

Payment Integrity Scorecard

Program or Activity
Supplemental Security Income (SSI)

Reporting Period
Q3 2025

FY 2024 Overpayment Amount (\$M)*

\$5,605

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

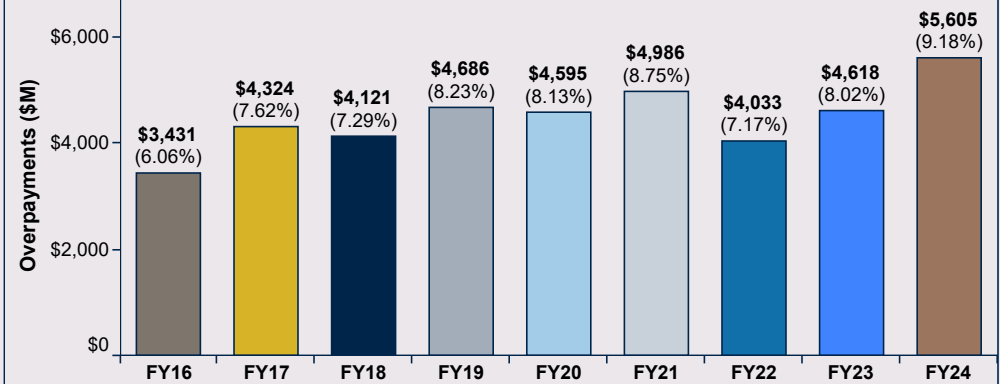


Social Security Administration
Supplemental Security Income (SSI)

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

The Supplemental Security Income (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 such as resources, income, and living arrangements. Beneficiaries' failure to report, or timely report changes to factors of eligibility is the primary cause of improper payments (IP). For example, we verify self-reported wage data and financial accounts retroactively, therefore unless the recipient reports them monthly, an IP may result. Another cause of IPs 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 (M) SSI non-medical redeterminations (RZ) and limited issues (LI). These reviews ensure individuals meet all statutory and regulatory requirements to be eligible and to receive the correct SSI payment amount. As of June 28, 2025, customers can electronically submit certain evidence documents to the agency, without technician initiation, through their "my Social Security" account or SSA.gov. Evidence documents that can be submitted include rent agreements, proof of employment, wage payment documents, bank statements, tax form/returns, and financial records. On December 31, 2024, we published the final rule for implementing the Payroll Information Exchange (PIE) with commercial payroll data providers to obtain wage and employment information. PIE will reduce our reliance on self-reporting of this information. On April 7, 2025, we began the phased implementation of PIE with an initial exchange of 1M Social Security numbers (SSN), we increased exchange volumes to 2M in May and 4M in June. We will continue to scale up incrementally each month, with full implementation targeted for September 2025, at an estimated total of 10.8M SSNs. From October 2025 onwards, we will continue monthly exchanges with the full authorized population.

Accomplishments in Reducing Overpayment		Date
1	We published instructions on income policy treatment for types of assistance classified as pandemic-related disaster assistance (PRDA) and developing and documenting resource exclusions from PRDA, which should improve the accuracy in processing PRDA cases.	May-25
2	In April 2025, we began the phased implementation of PIE; an initial exchange of 1M SSNs. We increased exchange volumes to 2M in May and 4M in June. Full implementation is targeted for September 2025, at an estimated total of 10.8M SSNs.	Jun-25
3	In FY 2025 Q3, as part of our debt collection program for SSI, we collected about \$16.7M in overpayments via the Treasury Offset Program (FYTD \$21.1M), about \$9.3M via Pay.gov (FYTD \$28.3M), and about \$0.4M via Online Bill Pay (FYTD \$1.1M).	Jun-25

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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 SSI program that occur because we did not take timely or appropriate actions, we clarify, simplify, and streamline our policies and business processes. In addition, we implement automation solutions where possible, provide training, and issue reminders to improve technician accuracy and understanding.	On-Track	Sep-25	1 Recovery Activity	Beginning August 2025, we will resume mailing pre-offset notices to delinquent debtors eligible for referral to the Treasury Offset Program.	We reviewed our overpayment policies and procedures in the Old Age, Survivors, Disability Insurance (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 promote 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.	
				3 Recovery Activity	We are expanding the availability of our electronic payment options to all overpayment notices.	

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.	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).	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.	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.	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 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 act, 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 RZs. 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 continue to streamline our policies and procedures and automate more of our business processes. 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.