

## 2.F Administrative Data: Service Delivery

Table 2.F7.—Accuracy rates and use of 800 telephone number, fiscal years 1995–2000

Item	1996	1997	1998	1999	2000
<b>Accuracy rates (in percents)</b>					
OASI payments:					
Index of dollar accuracy .....	99.7	99.8	99.8	99.6	(1)
Post-entitlement payment change accuracy <sup>2</sup> .....	98.4	98.0	98.5	<sup>3</sup> 98.6	(1)
Payment review/stewardship results:					
Excess payments .....	99.8	99.9	99.9	99.8	(1)
Underpayments .....	99.8	99.9	99.9	99.9	(1)
SSI payments: <sup>4</sup>					
Index of dollar accuracy <sup>5</sup> .....	93.4	93.0	93.9	94.2	(1)
Post-eligibility .....	(1)	(1)	(1)	(1)	(1)
Payment review/stewardship results:					
Excess payments .....	94.5	94.7	93.5	94.3	(1)
Underpayments .....	98.8	98.9	98.8	98.3	(1)
Disability Insurance benefits: <sup>6</sup>					
Initial claims .....	94.5	94.0	93.7	94.3	94.2
Allowances .....	96.5	95.9	96.1	96.5	97.0
Denials .....	93.6	93.1	92.3	93.0	92.4
Reconsideration .....	92.7	92.3	91.6	92.3	92.2
Reversals of denials .....	95.6	94.0	95.6	96.0	96.9
Affirmations of denials .....	92.3	92.0	90.9	91.6	91.3
<b>National 800 number network (1-800-772-1213)</b>					
Calls received (number in millions) .....	62.5	75.3	78.9	78.7	76.3
Average speed calls answered (in minutes) .....	3.0	1.9	2.7	2.0	2.5

<sup>1</sup> Data not available.

<sup>2</sup> Represents calendar year data.

<sup>3</sup> Preliminary data.

<sup>4</sup> Excludes determinations of disability.

<sup>5</sup> Prior to FY 1999, percentages exclude errors of less than \$5. Any payments to ineligible beneficiaries are included regardless of the dollar amount of the error.

<sup>6</sup> Represents cases free of decisional and documentation errors.