

Payment Integrity Scorecard

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

Reporting Period
Q2 2024

FY 2023 Overpayment Amount (\$M)* **\$6,522**

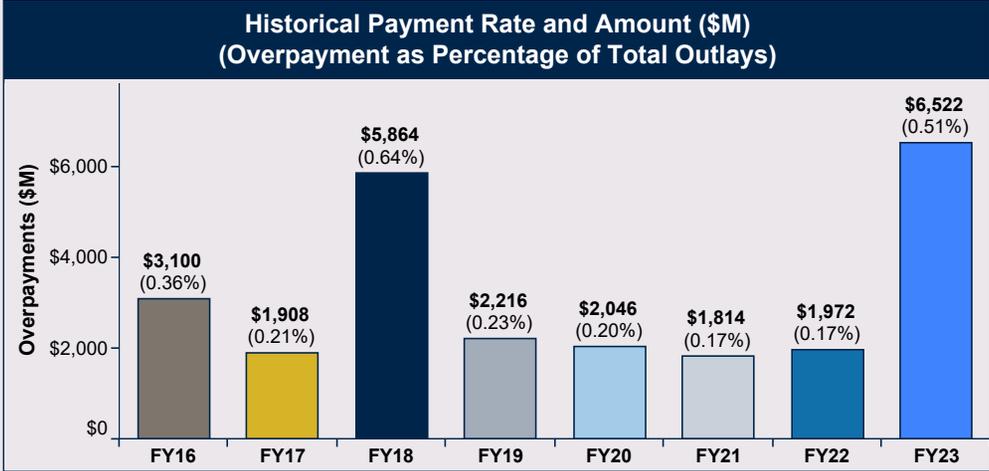
*Estimate based a sampling time frame starting 10/2021 and ending 9/2022



Social Security Administration
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 the agency not taking 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.



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 this information, we are working on a Payroll Information Exchange (PIE) with commercial payroll data providers to obtain wage and employment information. In February 2024, we published a proposed rule describing the agency's plans for accessing and using information from payroll data providers to reduce improper payments, (overpayments and underpayments), which improves service to customers. We continue working towards implementation of PIE. To address improper payments caused by inability to access the data or information needed, we engaged with the advocate community and other third-party groups and organizations to help us reach more people. In February 2024, we added reminders the public can see in field office reception area to report relationship changes, such as marriage and divorce, affecting their Social Security benefits to ensure they are paid correctly and receive the benefits for which they are eligible. To reduce overpayments that occur because we did not take timely or appropriate actions, we continue to streamline our processes and policies and issue training and reminders to improve technician accuracy and understanding. In March 2024, we provided detailed information to technicians regarding the importance of securing non-covered Government pension data, when applicable, in order to calculate the correct benefit amount.

Accomplishments in Reducing Overpayment		Date
1	When negotiating a rate of overpayment recovery, we attempted to recover within 36 months before requiring income and expense documentation. In February 2024, we changed our policy to extend this timeframe to 60 months and reduced the burden on our beneficiaries.	Feb-24
2	In FY 2024, collectively for the Old-Age, Survivors, and Disability Insurance and Supplemental Security Income programs, we collected approximately \$47.77 million in overpayments via Pay.gov and approximately \$2.62 million in overpayments via Online Bill Pay.	Mar-24
3	In March 2024, we decreased the default overpayment withholding rate to 10 percent (or \$10, whichever is greater) with limited exceptions, such as when an overpayment resulted from fraud. Previously, we collected 100 percent of an overpaid beneficiary's monthly benefit.	Mar-24

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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
<p>1</p> <p>To reduce overpayments that occur in the Old Age, Survivors, and Disability Insurance program 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.</p>	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.	We continued our agency-level review of our overpayment policies and procedures in the OASDI and SSI programs to determine where administrative updates to the overpayment recovery and waiver process may reduce the complexity and burden for the people we serve.
<p>2</p> <p>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 continue working towards automation of wages received from payroll data providers. We are working on a multi-year project that will enable customers to electronically submit documents.</p>	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
\$4,902M	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)â€”an information exchange with commercial payroll providers. PIE should reduce our reliance on beneficiaries to self-report wage and employment information.
\$1,620M	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 did not 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.

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.