

Payment Integrity Scorecard

Program or Activity

Old-Age, Survivors, and Disability Insurance (OASDI)

Reporting Period

Q1 2025

FY 2024 Overpayment Amount (\$M)*

\$3,259

*Estimate based a sampling time frame starting 10/2022 and ending 9/2023



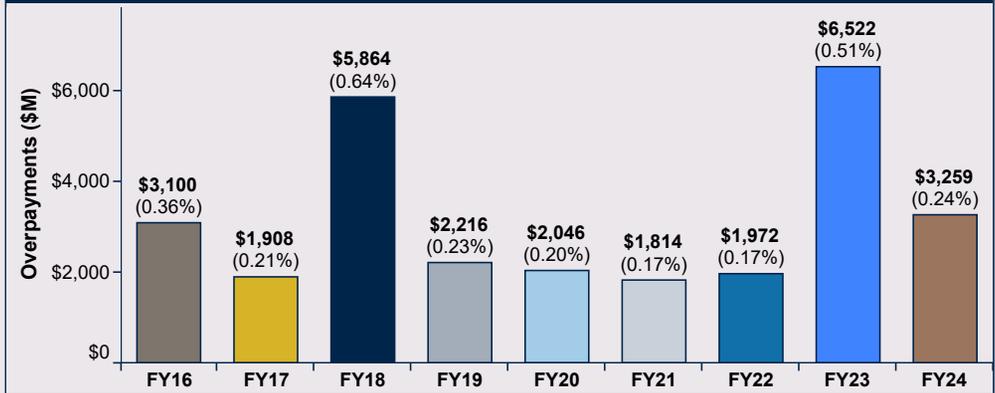
Social Security Administration

Old-Age, Survivors, and Disability Insurance (OASDI)

Brief Program Description & summary of overpayment causes and barriers to prevention:

The 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 (overpayments and underpayments) result from 1) beneficiaries' failure to report required information to the agency and 2) 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 offering a service for customers to electronically submit certain technician-requested evidence and forms.

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

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. We published the final rule on December 31, 2024 for implementing PIE. This final rule is effective March 3, 2025. In the interim, we are working towards phased implementation of PIE. In September 2024, we released the 21st Century PolicyNet product, which modernizes the prior PolicyNet application that was over 20 years old. PolicyNet is the agency's authoritative vehicle for delivering program policy and procedural instructions. Frontline employees, attorney advisors, disability determination services, and partner agencies (e.g., State, Center for Medicare and Medicaid Services) rely heavily on PolicyNet to process workloads. The 21st Century Policy application implements a streamlined user interface, including intelligent search features, that provide relevant search results to assist technicians in processing workloads accurately.

Accomplishments in Reducing Overpayment

Date

1	In September 2024, we released the 21st Century PolicyNet product modernizing the prior PolicyNet application that was over 20 years old. PolicyNet is the agency's authoritative vehicle for delivering program policy and procedural instructions to process workloads.	Sep-24
2	In November 2024, to help ensure consistency between OASDI and Supplemental Security Income (SSI) overpayment waiver policies and procedures, we consolidated and merged policies making the waiver process easier to implement for the public and technicians.	Nov-24
3	As part of our internal debt collection program, in the first quarter of fiscal year 2025, for the OASDI program, we collected approximately \$15.26 million in overpayments via Pay.gov and collected approximately \$1.04 million in overpayments via Online Bill Pay.	Dec-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 in the OASDI program that occur because we did not take timely or appropriate actions, we 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.	On-Track	Sep-25	1 Recovery Activity	We are refining our remittance process to reduce exceptions from the Lockbox, Online Bill Pay, and Pay.gov processes. This will provide more ways for individuals to repay their overpayment balances while also streamlining our collections.	We reviewed our overpayment policies and procedures in the OASDI and Supplemental Security Income (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 wage reporting of wage and employment information. To reduce the reliance on self-reporting, we are implementing new wage reporting tools, such as an automated information exchange with commercial payroll data providers. We are working on a multi-year project that will enable customers to electronically submit documents for more timely action on changes that affect payment amounts.	On-Track	Sep-25	2 Recovery Activity	We are refining policies and processes associated with long-term repayment plans. We are reviewing and updating 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
\$2,408M	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 implementing an information exchange with commercial payroll providers, referred to as PIE. PIE will reduce our reliance on beneficiaries to self-report wage and employment information.
\$851M	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 have streamlined our procedures and automate more business processes.

We are responsible for issuing over \$1 trillion in benefit payments annually, and we maintain a high payment accuracy rate. However, even the slightest error in the overall payment process can result in millions of dollars in improper payments. As good stewards of our programs and as required by law, we conduct quality reviews, cost effective program integrity work, and payment accuracy efforts to ensure individuals receive the benefits for which they are eligible. We continuously examine our internal policies and procedures for opportunities to improve and provide additional avenues to give our customers more efficient access to our services.