	On-Track	Sep-23
2	<p>Q2 2022</p> <p>Continue to promote timely wage reporting to improve timely receipt of wage and employment information.</p>	On-Track	Sep-23

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.).	In February 2022, we expanded our lockbox processing and began redirecting all mail addressed to the Mid-Atlantic Program Service Center's (MATPSC) Remittance Accounting Unit to Treasury's lockbox service. This reduces MATPSC's remittance workload.
2 Recovery Activity	We will continue to refine our 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.	We continued development of a new debt management system, which will improve tracking and allow for more dynamic debt collection.

Accomplishments in Reducing Monetary Loss			Date
1	Evidence Portal provides technicians with a single portal to search, access, add, store, manage, communicate, and associate evidence with a required action. It improves processing efficiencies and will assist in reducing improper payments.		Feb-22
2	Expanded our lockbox processing and redirected all mail addressed to Mid-Atlantic Program Service Center's (MATPSC) Remittance Accounting Unit to Treasury's lockbox service. This reduces MATPSC's remittance workload and staff can focus on other work.		Feb-22
3	The expedited reinstatement (EXR) workload has been a paper-based workload. Field offices are now able to electronically process initial and reconsideration EXRs. Information technology modernization will improve accuracy, timeliness, and efficiency.		Mar-22

Amt(\$)	Root Cause of Monetary Loss	Root Cause Description	Mitigation Strategy	Brief Description of Mitigation Strategy and Anticipated Impact
\$1,267M	Overpayments outside the agency control that occurred because of an Inability to Access the Data/Information Needed.	Reliance on timely self-reporting of employment and wage information.	Cross Enterprise Sharing - sharing of documents, processes, and opportunities with intra-agency partners and stakeholder. Potentially managed through federated repositories and a registry to create a longitudinal connection to information used to mitigate Improper Payments	Improve timely receipt of wages and employment information. The payroll information exchange should reduce our reliance on beneficiaries to self-report wage and employment information.
\$546M	Overpayments within agency control that occurred because of a Failure to Access Data/Information Needed.	Computing the payment and failure to obtain or act on available information affecting the payment.	Training - teaching a particular skill or type of behavior; refreshing on the proper processing methods.	Increase efficiency and reduce improper payments.

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