

Payment Integrity Scorecard

Program or Activity
Disability Insurance (DI)

Reporting Period
Q2 2026

FY 2025 Overpayment Amount (\$M)*

\$1,832

*Estimate based a sampling time frame starting 10/2023 and ending 9/2024

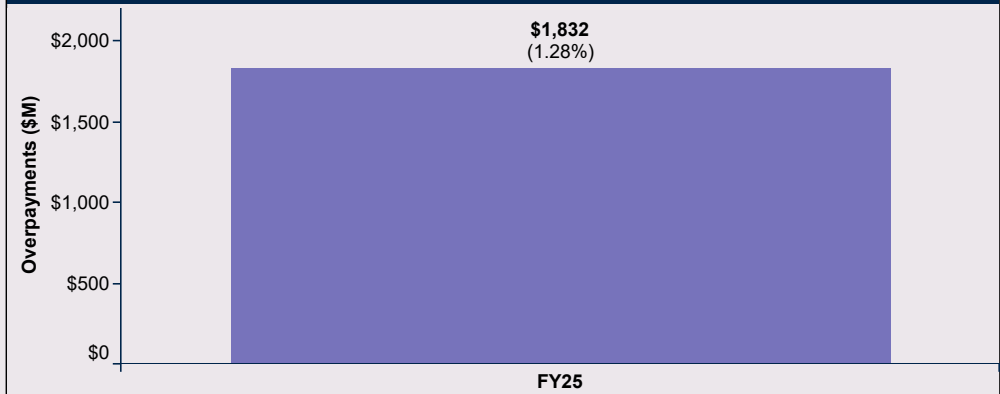


SSA
Disability Insurance (DI)

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

The DI program provides monthly benefits for workers who become disabled and their eligible family members. Overpayments (OP) within our control occur when the beneficiary, representative payee, or third-party provided the necessary information, but we failed to use the information needed to accurately compute the benefit amount prior to making a payment. OPs outside of the agency's control occur when we are unable to access data needed to validate payment accuracy because the beneficiary, representative payee, or a third-party did not provide the requested information, provided the information after the benefit amount was calculated/processed, or provided inaccurate information to compute the accurate benefit amount.

**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

We are investing in information technology to provide our employees with user-friendly systems and tools to better serve the public. We have made substantial progress to reduce our reliance on self-reported wage and employment data by establishing the Payroll Information Exchange (PIE) with a commercial payroll data provider (PDP). After publishing the final rule, we began a phased rollout, achieving full implementation in September 2025. We continue monthly exchanges of accurate wage data for all authorized individuals whose employers report to the PDP and working to notify non-participating beneficiaries about PIE to increase participation. We are committed to meeting people where they want to be served. The Upload Documents tool has enabled customers to electronically sign, upload, and submit select forms and evidence from their personal devices, streamlining the submission process and improving convenience. We enhanced this tool by expanding access to individual representative payees (IRP), allowing them to use their "my Social Security" account to electronically submit forms and evidence on behalf of beneficiaries. This enhancement empowers IRPs to upload documents at any time, further improving efficiency and service for our customers. We are developing an Electronic Work Continuing Disability Review (eWCDR) application to replace the current system for processing work reviews. It will utilize policy integration and streamlined adjudication to reduce overpayments.

Accomplishments in Reducing Overpayment

		Date
1	An enhancement to our Upload Documents tool now allows IRPs to access and submit forms and evidence electronically for recipients, enabling faster self-initiated uploads and eliminating delays waiting for technician outreach.	Dec-25
2	Provided guidance to technicians to inform all Social Security beneficiaries about the Ticket to Work (TTW) program and work incentives. TTW is a free and voluntary program which helps beneficiaries get the services and assistance they need to attain and retain work.	Dec-25
3	In FY 2026 Q2, as part of our debt collection program for DI, we collected about \$175.7 million (M) via the Treasury Offset Program (TOP, FYTD \$180.3M), about \$16.7M in overpayments via Pay.gov (FYTD \$31.9M), and \$0.9M via Online Bill Pay (FYTD about \$1.8M).	Mar-26

Payment Integrity Scorecard

Program or Activity Disability Insurance (DI)	Reporting Period Q2 2026
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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 Our goal is to continue to develop the eWCDR application, which will replace and modernize the system technicians use to process continuing disability reviews (CDR) based on work activity. The new system will enforce policy and best practices with an intuitive user interface and will eliminate current system limitations that lead to large improper payments through delays and processing errors.	On-Track	Sep-26	1 Recovery Activity	Resume regular mailing of pre-offset notices and referrals to TOP.	We resumed regular mailing of pre-offset notices and referrals to TOP.
2 Our goal is to implement activities in support of PIE. We plan to undertake activities to increase participation in PIE and implement more robust management information, as well as begin discovery to handle Social Security numbers flagged for name mismatch and display the wage and employment data received to beneficiaries, among other planned enhancements.	On-Track	Sep-26	2 Recovery Activity	Partner with Fiscal Service to move debts to Centralized Receivables Service (CRS) and develop a plan for misuse overpayments by instituting regular follow-up with organizational representative payees.	We are reviewing our policy to align with the transition to electronic remittances. We initiated a pilot for CRS and are receiving collections. We drafted a plan to streamline organizational representative payee overpayment recovery and coordinating debt collection options.
	On-Track	Sep-26	3 Recovery Activity	Expand the availability of our electronic payment options to all overpayment notices (e.g., Recovery of Overpayments, Accounting, and Reporting (ROAR), and Title II Redesign).	We implemented electronic payments options on ROAR notices.

Amt(\$)	Root Cause of Overpayment	Root Cause Description	Mitigation Strategy	Brief Description of Mitigation Strategy and Anticipated Impact
\$927M	Overpayments 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 data/information to prevent overpayment, but we did not use the data to validate accuracy prior to issuing a payment.	Automation - automatically controlled operation, process, or system.	The eWCDR will enforce policy and best practices with an intuitive user interface, increase efficiency, and eliminate current system limitations that lead to large improper payments through delays and processing errors.
\$905M	Overpayments that occurred because of an Inability to Access the Data/Information Needed.	The root cause of overpayments outside the agency's control is an inability to access data/information needed. The beneficiary or a third party either did not provide requested information necessary to compute the benefit amount or provided inaccurate information.	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.	We implemented an exchange with commercial PDPs, referred to as PIE. This reduces our reliance on beneficiaries to self-report wage and employment information and improves timely receipt of wage and employment information; thereby, reducing improper payments.

We issue over \$143 billion in Disability Insurance benefit payments each year. As responsible stewards of our programs and in compliance with legal requirements, we conduct quality reviews, cost-effective program integrity activities, and payment accuracy initiatives to ensure individuals receive the benefits for which they are eligible. We continually review and enhance our internal policies and procedures to improve efficiency and expand customer access to our services. Our goal is to significantly reduce payment errors through automation, business process improvements, policy updates, data sharing, staff training, and targeted outreach.