Payment Integrity Scorecard

Program or Activity	Reporting Period	FY 2025 Overpayment Amount ($M)*	$1,832
Disability Insurance (DI)	Q4 2026		

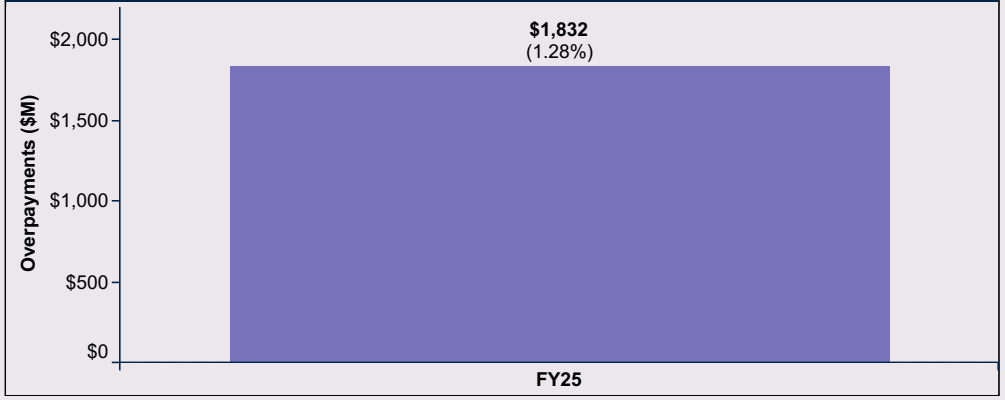
*Estimate based a sampling time frame starting 10/2023 and ending 9/2024

SSA
Disability Insurance (DI)

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

The DI program provides monthly benefits to 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 technology to provide our employees with user-friendly systems and tools to better serve the American public. To reduce computation errors in the DI program, we developed several tools throughout the fiscal year (FY), including the Family Portrait tool. Released in July 2026, the tool retrieves various data points, summarizes entitlements by beneficiary or by record, alerts technicians to other records on which beneficiaries are entitled, and shows Primary Insurance Amount (PIA) data for each record. We also released a Death Reclamation bot in July 2026 that processes reclamations received from the Department of the Treasury (Treasury) for Old-Age and Survivors Insurance (OASI) and DI benefit payments in the termination month due to death. In FY 2026 Q4, we instituted a technical connection to the Do Not Pay (DNP) Connect service. We are now sending weekly files with active beneficiary information to be matched against Treasury's DNP data stores. Treasury returns the match information for agency analysis and action. In FY 2027, we plan to operationalize a segment of the death matches and make automated updates to our beneficiary information.

	Accomplishments in Reducing Overpayment	Date
1	We released the Family Portrait tool, which retrieves various data points, summarizes entitlements by beneficiary or by record, alerts technicians to other records on which beneficiaries are entitled, and shows PIA data for each record.	Jul-26
2	We worked with Treasury to begin using the DNP Connect service. This service provides matched information on active beneficiaries for analysis and appropriate record updates before payment files are created.	Sep-26
3	In FY 2026 Q4, as part of our debt collection program for DI, we collected about $11.5 million (M) in OPs via the Treasury Offset Program (TOP) (FYTD about $279.9M), $18.2M via Pay.gov (FYTD $67.8M), and about $1.2M via Online Bill Pay (FYTD $4.0M).	Sep-26

Payment Integrity Scorecard

Program or Activity
Disability Insurance (DI)

Reporting Period
Q4 2026

	Goals towards Reducing Overpayments	Status	ECD
1	We implemented DNP screening through Payment Verification for all payments. We receive match results for most monthly OASI and DI benefit payments with conclusive matches to the Death Master File data stores in DNP. In addition, we began transferring active beneficiary data through the DNP Connect service to support pre-payment screening.	**Completed**	Sep-26
2	Our goal is to implement activities supporting the Payroll Information Exchange (PIE). We plan to implement several key enhancements, including the ability to request historical wage data and a process to handle Social Security numbers flagged for name mismatches. Additionally, we will develop more robust management information to enable more detailed analysis and guide further improvements to address pain points.	**On-Track**	Sep-27

	Recovery Method	Brief Description of Plans to Recover Overpayments	Brief Description of Actions Taken to Recover Overpayments
1	**Recovery Activity**	Continue regularly mailing pre-offset notices and referring eligible debts to TOP.	Maintained regular operations by continuing to issue pre-offset notices and refer eligible debts to TOP as part of our standard debt recovery process.
2	**Recovery Activity**	Expand Centralized Receivables Service (CRS) with broader OASI and DI eligibility, and debt-management automation. Enable recovery of organizational representative payee misuse debts through Pay.gov and evaluate criteria for terminating collection of delinquent debts.	Completed CRS phased testing, approvals, and guidance for Q4 rollout. Established billing procedures for misuse debts involving organizational representative payees and began issuing bills to organizations for FY 2025 misuse cases.
3	**Recovery Activity**	Continue expanding the availability of electronic payment options to all OP notices.	All automated notices now include the electronic Payment Options page, enabling recipients to make payments electronically.

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.	One root cause of OPs is failure to access available data. The beneficiary or a third party provides the data to prevent an OP, but we do not use the data to validate accuracy before issuing a payment.	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.	Onboarding and compliance with Treasury's DNP, which provides federal agencies and federally funded state-administrated programs access to data and services to verify recipient identity and eligibility before issuing payments, helping to ensure payment accuracy.
$905M	Overpayments that occurred because of an Inability to Access the Data/Information Needed.	Another root cause of OPs is the inability to access data. The beneficiary or a third party either does not provide requested information necessary to compute the benefit amount or provides 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.	Implemented an exchange with commercial payroll data providers, 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.

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 help 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.