

Table 2.F7—Accuracy rates and use of 800 telephone number, fiscal years 2001–2005

Item	2001	2002	2003	2004	2005
<i>Accuracy rates (percent)</i>					
OASI payments					
Index of dollar accuracy	99.9	a	a	a	a
Payment review/stewardship results					
Excess payments	99.9	99.9	99.9	99.7	99.5
Underpayments	99.8	99.9	99.9	99.9	99.8
SSI payments					
Index of dollar accuracy ^b	91.4	a	a	a	a
Payment review/stewardship results ^c					
Excess payments	93.3	93.4	93.9	93.6	93.6
Underpayments	98.8	98.6	98.8	98.7	98.6
Disability Insurance benefits ^d					
Initial claims	93.9	94.2	93.3	93.7	92.0
Allowances	96.8	97.1	96.6	96.5	90.2
Denials	92.0	92.4	91.5	92.0	93.5
Reconsideration	91.0	90.5	90.9	90.6	91.1
Reversals of denials	96.8	95.9	96.6	96.5	95.4
Affirmations of denials	89.9	89.4	89.9	89.6	90.3
<i>National 800 number network (1-800-772-1213)</i>					
Number of calls received (millions)	74.8	62.3	64.0	67.2	67.2
Average time calls answered (minutes)	2.8	4.7	3.8	4.2	4.9

SOURCE: Social Security Administration, Office of Finance, Assessment and Management, Office of Central Operations.

- a. OASI and SSI Index of Dollar Accuracy Reviews were terminated in 2003.
- b. Excludes determinations of disability.
- c. Beginning with fiscal year 2001, the SSI payment review/stewardship results are reported as the percentage of payments free of preventable error.
- d. Represents cases free of decisional and documentation errors.

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