Payment Integrity Scorecard

Program or Activity
Supplemental Security Income (SSI)

Reporting Period
Q4 2023

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

*Estimate based a sampling time frame starting 10/2020 and ending 9/2021
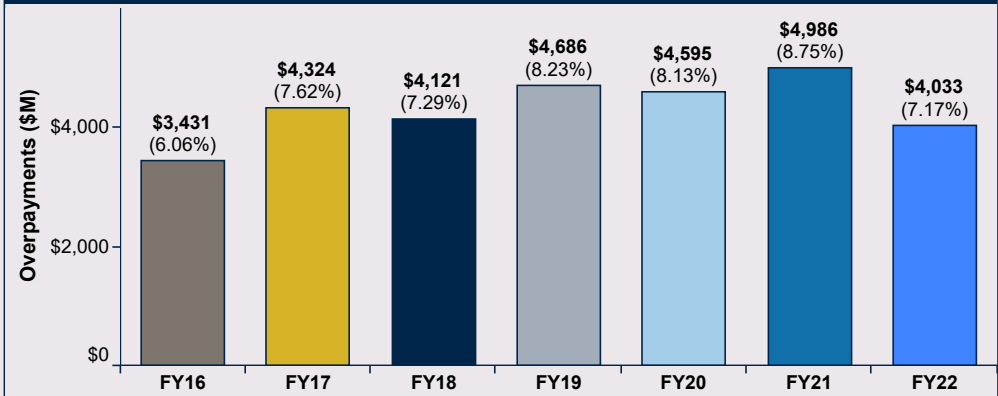
SSA
Supplemental Security Income (SSI)

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)

	FY16	FY17	FY18	FY19	FY20	FY21	FY22
Amount	$3,431	$4,324	$4,121	$4,686	$4,595	$4,986	$4,033
Percentage	(6.06%)	(7.62%)	(7.29%)	(8.23%)	(8.13%)	(8.75%)	(7.17%)

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 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 processed over 2.5 million 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 new reviews ongoing through September 2024. To reduce the reliance on self-reporting of wages, we entered into an information exchange, called the Payroll Information Exchange, with commercial payroll data providers to obtain wage and employment information. In the fourth quarter, we continued working towards automation of wages received from payroll data providers. In August 2023, the SSA.gov/SSI webpage was updated to improve the online customer experience, improve access to online services, better educate the public on the SSI program, who may be eligible, post-entitlement responsibilities, and other resources available to SSI recipients. We posted a reminder on SSI Income Reporting Responsibilities on our webpage to advocates, and we issued a reminder to our technicians on processing and verifying SSI financial account information for disclosed and undisclosed accounts.

	Accomplishments in Reducing Overpayment	Date
1	In August 2023, the SSA.gov/SSI webpage was updated to improve the online customer experience, access to online services, better educate the public on the Supplemental Security Income program, who may be eligible, post-entitlement responsibilities, and other resources.	Aug-23
2	In August 2023, we issued a reminder to our field office technicians on processing and verifying Supplemental Security Income (SSI) financial account information for disclosed and undisclosed accounts to ensure SSI recipients are eligible for SSI payments.	Aug-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

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Supplemental Security Income (SSI)	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. 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
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 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.	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	Recovery Activity	We will continue to refine policies and processes associated with long-term repayment plans. In addition, we will continue to 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
$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).	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 reduce reliance on self-reporting of wages, we are developing an information exchange with commercial payroll providers. We use the Access to Financial Institutions tool to detect unreported accounts and identify excess amounts in known accounts.
$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 and expand the definition of a public assistance household and the rental subsidy exception policy.
$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 a 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.