

Payment Integrity Scorecard

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

Reporting Period
Q3 2022

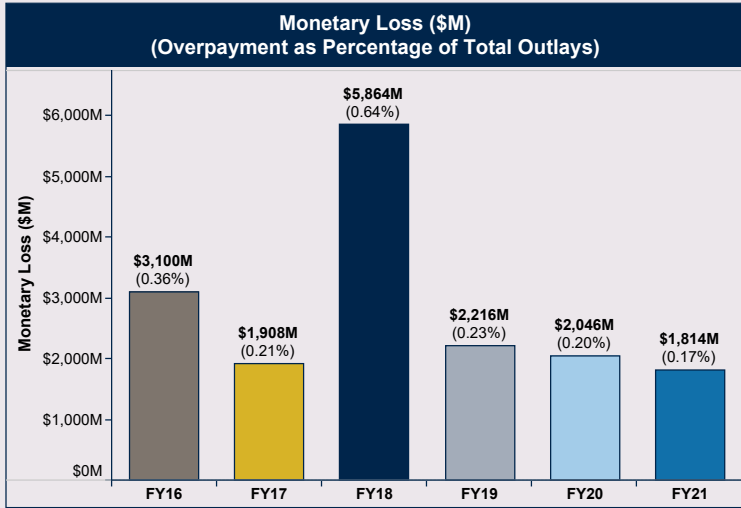
Change from Previous FY (\$M)

-\$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 Q3 2022 Continue planning and analysis for management information and automated employer participation notices, pending information technology prioritization.	On-Track	Sep-23
2 Q3 2022 Continue to promote timely wage reporting to improve timely receipt of wage and employment information.	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).	Expanding the Social Security Electronic Remittance System reduced the remittance workload in the Mid-Atlantic Program Service Center by processing, on average, 79% of remittances for conserved funds from January through May 2022.
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 We resumed the SSI outreach initiatives with the release of an additional 735,000 Special Mailers to beneficiaries ages 18 and over whose benefits are less than the maximum federal SSI benefit rate to encourage SSI filing.	Apr-22
2 As of June 2022, we have collected over 668,000 overpayments (OP) totaling over \$148 million via Pay.gov, over 400,000 OPs totaling over \$95 million via Lockbox, and over 10,000 OPs totaling over \$1.7 million via Online Bill Pay.	Jun-22
3 To ensure accuracy in determining benefit amounts, we provided technicians with a summary of recent policy updates reminding them to verify the primary insurance amount and entitlement decisions after removing inaccurate earnings.	Jun-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.