

Goal: Getting Payments Right

Program or Activity
Old-Age, Survivors, and Disability ..

Reporting Period
Q3 2019

Change from Previous FY (\$M)

\$3,956M

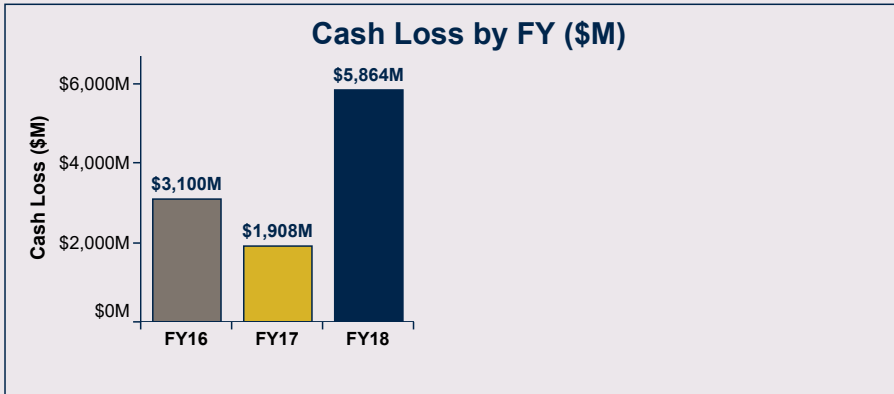


SSA

Old-Age, Survivors, and Disability Insurance

Brief Program Description:

The Social Security Administration provides monthly Social Security benefits to qualified individuals who are retired or disabled. Dependents of eligible beneficiaries and surviving dependents of deceased workers can also receive monthly benefits.



Key Milestones	Status	ECD
1 Finalize estimated cash loss estimation methodology	On-Track	Oct-20
2 Identify estimated cash loss amount for FY 2018	On-Track	Oct-20
3 Identify true root causes of cash loss	On-Track	Oct-20
4 Develop mitigation strategies to get the payment right the first time	On-Track	Oct-20
5 Evaluate the ROI of the mitigation strategy	On-Track	Sep-21
6 Determine which strategies have the best ROI to prevent cash loss	On-Track	Sep-21

Quarterly Progress Goals	Status	Notes	ECD
1 Q3 2019 Improve the medical continuing disability review appeal process by automating manual actions and expanding functionality to track and control cases.	On-Track	Continue identifying automated enhancements to track and cease cases timely.	Sep-19
2 Q3 2019 The WorkSmart pilot programs will allow us to timely identify beneficiaries working above SGA* We will use monthly, annual, and quarterly, earnings to identify cases that require a work CDR** to determine if they should continue receiving benefits.	On-Track	In FY 2019, we expect to see an increase in the number of cases that require processing of a work CDR. *SGA - substantial gainful activity **CDR - continuing disability review	Sep-19

Recent Accomplishments	Date
1 In FY 2019 to date, we added 2.3 million death records to the Death Master File.	Jun-19

FY18 Amt(\$)	Root Cause	Root Cause Description	Mitigation Strategy	Anticipated Impact of Mitigation
\$4,032M	Failure to verify: other eligibility data	Reliance on timely self-reporting of information affecting payment and eligibility.	BBA 824:In FY 2019, restart acquisition process; systems requirements & market research needed to procure contract with payroll data providers. Meet to discuss automated solutions to ensure medical continuing work disability reviews are ceased timely	Improve the timely receipt of payroll information to mitigate against improper payments due to wages. Reduce the number of unprocessed medical cessation cases resulting from ongoing continuing disability reviews.
\$796M	Failure to verify: death data	Improper payments issued because the agency fails to receive timely reports of death.	In FY 2019, we will continue efforts to improve the accuracy and consistency of death information by adding nearly 3 million death records to the Death Master File, which will benefit external users of our data and prevent improper payments.	Reduce the number of discrepancies in our records related to reports of death.
\$577M	Administrative or process errors made by: federal agency	Administrative errors and complex manual computations affect the quality of our programmatic workloads.	Issue periodic reminders regarding policy and preform quality reviews of error-prone workloads.	Reduce administrative and processing errors in our programmatic workloads.

Cash Loss - Cash loss to the Government includes amounts that should not have been paid and in theory should/could be recovered.