

Payment Integrity Scorecard

Program or Activity
Supplemental Security Income (SSI)

Reporting Period
Q3 2023

FY 2022 Overpayment Amount (\$M)*

\$4,033

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

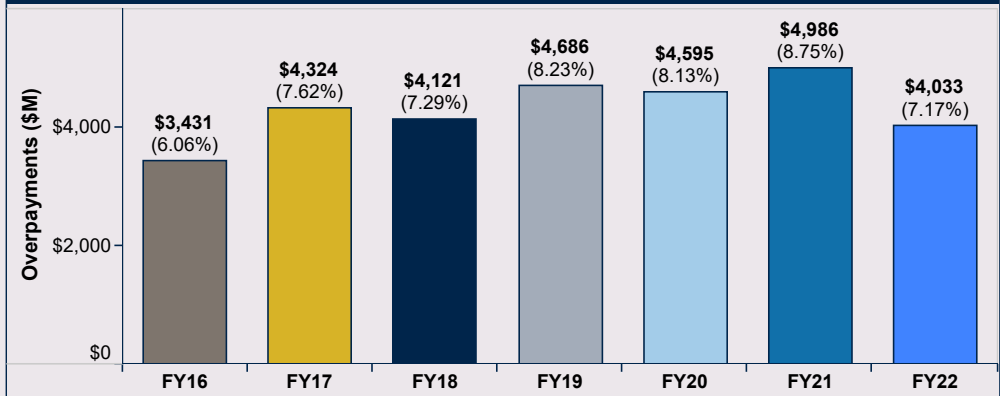


SSA
Supplemental Security Income (SSI)

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 with limited income and resources. There are barriers to improving the prevention of improper payments. Our greatest payment accuracy challenges occur within the SSI program. SSI payment amounts can fluctuate monthly with changes in non-medical factors of eligibility like 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. 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 information that may affect the recipient's payment or eligibility such as employment wage information, financial accounts, and in-kind support and maintenance 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 2,517,000 Supplemental Security Income (SSI) non-medical redeterminations and limited issues. These reviews ensure individuals continue to meet all statutory and regulatory requirements to be eligible and to receive the correct SSI payment amount. We will conduct these reviews ongoing through September 2023. 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, was created to obtain wage and employment information. In the third quarter, we continued working towards automation of wages received from payroll data providers. In April 2023, we released reminders to ensure reviews and secondary signoff of SSI underpayment releases are documented and completed in accordance with policy. In May 2023, we updated recovery procedures for SSI overpayments to reflect current best practices, and we also updated mobile wage reporting information. In July 2023, we updated SSI earned income policy to streamline wage evidence policy and procedures and clarify developmental procedures.

Accomplishments in Reducing Overpayment

		Date
1	In March 2023, we issued consolidated policy, procedures, reminder items, and additional resources to frontline technicians to further assist with understanding the processing of Supplemental Security Income (SSI) financial accounts, a leading cause of SSI improper payments.	Mar-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 Supplemental Security Income 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

Program or Activity Supplemental Security Income (SSI)	Reporting Period 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
1 We have promoted timely wage reporting to improve timely receipt of wage and employment information and to improve the customer experience. We continue to modernize our mobile wage reporting app to report wages from mobile devices. 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.	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). 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.
2 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	2 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.
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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.	A root cause of overpayments outside of the agency's control is inability to access the data/information needed. Recipients or representative payees fail to timely report changes in any eligibility factors (e.g., an increase of resources or change in wages).	Change Process – altering or updating a process or policy to prevent or correct error.	We use the Access to Financial Institutions tool to detect unreported accounts and identify excess amounts in known accounts. To reduce reliance on self-reporting of wages, we are developing an information exchange with commercial payroll providers.
\$465M	Overpayments outside the agency control that occurred because the Data/Information Needed Does Not Exist.	Another root cause of overpayments outside of the agency's control is data/information needed does not exist. No dataset exists to check eligibility prior to payment. We rely on individuals to timely report changes in household expenses, composition, and contributions.	Change Process – altering or updating a process or policy to prevent or correct error.	Simplify the program and reduce the burden on recipients such as updating regulations to remove food from the calculation of in-kind support and maintenance. This change would simplify rules and make it easier for SSI recipients to comply with program requirements.
\$265M	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. We were aware of information but failed to take action, or we took incorrect action when the recipient or third-party provided requested information.	Training – teaching a particular skill or type of behavior; refreshing on the proper processing methods.	To prevent these overpayments from occurring, we provide training and issue reminders and policy clarifications for technicians, when applicable, and automation solutions to improve accuracy, when possible. We are also streamlining our policies and procedures.

We will continue our quality reviews and cost-effective program integrity work including medical disability reviews and Supplemental Security Income (SSI) non-medical redeterminations. We will invest in information technology modernization to provide our employees with user-friendly systems and tools to better service the public. To meet the challenges of our growing workloads and provide the best service possible, we will streamline our policies and procedures and automate more of our business processes. We strive to reduce SSI improper payments within the constraints of statutory and regulatory requirements and available resources. We will continue to work with Congress and our stakeholders to identify ways to simplify our statutory and regulatory requirements.