

# Payment Integrity Scorecard

**Program or Activity**  
Supplemental Security Income (SSI)

**Reporting Period**  
Q2 2023

**FY 2022 Overpayment Amount (\$M)\*** **\$4,033**

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

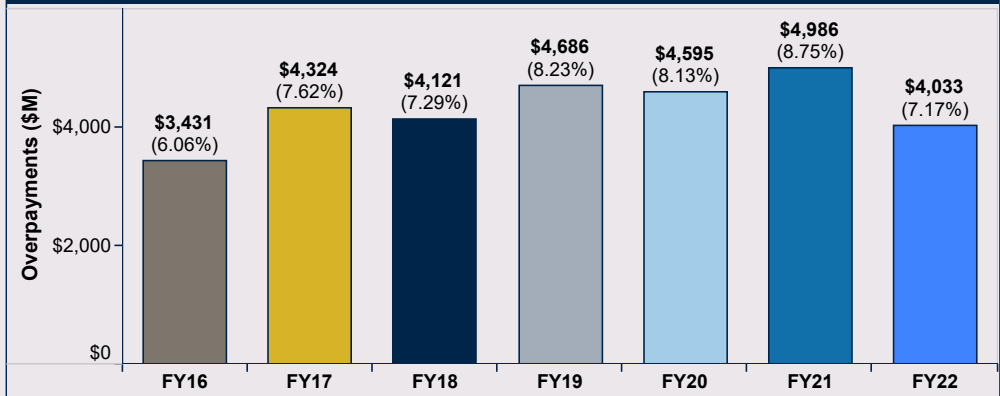


**SSA**  
Supplemental Security Income (SSI)

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

The Supplemental Security Income (SSI) program provides financial support to aged, blind, and disabled adults and children who have limited income and resources. Our greatest payment accuracy challenges occur within the SSI program. SSI payment amounts can fluctuate monthly depending on changes in non-medical factors of eligibility such as resources, income, and living arrangement. Failure to report, or timely report, these changes is the primary cause of improper payments. Unless self-reported monthly, wage data and financial accounts are verified retroactively, during periodic non-medical eligibility reviews. Another cause of improper payment is our failure to timely update our records with reported changes.

**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 wage information, financial accounts, and In-kind Support and Maintenance (ISM) that can be in the form of food, shelter, or both, from family, friends, or other third-party sources. In Fiscal Year 2023, we plan to process about 2,166,000 SSI non-medical redeterminations and limited issues. These reviews ensure individuals continue to meet all statutory and regulatory requirements for SSI. In February 2023, we proposed a rule to update regulations to remove food from the calculation of ISM. This would simplify our rules making it easier for SSI recipients to comply with program requirements. To reduce the reliance on self-reporting of wages, we entered into an information exchange with payroll data providers to obtain wage and employment information. In March 2023, we issued consolidated policy, procedures, reminder items, and additional resources to frontline technicians to enhance processing of SSI financial accounts, a leading cause of improper payments.

**Accomplishments in Reducing Overpayment**

		Date
1	In December 2022, we issued a reminder on how to process student earned income exclusions to ensure that certain SSI recipients who qualify for the exclusion benefit from it.	Dec-22
2	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.	Dec-22
3	As of March 31, 2023, collectively for OASDI and SSI, Pay.gov has 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).	Effective December 2022, we expanded SSA Lockbox processing by updating debtor notices with information to mail remittances directly to the financial agent, U.S. Bank, for the receipt of programmatic remittances from customers.
			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
\$3,302M	Overpayments outside the agency control that occurred because of an Inability to Access the Data/Information Needed.	Reliance on timely self-reported changes in resources such as financial institution account balances.	Change Process – altering or updating a process or policy to prevent or correct error.	Make an informed data driven decision to potentially expand the identification of resources in financial institutions.
\$465M	Overpayments outside the agency control that occurred because the Data/Information Needed Does Not Exist.	Reliance on timely self-reporting of In-kind Support and Maintenance that can be in the form of food, shelter, or both from family, friends, or other third-party sources.	Change Process – altering or updating a process or policy to prevent or correct error.	Simplify the SSI program and reduce the burden on recipients and representative payees.
\$265M	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.	Reduce payment errors due to administrative and processing errors.