

2.F SSA Administrative Data: Service Delivery

Table 2.F7—Accuracy rates and use of 800 telephone number, fiscal years 1997–2001

Item	1997	1998	1999	2000	2001
<i>Accuracy rates (percent)</i>					
OASI payments					
Index of dollar accuracy	99.8	99.8	99.6	99.6	a
Postentitlement payment change accuracy ^b	98.0	98.5	^c 98.6	98.6	a
Payment review/stewardship results					
Excess payments	99.9	99.9	99.8	99.9	a
Underpayments	99.9	99.9	99.9	99.9	a
SSI payments ^d					
Index of dollar accuracy ^e	93.0	93.9	94.2	94.0	a
Posteligibility	a	a	a	a	a
Payment review/stewardship results ^f					
Excess payments	94.7	93.5	94.3	94.7	a
Underpayments	98.9	98.8	98.3	98.6	a
Disability Insurance benefits ^g					
Initial claims	94.0	93.7	94.3	94.2	93.9
Allowances	95.9	96.1	96.5	97.0	96.8
Denials	93.1	92.3	93.0	92.4	92.0
Reconsideration	92.3	91.6	92.3	92.2	91.0
Reversals of denials	94.0	95.6	96.0	96.9	96.8
Affirmations of denials	92.0	90.9	91.6	91.3	89.9
<i>National 800 number network (1-800-772-1213)</i>					
Number of calls received (millions)	75.3	78.9	78.7	76.3	74.8
Average time calls answered (minutes)	1.9	2.7	2.0	2.5	2.8

a. Data not available.

b. Represents calendar year data.

c. Preliminary data.

d. Excludes determinations of disability.

e. 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.

f. Beginning with FY 2000, the SSI payment review/stewardship results are reported as the percentage of payments free of preventable error.

g. Represents cases free of decisional and documentation errors.

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

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