Payment Integrity Scorecard

Program or Activity
Old-Age, Survivors, and Disability Insurance (OASDI)

Reporting Period
Q4 2023

FY 2022 Overpayment Amount ($M)*   **$1,972**

*Estimate based a sampling time frame starting 10/2020 and ending 9/2021
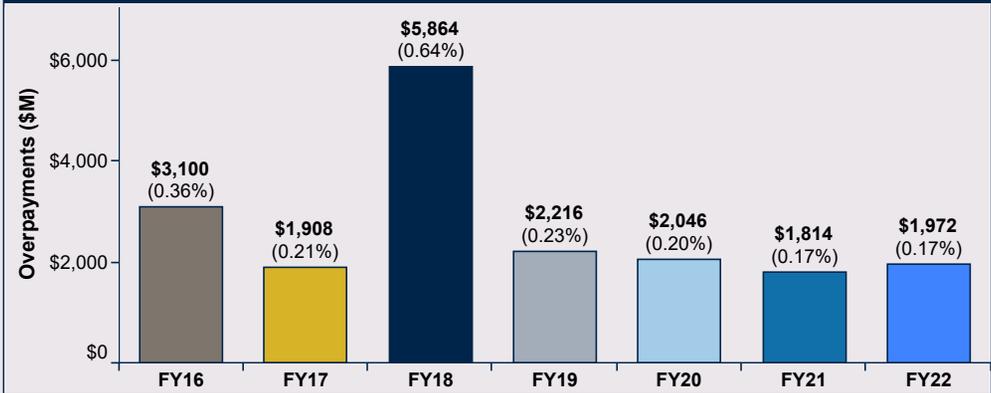
SSA
Old-Age, Survivors, and Disability Insurance (OASDI)

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)

FY	Amount	Percentage
FY16	$3,100	(0.36%)
FY17	$1,908	(0.21%)
FY18	$5,864	(0.64%)
FY19	$2,216	(0.23%)
FY20	$2,046	(0.20%)
FY21	$1,814	(0.17%)
FY22	$1,972	(0.17%)

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 are working on a Payroll Information Exchange (PIE) with commercial payroll data providers to obtain wage and employment information. 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) that 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 surviving spouse benefits for people who receive non-covered pensions. The GPO calculator can be used to calculate estimated benefits as a spouse or surviving spouse. In the fourth quarter of fiscal year 2023, we updated and clarified the policy technicians use to evaluate foreign pensions subject to WEP; added a WEP/GPO calculator to the redesigned SSA.gov website making it more accessible to the public; and provided 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 July 2023, we provided reminders to field office technicians on the policies and procedures used when coding a claim for future non-covered pension entitlement and when obtaining evidence of non-covered pensions in applying Windfall Elimination Provision.	Jul-23
2	In July 2023, we published an online article for the public who are age 70 or older to apply for benefits if they delayed applying for benefits because they were still working or waiting to get a higher benefit amount.	Jul-23
3	In FY 2023, collectively for the Old-Age, Survivors, and Disability Insurance and Supplemental Security Income programs, we collected approximately $93.7 million in overpayments via Pay.gov and approximately $4.5 million in overpayments via Online Bill Pay.	Sep-23

Payment Integrity Scorecard

Program or Activity
Old-Age, Survivors, and Disability Insurance (OASDI)

Reporting Period
Q4 2023

	Goals towards Reducing Overpayments	Status	ECD
1	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 on a multi-year project that will enable customers to electronically submit documents.	On-Track	Sep-24
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.	At Risk	Sep-25

	Recovery Method	Brief Description of Plans to Recover Overpayments	Brief Description of Actions Taken to Recover Overpayments
1	Recovery Activity	We are refining 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.	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 the remittance process.
2	Recovery Activity	We will refine policies and processes associated with long-term repayment plans. In addition, we will review and update our current policies and processes to ensure a more effective collection process for these outstanding 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
$1,523M	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 a 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 are investing 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.
$449M	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's 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.