Payment Integrity Scorecard

Program or Activity	Reporting Period	FY 2025 Overpayment Amount ($M)*	$6,347
Supplemental Security Income (SSI)	Q2 2026		

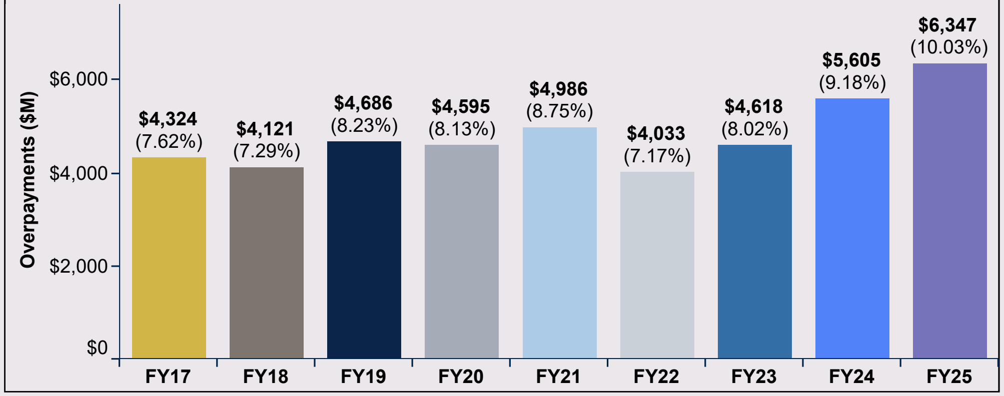
*Estimate based a sampling time frame starting 10/2023 and ending 9/2024

SSA
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. We generally make payments on the first day of the month for eligibility in that month. Even if a payment was correct when paid, subsequent changes in non-medical factors of eligibility such as resources, income, and living arrangements can affect the payment due, resulting in improper payments. Thus, the program requirements sometimes make improper payments inevitable. However, the primary cause of overpayments (OP) is recipient's failure to report, or timely report changes to factors of eligibility. Another cause of OPs is when we do not take proper or timely action to update our records with the 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

We are actively addressing our leading cause of overpayments - undisclosed bank account balances. For all SSI Aged claims, we query the Access to Financial Institutions (AFI) at the time of claim intake. With an individual's consent, we use the AFI tool to identify and verify bank accounts and detect undisclosed bank account balances with participating financial institutions. In the third quarter, we plan to expand querying AFI on all claim allowances. For wages, the second leading cause of improper payments, we now run a verification through our Payroll Information Exchange (as authorized in statute). This helps us correct benefit payments earlier in the process and prevent payment error. We also obtain wage information from The Work Number. In January 2026, we made enhancements that offer a summary of employment history, income sources, payroll details, and pay period information, which supports our program integrity goal to increase payment accuracy. We are expanding digital services. 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. In December, we enhanced this tool by expanding access to individual representative payees, allowing them to use their "my Social Security" account to electronically submit forms and evidence on behalf of recipients.

	Accomplishments in Reducing Overpayment	Date
1	For SSI claims and redeterminations involving noncitizens, all applicants must have their immigration status verified through Department of Homeland Security's Systematic Alien Verification for Entitlements program regardless of the documents presented.	Dec-25
2	We implemented updates to the Consolidated Claims Experience and SSI Claims System to streamline processes and improve efficiency. For example, we added new topics to the dropdown menu that technicians frequently use. This improvement will help complete tasks more quickly.	Feb-26
3	In FY 2026 Q2, as part of our debt collection program for SSI, we collected about $173.5 million (M) in overpayments via the Treasury Offset Program (TOP, FYTD $175.5M), $13.6M via Pay.gov (FYTD $25.4M), and about $0.4M via Online Bill Pay (FYTD $0.7M).	Mar-26

Payment Integrity Scorecard

Program or Activity
Supplemental Security Income (SSI)

Reporting Period
Q2 2026

	Goals towards Reducing Overpayments	Status	ECD
1	To address the leading cause of SSI overpayments, we intend to implement a zero-dollar AFI tolerance to all SSI initial claim allowances contingent upon funding the additional volume of AFI requests. This strategy mandates that AFI verification is fully completed prior to adjudication and before payments are issued, thereby eliminating improper payments at the source rather than pursuing recovery after the fact.	On-Track	Sep-26
2	To reduce overpayments in the SSI program that occur because we do not take proper or timely action, we will offer targeted training, regular reminders, and update policies and guidance to make it easier for technicians to locate instructions and understand required procedures.	On-Track	Sep-26

	Recovery Method	Brief Description of Plans to Recover Overpayments	Brief Description of Actions Taken to Recover Overpayments
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	**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 payee overpayment recovery and coordinating debt collection options.
3	**Recovery Activity**	Expand the availability of our electronic payment options to all SSI overpayment notices.	Electronic options have been implemented for manually created SSI notices.

Amt($)	Root Cause of Overpayment	Root Cause Description	Mitigation Strategy	Brief Description of Mitigation Strategy and Anticipated Impact
$5,177M	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 the data/information needed. Recipients or representative payees fail to timely report changes in eligibility factors (e.g., an increase of resources or change in wages).	Change Process - altering or updating a process or policy to prevent or correct error.	To reduce reliance on self-reporting of financial accounts, we use the Access to Financial Institutions (AFI) tool to detect unreported accounts and identify excess amounts in known accounts. We will run AFI for all initial claims.
$599M	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. We were aware of information but took incorrect or untimely action when recipients, representative payees, or a third party provided requested 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..	Implemented Payroll Information Exchange (PIE), with commercial payroll data providers. PIE reduces our reliance on recipients to self-report wage and employment information and improves timely receipt of wage and employment information; thereby, reducing improper payments.
$570M	Overpayments that occurred because the Data/Information Needed Does Not Exist.	The root cause of overpayments outside the agency's control is data/information does not exist to verify eligibility prior to payment. We rely on individuals to timely report changes in household expenses, composition, and contributions.	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 automate solutions to improve accuracy, when possible. We are also streamlining our policies and procedures.

For the first time in the history of the program, we have named an executive lead to improve the SSI program. In fiscal year 2026, we implemented changes targeted to address the leading causes of SSI payment error, undisclosed bank account balances and wages. We continue our quality reviews and cost-effective program integrity work including medical disability reviews and SSI non-medical redeterminations. We will invest in information technology to establish ourselves as a model of excellence and a digital first agency, equipping our employees with customer-focused systems and tools to better service the public. To meet the challenges of our growing workload and deliver world class service, we are continually streamlining our policies and procedures, automating more of our business processes, and exploring the use of technology enhancements to improve our operations. We strive to reduce SSI improper payments. In addition, we work with Congress and our stakeholders to identify ways to simplify our statutory and regulatory requirements.