

Payment Integrity Scorecard

Program or Activity
Supplemental Security Income (SSI)

Reporting Period
Q1 2025

FY 2024 Overpayment Amount (\$M)* **\$5,605**

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

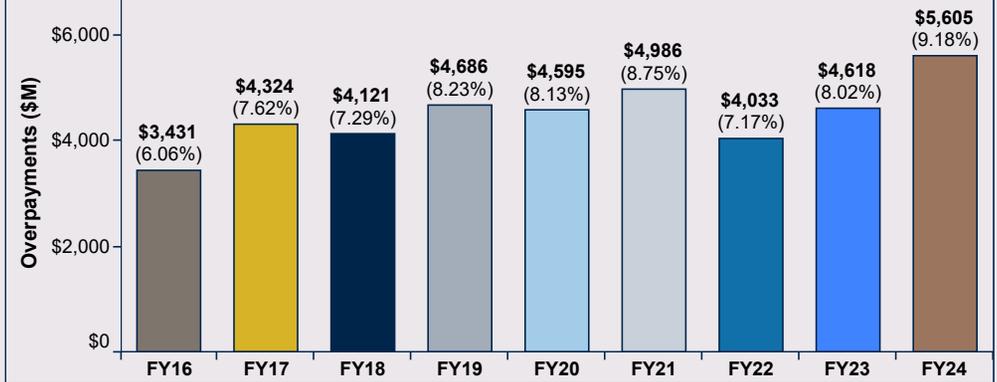


Social Security Administration
Supplemental Security Income (SSI)

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

The SSI program provides financial support to aged, blind, and disabled adults and children with limited income and resources. 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 arrangements. Beneficiaries' failure to report, or timely report, these changes are the primary cause of improper payments. For example, unless the beneficiary self-reports wage data and financial accounts monthly, we verify them retroactively, which leads to an improper payment. 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

In fiscal year (FY) 2025, we plan to process over 2.4 million SSI non-medical redeterminations (RZ) and limited issues (LI). 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 2024, we issued guidance on achieving FY 2025 RZ and LI workload goals and issued a reminder to technicians of proper procedures for developing and resolving LI cases. 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. 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.

Accomplishments in Reducing Overpayment

		Date
1	In September 2024, we released the 21st Century PolicyNet product modernizing the current application that is over 20 years old. PolicyNet is the agency's authoritative vehicle for delivering program policy and procedural instructions for technicians to process workloads.	Sep-24
2	In November 2024, to help ensure consistency between Old-Age, Survivors, and Disability Insurance (OASDI) and 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 FY 2025, for the SSI program, we collected approximately \$9.22 million in overpayments via Pay.gov and collected approximately \$334,000 in overpayments via Online Bill Pay.	Dec-24

Payment Integrity Scorecard

Program or Activity Supplemental Security Income (SSI)	Reporting Period Q1 2025
--	------------------------------------

Goals towards Reducing Overpayments	Status	ECD	No	Recovery Method	Brief Description of Plans to Recover Overpayments	Brief Description of Actions Taken to Recover Overpayments
1 To reduce overpayments in the SSI 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. We issue training and reminders to improve technician accuracy and understanding, as needed.	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 streamlining our collections.	We reviewed 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 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 also 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
\$4,794M	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 implementing 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.
\$464M	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.	We simplified the program by reducing the burden on recipients such as updating regulations to remove food from the calculation of in-kind support and maintenance and expanded the definition of a public assistance household and the rental subsidy exception policy.
\$347M	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 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 SSI non-medical redeterminations. We invest in information technology modernization to provide our employees with customer-focused 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 work with Congress and our stakeholders to identify ways to simplify our statutory and regulatory requirements. For example, as of September 30, 2024, we no longer count food as income when we figure SSI payments and we have expanded the rental subsidy policy. Additionally, we have expanded the definition of a public assistance household to include households receiving Supplemental Nutrition Assistance Program payments and households where at least one household member other than the recipient or applicant receives public assistance.