

Payment Integrity Scorecard

Program or Activity
Supplemental Security Income (SSI)

Reporting Period
Q1 2024

FY 2023 Overpayment Amount (\$M)*

\$4,618

*Estimate based a sampling time frame starting 10/2021 and ending 9/2022

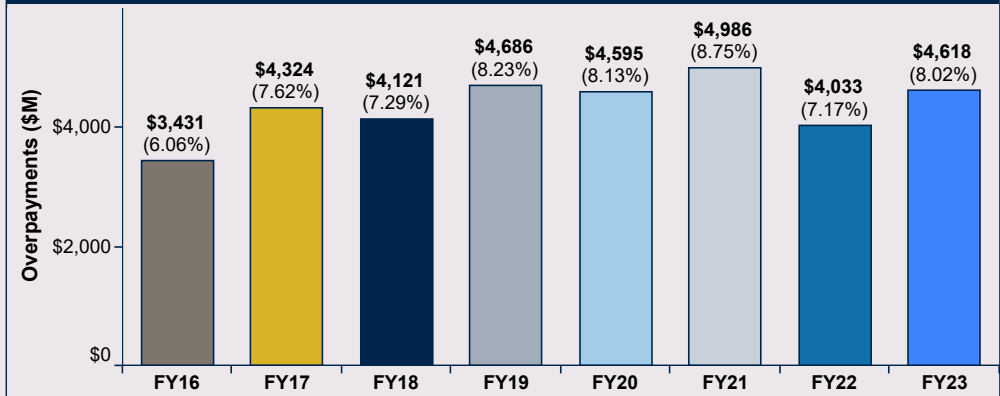


Social Security Administration
Supplemental Security Income (SSI)

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 are the primary cause of improper payments. Unless self-reported monthly, wage data and financial accounts are verified retroactively. Another cause of improper payments 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. To reduce the reliance on self-reporting of employment and wage information, we are working on a Payroll Information Exchange with commercial payroll data providers to obtain wage and employment information. We continue working towards automation of wages received from payroll data providers. To ensure individuals receive the benefits to which they are entitled, we processed more than 2.5 million Supplemental Security Income (SSI) non-medical redeterminations (RZs) and limited issues (LIs) for fiscal year (FY) 2023. In FY 2024, we plan to process about 2.5 million SSI non-medical RZs and LIs. These reviews ensure individuals continue to meet all statutory and regulatory requirements to be eligible and to receive the correct SSI payment amount. In November 2023, we issued guidance on achieving FY 2024 RZ and LI workload goals, with reminders to technicians about best practices and following the order of priority when scheduling RZs and LIs. In December 2023, we informed technicians of recent changes in shortening and revising our waiver request form; we made it easier for customers to understand and less burdensome to request a waiver.

Accomplishments in Reducing Overpayment		Date
1	In November 2023, we issued guidance on achieving fiscal year 2024 non-medical redeterminations (RZs) and limited issues (LIs) workload goals, with reminders to technicians about best practices and following the order of priority when scheduling RZs and LIs.	Nov-23
2	In December 2023, we informed technicians of recent changes in shortening and revising our waiver request form, reducing the length of time and effort to complete the form, and making it easier for customers to understand and less burdensome to request a waiver.	Dec-23
3	In FY 2024, collectively for the Old-Age, Survivors, and Disability Insurance and Supplemental Security Income programs, we collected approximately \$23.7 million in overpayments via Pay.gov and approximately \$1.3 million in overpayments via Online Bill Pay.	Dec-23

Payment Integrity Scorecard

Program or Activity Supplemental Security Income (SSI)	Reporting Period Q1 2024
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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 To reduce overpayments that occur because we did not take timely or appropriate actions, we will continue examining our internal policies and procedures for opportunities to improve. We will clarify, simplify, and streamline our policies and business processes. We will implement automation solutions, where possible and issue training and reminders to improve technician accuracy and understanding, as needed.	On-Track	Sep-25	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.	In October 2023, we launched an agency-level review of our overpayment policies and procedures to determine where administrative updates to the overpayment recovery and waiver process may reduce the complexity and burden for the people we serve.
2 We have promoted timely reporting to improve 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 continue working towards automation of wage data received from payroll data providers. We are also working on a multi-year project that will enable customers to electronically submit documents.	On-Track	Sep-25	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.	

Amt(\$)	Root Cause of Overpayment	Root Cause Description	Mitigation Strategy	Brief Description of Mitigation Strategy and Anticipated Impact
\$3,987M	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 the 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 also use the Access to Financial Institutions tool to detect unreported accounts and identify excess amounts in known accounts.
\$344M	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 to verify 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.
\$287M	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.