

# Payment Integrity Scorecard

**Program or Activity**  
Supplemental Security Income (SSI)

**Reporting Period**  
Q3 2024

**FY 2023 Overpayment Amount (\$M)\*** **\$4,618**

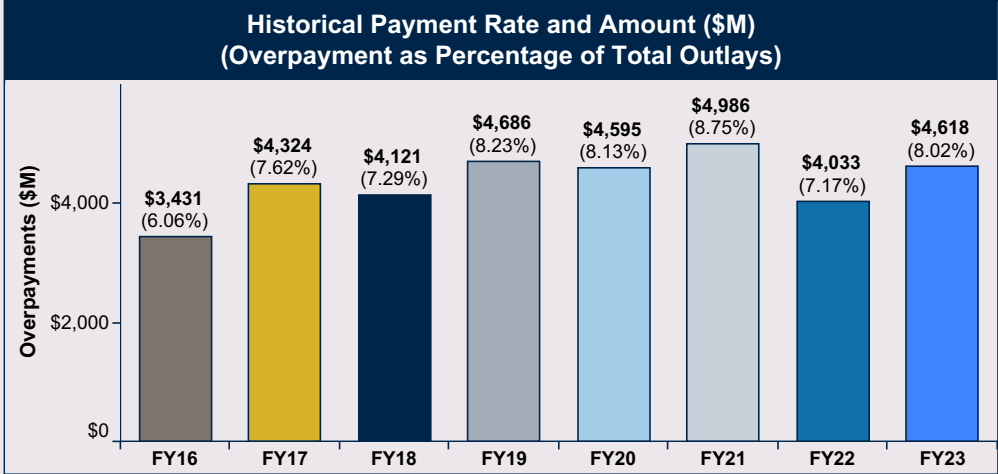
\*Estimate based a sampling time frame starting 10/2021 and ending 9/2022



**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.



**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 (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. The public comment period closed in April 2024. We are carefully considering the comments in preparation for the final rule for publication currently slated for early calendar year 2025. In the interim, we continue working towards implementation of PIE. Recently we announced a regulation update excluding the value of food from SSI calculations to improve the SSI program. Continuing these SSI policy updates to help people receiving and applying for SSI, in April 2024, we published a final rule to expand SSI rental subsidy policy and we published another final rule expanding the definition of a public assistance household allowing more people to qualify for SSI, increase some recipients' payment amounts, and reduce reporting burdens.

Accomplishments in Reducing Overpayment		Date
1	In April 2024, we published a blog article, "Why It's Important To Tell Us About Your Financial Accounts" informing SSI recipients to tell SSA of any financial accounts they own and promptly report changes to those accounts to ensure they receive the correct payment amounts.	Apr-24
2	In April 2024, we published a final rule to expand SSI rental subsidy policy and a final rule expanding the definition of a public assistance household allowing more people to qualify for SSI, increase some recipients' payment amounts, and reduce reporting burdens.	Apr-24
3	In FY 2024, collectively for the Old-Age, Survivors, and Disability Insurance and Supplemental Security Income programs, we collected approximately \$70.69 million in overpayments via Pay.gov and approximately \$3.94 million in overpayments via Online Bill Pay.	Jun-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
1 To reduce overpayments that occur because we did not take timely or appropriate actions, we continue to examine our internal policies and procedures for opportunities to improve, and to clarify, simplify, and streamline our policies and business processes. We 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.	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.
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 mitigate Improper Payments.	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 continue our quality reviews and cost-effective program integrity work including medical disability reviews and Supplemental Security Income (SSI) non-medical redeterminations. We 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 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 continue to work with Congress and our stakeholders to identify ways to simplify our statutory and regulatory requirements.