

Payment Integrity Scorecard

Program or Activity

Old-Age, Survivors, and Disability Insurance (OASDI)

Reporting Period

Q2 2023

FY 2022 Overpayment Amount (\$M)*

\$1,972

*Estimate based a sampling time frame starting 10/2020 and ending 9/2021



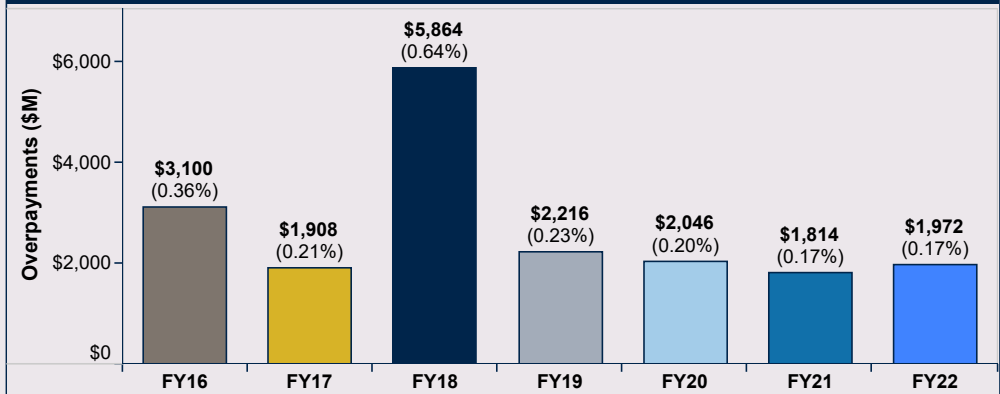
SSA

Old-Age, Survivors, and Disability Insurance (OASDI)

Brief Program Description & summary of overpayment causes and barriers to prevention:

The Social Security Administration (SSA) 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. Improper payments result from beneficiaries' failure to report required information and agency's failure to take timely and appropriate action. We are addressing the challenges of reliance on self-reporting by promoting timely wage reporting and we are working towards automation of wages received from payroll data providers and payroll information exchange.

Historical Payment Rate and Amount (\$M) (Overpayment as Percentage of Total Outlays)



Discussion of Actions Taken in the Preceding Quarter and Actions Planned in the Following Quarter to Prevent Overpayments

We rely on timely self-reporting of employment and wage information. To reduce the reliance on self-reporting of wages, we have entered into an information exchange with payroll data providers to obtain wage and employment information. We are taking necessary steps to automate the information exchange. In December 2022, we published on YouTube a video, "How to Report Wages" about the importance of reporting wages and the various reporting options available which can help save time without the need to call, visit, or write the local office. In January 2023, we updated policy on government pension offset to provide clarity to technicians the requirements for exemption.

Accomplishments in Reducing Overpayment

		Date
1	In October 2022, we mailed out 19,130 notices to beneficiaries receiving spousal benefits who may have sufficient earnings to be eligible for higher retirement benefits based on their own earnings.	Oct-22
2	In November 2022, for processing reports of death, we issued a reminder to technicians on which record to review and how to determine if we already have proof of death. The reminder also instructs technicians to monitor payment records after entering a date of death.	Nov-22
3	As of March 31, 2023, collectively for OASDI and SSI, Pay.gov recorded approximately one million transactions, collecting over \$218 million in overpayments. Online Bill Pay recorded over 38,000 transactions with a total of approximately \$4.8 million collected.	Mar-23

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Goals towards Reducing Overpayments	Status	ECD	Recovery Method	Brief Description of Plans to Recover Overpayments	Brief Description of Actions Taken to Recover Overpayments
1 Continue to promote timely wage reporting to improve timely receipt of wage and employment information and improve the customer experience.	On-Track	Sep-24	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).	We continue research and development to expand SSA Lockbox processing to all SSA's initial overpayment letters, which will improve the remittance collection process and timely recovery of debts.
			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.
2 Modernize the Debt Management System to enable us to more effectively and efficiently post, track, and collect overpayments.	On-Track	Sep-25	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.

Amt(\$)	Root Cause of Overpayment	Root Cause Description	Mitigation Strategy	Brief Description of Mitigation Strategy and Anticipated Impact
\$1,523M	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.	Automation - automatically controlled operation, process, or system	Increase efficiency and reduce improper payments.
\$449M	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.

We are responsible for issuing approximately over \$1 trillion in benefit payments annually; even the slightest error in the overall payment process can result in millions of dollars in improper payments. It is important to note that we maintain a high 99.8 percent payment accuracy rate. As good stewards of our programs and as required by law, we continue our quality reviews, cost effective program integrity work, and payment accuracy efforts to ensure individuals receive the benefits for which they are eligible. We are examining our internal policies and procedures for opportunities to improve and provide additional avenues to give our customers more efficient access to our services.