

2.F SSA Resources and Operations: Service Delivery

Table 2.F7—Accuracy of selected agency determinations, and 800 telephone number call volume and wait times, fiscal years 2014–2021

Item	2014	2015	2016	2017	2018	2019	2020	2021
<i>Accuracy rates ^a (percent)</i>								
OASI payments								
Payment review/stewardship results								
Excess payments	99.5	99.6	99.8	99.7	99.9	99.8	99.9	99.9
Underpayments	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
SSI payments								
Payment review/stewardship results								
Excess payments	93.0	93.9	92.4	92.7	91.8	91.9	92.7	92.8
Underpayments	98.5	98.6	98.8	98.9	98.5	98.7	98.9	98.4
DI benefits ^b								
Initial claims	95.8	95.5	95.8	94.8	94.7	97.3	96.4	96.7
Allowances	97.8	97.3	97.1	97.0	96.8	98.5	98.5	98.4
Denials	94.9	94.5	95.1	93.7	93.6	96.6	95.1	95.7
Reconsideration of denials	94.7	94.5	94.1	93.6	92.8	96.0	95.6	95.2
Reversals	97.0	97.3	96.0	96.2	95.6	96.8	96.5	96.5
Affirmations	94.4	94.1	93.9	93.3	92.4	95.9	95.4	95.0
<i>National 800 number network (1-800-772-1213)</i>								
Network calls received (millions)	81.0	72.2	77.4	75.6	82.5	86.6	79.0	71.2
Average wait for live agent service (minutes)	22.1	10.3	13.6	13.4	23.7	20.4	16.1	13.5

SOURCES: Social Security Administration, Office of Analytics, Review, and Oversight, Office of Quality Review (OQR); and Office of Operations, Office of Customer Service.

NOTES: OQR conducts stewardship reviews on sample cases in current-payment status.

OASI = Old-Age and Survivors Insurance; SSI = Supplemental Security Income; DI = Disability Insurance.

a. For OASI and SSI payments, accuracy rates reflect the dollar value of properly determined payments as a percentage of total outlays. For DI benefits, accuracy rates reflect the percentage of determinations that did not require corrections.

b. Represents cases free of decisional and documentation errors.

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