Agency Priority Goal Action Plan

Improve Supplemental Security Income Payment Accuracy

Goal Leaders:

Goal Leader: Brad Flick, Assistant Deputy Commissioner, Office of Analytics, Review, and Oversight

Deputy Goal Leader: Erik Jones, Assistant Deputy Commissioner, Office of Operations

Overview

<u>Goal Statement</u>

Improve the integrity of the Supplemental Security Income (SSI) program by focusing our efforts on reducing overpayments.

- o By September 30, 2018, achieve an SSI overpayment accuracy rate of 94 percent
- o By September 30, 2019, achieve an SSI overpayment accuracy rate of 94 percent

<u>Challenge</u>

We rely on SSI recipients to timely report changes in income, resources, and living arrangements in order to accurately determine their eligibility for the program and payment amount. Without timely reports, we incur improper payments.

<u>Opportunities</u>

We strive to increase our payment accuracy by using more data and technology, which include:

- Providing an additional option for reporting earnings using authority from the Bipartisan Budget Act of 2015, Section 826, "Electronic Reporting of Earnings."
- Applying an automated process for receiving commercial records on real property ownership.

<u>Strategic Alignment</u>

This APG supports strategic goal "Ensure Stewardship" and strategic objective "Improve Program Integrity."

Implementation Strategies

The following are our implementation strategies for accomplishing this APG:

- Conduct SSI redeterminations (a program integrity workload to ensure stewardship and efficient administration of the SSI program)
- Increase timely wage reporting to address a root cause of improper payments and prevent their recurrence
- Automate non-home real property to address a root cause of improper payments to prevent their recurrence
- Collaborate with partners to address improper payments

Risks and Mitigation

Key Risks	Mitigation
Reliance on SSI recipients to timely self-report changes that may affect eligibility or payment amount.	We continue to pursue data exchanges to secure data directly and reduce our dependence on SSI recipients to self- report.
The SSI program design makes eligibility requirements complex.	We continue to propose legislation that would simplify the SSI program and reduce self-reporting requirements.
Competition with other agency priorities for limited information technology (IT) resources.	We have a sound business process for making IT investment decisions.
As we advance our program integrity activities, we detect increases in overpayment errors.	We acknowledge this risk as a consequence of expanding our program integrity activities and will continue to strive to reduce SSI overpayments.

FY 2019 Q4 Progress Update (cont.)

Primary Indicator (Annual Target Only)

FY 2018 Target: 94 percent SSI Overpayment (O/P) Accuracy Rate

FY 2018 Results: 91.78 percent

FY 2019 Target: 94 percent SSI O/P Accuracy Rate

FY 2019 Results: Available summer 2020

Secondary Indicators Q4 Results[1] (Annual Targets Only)

SSI Redeterminations Completed

FY 2019 Target: 2,822,000

FY 2019 Results: 2,666,287[2]

SSI Underpayment (U/P) Accuracy Rate

FY 2018 Target: 98.8 percent

FY 2018 Results: 98.52 percent

FY 2019 Target: 98.8 percent

FY 2019 Results: Available summer 2020

SSI Wage Reporting

FY 2019 Target: Increase FY 2018 wage report results by 4 percent (1,254,468)

FY 2019 Results: 1,256,944

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[1] FY 2019 results are through September 27, 2019, which is the end of the operating month.

[2] In July 2019, we reduced the SSI non-medical redetermination estimate by 150,000 cases to 2,672,000 to avoid overspending dedicated program integrity funding.

FY 2019 Q4 Progress Update (cont.)

Key Milestone	Due Date	Status	Comments
Evaluate outcomes from integrating third party, non-home real property data in the SSI claims system and define a plan and baseline for measuring effectiveness.	Q1 FY 2019	Complete	FY 2018 was the first full year with non- home real property data. We evaluated SSI initial claims and non-medical redeterminations.
Expand functionality in myWageReport (myWR) internet application.	Q2 FY 2019	Complete	We released myWR functionality to protect personally identifiable information by replacing the SSN with a Beneficiary Notice Code, added a frequency of paycheck to ensure accuracy of pay stub information, and improved application security.
Establish a computer matching agreement with DHS to obtain arrival and departure information for use in determining SSI eligibility.	Q3 FY 2019	Complete	We executed a Memorandum of Agreement with DHS, which allows our technicians to query DHS' Arrival and Departure Information System to obtain foreign travel data on non-U.S. citizen SSI recipients.

FY 2019 Q4 Progress Update (cont.)

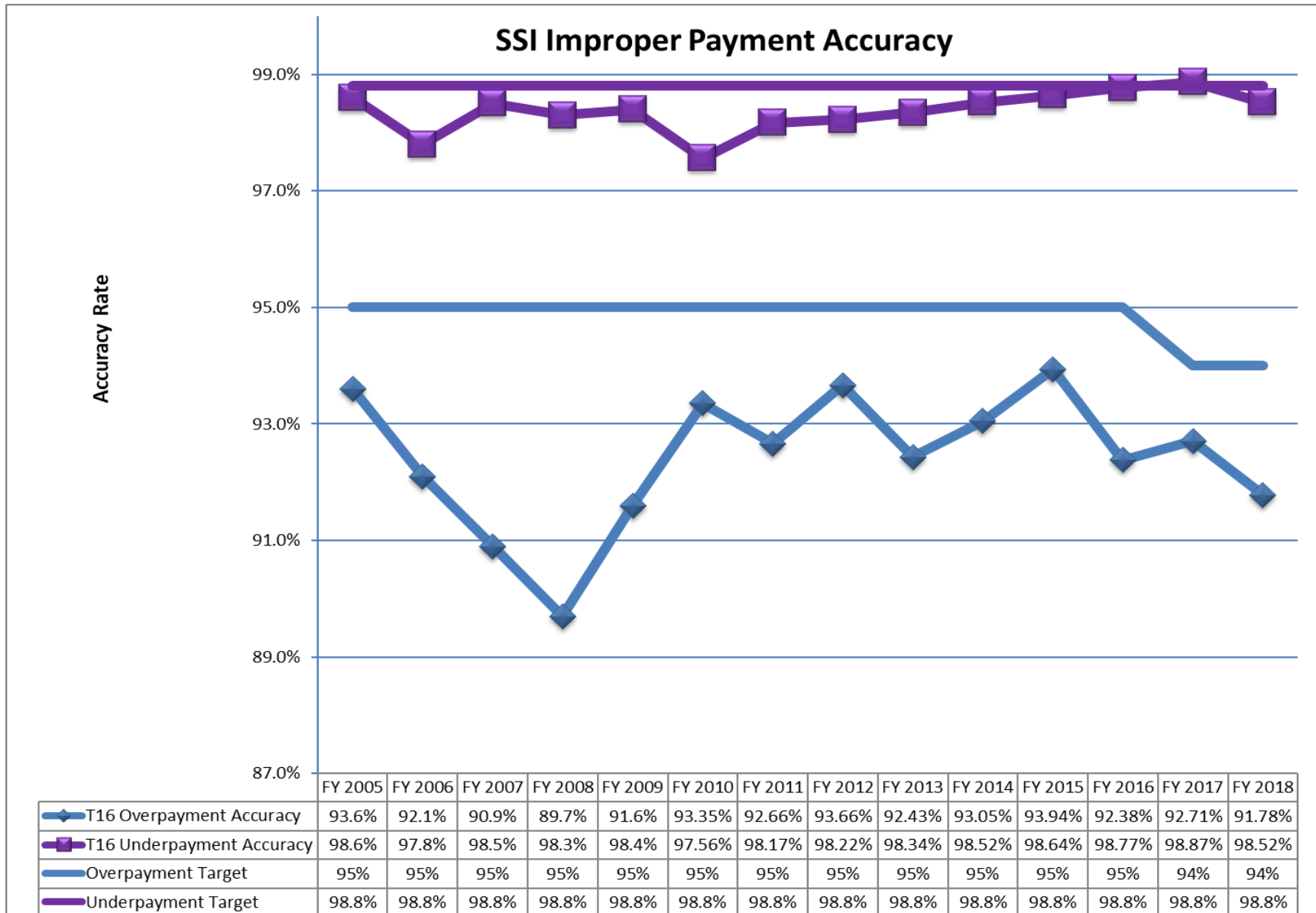| Key Milestone	Due Date	Status	Comments
• Increase the number of wage reports we process using SSI telephone wage reporting and SSI mobile wage reporting by four percent over the number in FY 2018.	Q4 FY 2019	Complete	We processed 308,502 wage reports using SSI telephone wage reporting and 948,442 using SSI mobile wage reporting. In total, we processed 1,256,944 wage reports or 100.2 percent of our FY 2019 target.
• Complete 100 percent of budgeted non-medical SSI redeterminations for FY 2019.		Missed	Completed 2,666,287. In July 2019, we reduced the estimate by 150,000 cases to 2,672,000 to utilize the dedicated program integrity funding we had available. In FY 2019, we completed 99.8 percent of the revised estimate.

FY 2019 Q4 Progress Update (cont.)

Overall APG Progress

Our goal was to achieve an SSI overpayment accuracy rate of 94 percent. Based on the FY 2018 SSI Stewardship Review, the overpayment accuracy rate was 91.78 percent (not a statistically significant decrease from FY 2017), with projected overpayments totaling $4.7 billion. FY 2019 results will be available summer 2020.

To meet our overpayment accuracy goal, we would need to eliminate $1.25 billion in improper payments. Our efforts to improve payment accuracy in the SSI program over the FYs 2018 – 2019 APG cycle consisted of systems releases, as well as key progress across a number of program integrity fronts. We have implemented strategies to increase timely reporting. In addition, we developed processes to increase public awareness of reporting responsibilities for wages and resources, and explored targeted message enhancements regarding reporting responsibilities in notices to beneficiaries and recipients. We also enhanced death data processing, assessed the business value of Non-Home Real Property, and collaborated with partners to address improper payments through data exchanges. In FY 2019, we completed a data sharing agreement with DHS that allows our technicians to request and view foreign travel data information for SSI post-eligibility records.
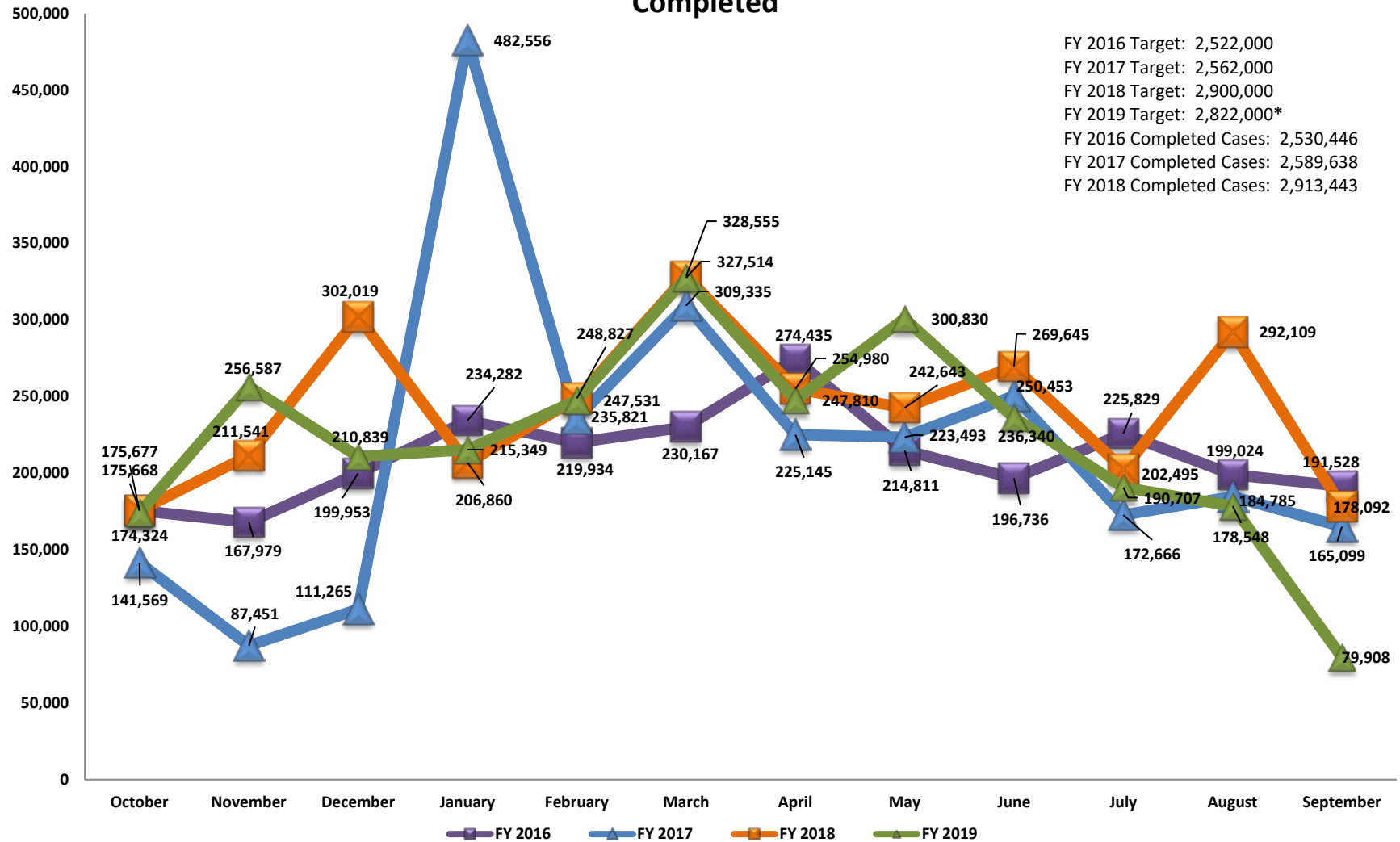
We will continue this APG in the FYs 2020–2021 cycle with a focus on leveraging our program integrity activities and data exchanges.

Historical Data

SSI Improper Payment Accuracy

	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018
T16 Overpayment Accuracy	93.6%	92.1%	90.9%	89.7%	91.6%	93.35%	92.66%	93.66%	92.43%	93.05%	93.94%	92.38%	92.71%	91.78%
T16 Underpayment Accuracy	98.6%	97.8%	98.5%	98.3%	98.4%	97.56%	98.17%	98.22%	98.34%	98.52%	98.64%	98.77%	98.87%	98.52%
Overpayment Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	94%	94%
Underpayment Target	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%	98.8%

Historical Data

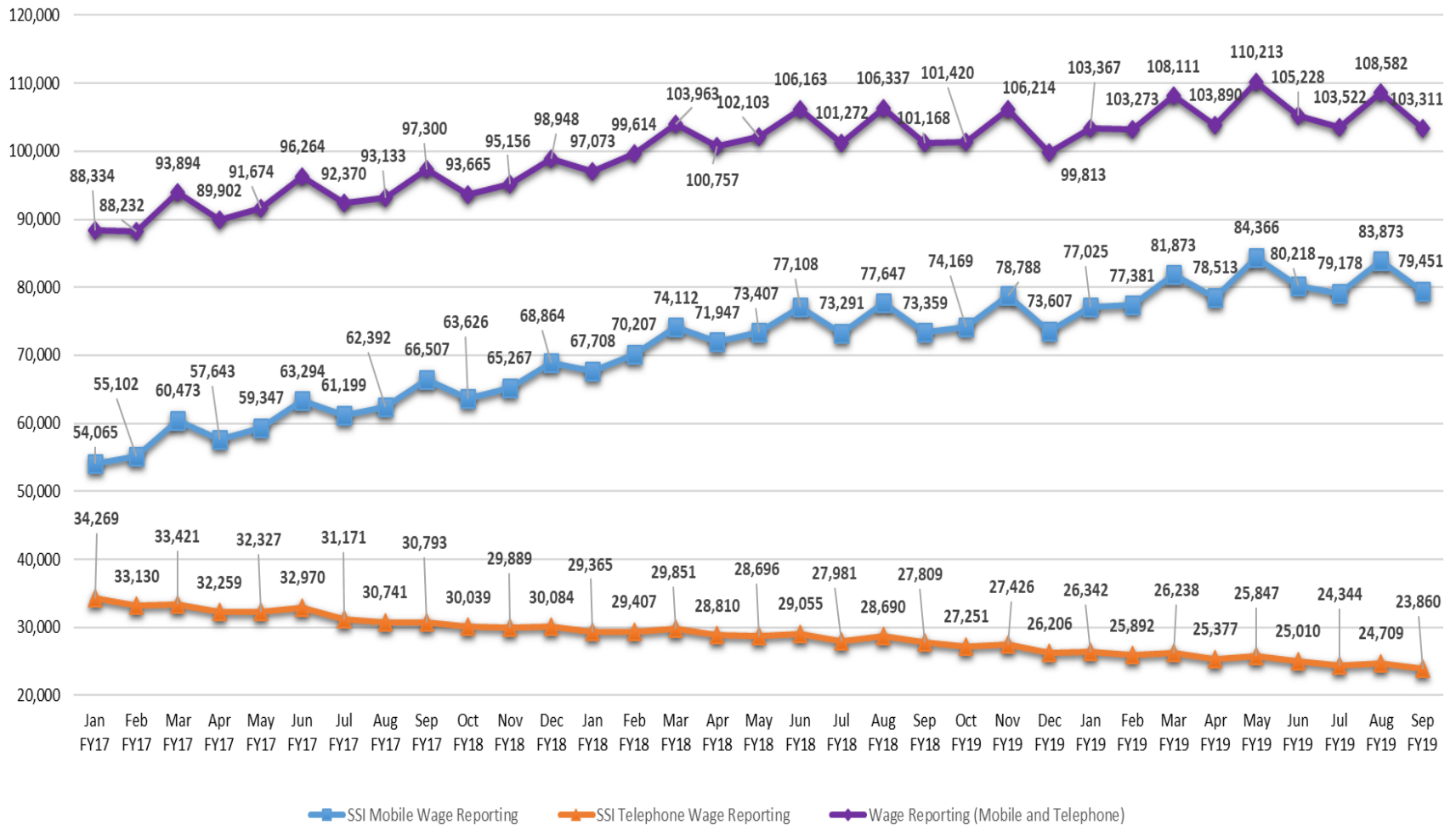## SSI Redeterminations and Limited Issues Completed

FY 2016 Target: 2,522,000
FY 2017 Target: 2,562,000
FY 2018 Target: 2,900,000
FY 2019 Target: 2,822,000*
FY 2016 Completed Cases: 2,530,446
FY 2017 Completed Cases: 2,589,638
FY 2018 Completed Cases: 2,913,443

*Note: SSI Redeterminations and Limited Issues are closely monitored to ensure we meet our end-of-year target. Each month fluctuates; however, we have consistently met our annual goals. In July 2019, we reduced the estimate by 150,000 cases to 2,672,000 to utilize the dedicated program integrity funding we had available.

Historical Data

Secondary Indicator – SSI Wage Reporting

Legend:
- SSI Mobile Wage Reporting (blue)
- SSI Telephone Wage Reporting (orange)
- Wage Reporting (Mobile and Telephone) (purple)

Data Accuracy and Reliability

The annual SSI Stewardship review is our methodology for determining payment accuracy.

Each year, we report on the findings from our SSI Stewardship Review of the non-medical aspects of SSI payments. Stewardship review findings provide the basis for reports to monitoring authorities, as well as for the reporting requirements contained in the Improper Payments Information Act of 2002, as amended by the Improper Payments Elimination and Recovery Act of 2010, and the Improper Payments Elimination and Recovery Improvement Act of 2012, and published in our Agency Financial Report.

In addition, our agency's Annual Performance Report includes an SSI payment accuracy performance measure as part of our strategic objective to "Improve Program Integrity." We also use Stewardship data to identify opportunities for improvement.

Stakeholders

Internal Stakeholders:

Our Improper Payments Oversight Board provides enterprise-wide governance and accountability. The Board's role is to serve as the corporate team to: oversee all improper payment related activities for the agency; collaborate and shape strategy; resolve cross-component differences; address challenges encountered by staff; and drive timely results.

External Stakeholders:

Congress: Congress has a continued interest in our efforts to reduce improper payments.

Claimant Advocacy and Disability Advocacy Organizations: These organizations advocate for the rights of persons who apply for and receive SSI.

The Public: We balance our program integrity responsibilities with our commitment to serve the public and issue timely benefits.