

# Payment Integrity Scorecard

## Program or Activity

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

## Reporting Period

Q3 2023

## FY 2022 Overpayment Amount (\$M)\*

**\$1,972**

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



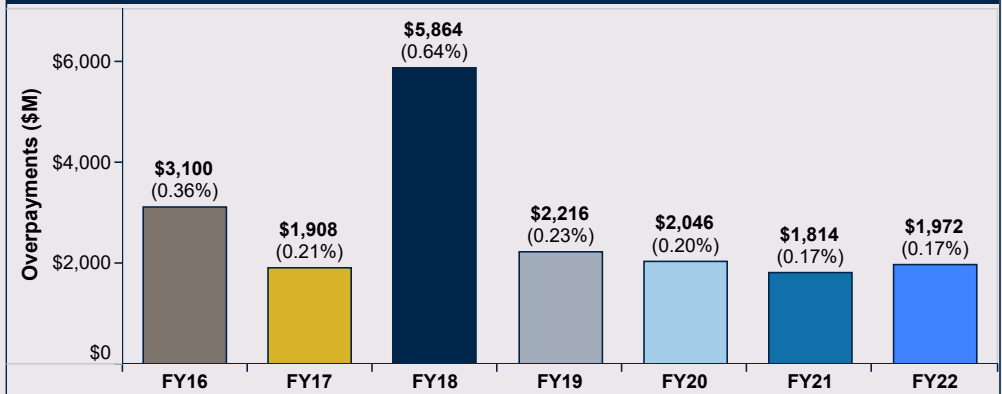
## SSA

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

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

The Old-Age, Survivors, and Disability Insurance (OASDI) program provides monthly benefits to qualified individuals who are retired or disabled, dependents of eligible beneficiaries, and surviving dependents of deceased workers. We maintain high payment accuracy rates in our OASDI program. Improper payments result from beneficiaries' failure to report required information and our failure to take timely and appropriate action. We are addressing these challenges by promoting timely wage reporting, working towards automation of wages received from payroll information exchanges, and beginning to offer a service enabling customers to electronically submit certain technician-requested evidence and forms.

### 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 commercial payroll data providers. This information exchange, called the Payroll Information Exchange (PIE), was created to obtain wage and employment information. We are taking necessary steps to automate the information exchange. PIE should reduce our reliance on beneficiaries to self-report wage and employment information. A non-covered pension is based on work not covered by Social Security (e.g., Federal, State, or local government employment) may reduce the amount of Social Security benefits. We refer to this reduction as the Windfall Elimination Provision (WEP). The WEP calculator can be used to calculate estimated retirement or disability benefits. The Government Pension Offset (GPO) adjusts spousal or widow(er) benefits for people who receive non-covered pensions. The GPO calculator can be used to calculate estimated benefits as a spouse, widow, or widower. In the fourth quarter, we will have completed the following actions: Update and clarify the policy technicians use to evaluate foreign pensions subject to WEP; add a WEP/GPO calculator to the redesigned SSA.gov website to make it more accessible to the public; and provide reminders on the policies and procedures used when coding a claim for future non-covered pension entitlement and when obtaining evidence of non-covered pensions.

### Accomplishments in Reducing Overpayment

		Date
1	In April 2023, we mailed out almost 38,000 notices to surviving spouses who are attaining full retirement age and potentially eligible for higher retirement benefits on their own records. The mailing also included follow-up notices to surviving spouses who are over age 70.	Apr-23
2	In May 2023, the Social Security Administration Office of the Inspector General concluded that the agency fully complied with the fiscal year 2022 Payment Integrity Information Act of 2019 reporting requirements for the Old-Age, Survivors, and Disability Insurance program.	May-23
3	As of June 30, 2023, collectively for the Old-Age, Survivors, and Disability Insurance and Supplemental Security Income programs, we collected over \$240 million in overpayments via Pay.gov and approximately \$5.9 million in overpayments via Online Bill Pay.	Jun-23

# Payment Integrity Scorecard

<b>Program or Activity</b> Old-Age, Survivors, and Disability Insurance (OASDI)	<b>Reporting Period</b> Q3 2023
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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
<b>1</b> We have promoted timely wage reporting to improve timely receipt of wage and employment information and to improve the customer experience. To reduce the reliance on self-reporting, we are implementing new wage reporting tools, such as an information exchange with commercial payroll data providers. We are working towards automating wage data obtained from payroll information exchanges. We are working on a multi-year project that will enable customers to electronically submit documents.	On-Track	Sep-24	<b>1</b> 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). This system will modernize our debt management business services.	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. This has streamlined that remittance process.
			<b>2</b> Recovery Activity	We will continue to refine our remittance process to reduce exceptions from the Lockbox, Online Bill Pay, and Pay.gov processes. This will allow us to provide more ways for individuals to repay their overpayment balances with us while also streamlining our collections.	We continued 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). This system will modernize our debt management business services.
<b>2</b> We will modernize the Debt Management System (DMS). This information technology investment is a multi-year effort that will build a comprehensive overpayment system enabling us to record, track, collect, and report our overpayments more efficiently. The Debt Management Product is a modernization effort focused not only on a new DMS, but also on modernizing the way we do business and offer services to the public. These actions will make it easier for our recipients to interact with us.	On-Track	Sep-25	<b>3</b> Recovery Activity	We will continue to refine policies and processes associated with long-term repayment plans. In conjunction with the new debt management system, we will review our current policies and processes to ensure a more effective collection process for these debts.	We continued 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). This system will modernize our debt management business services.

Amt(\$)	Root Cause of Overpayment	Root Cause Description	Mitigation Strategy	Brief Description of Mitigation Strategy and Anticipated Impact
<b>\$1,523M</b>	Overpayments within agency control that occurred because of a Failure to Access Data/Information Needed.	The root cause of overpayments within the agency's control is failure to access data/information needed. The beneficiary or third-party provided the information we requested, but we failed to use the data/information to validate accuracy prior to making a payment.	Automation - automatically controlled operation, process, or system	Increase efficiency and reduce improper payments. We continue to invest in information technology modernization to provide our employees with user-friendly systems and tools to better serve the public. We will streamline our procedures and automate more business processes.
<b>\$449M</b>	Overpayments outside the agency control that occurred because of an Inability to Access the Data/Information Needed.	The root cause of overpayments outside of the agency' control is inability to access data/information needed. The beneficiary or a third party either did not provide requested information or provided inaccurate information necessary to compute the accurate benefit amount.	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. We are developing the Payroll Information Exchange (PIE), an information exchange with commercial payroll providers. PIE 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 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.