

## 2.F SSA Administrative Data: Service Delivery

**Table 2.F7—Accuracy rates and use of 800 telephone number, fiscal years 1998–2003**

Item	1999	2000	2001	2002	2003
<i>Accuracy rates (percent)</i>					
OASI payments					
Index of dollar accuracy	99.6	99.6	99.9	a	a
Payment review/stewardship results					
Excess payments	99.8	99.9	99.9	99.9	99.9
Underpayments	99.9	99.9	99.8	99.9	99.9
SSI payments <sup>b</sup>					
Index of dollar accuracy <sup>c</sup>	94.2	94.0	91.4	a	a
Payment review/stewardship results <sup>d</sup>					
Excess payments	94.3	94.7	93.3	93.4	93.9
Underpayments	98.3	98.6	98.8	98.6	98.8
Disability Insurance benefits <sup>e</sup>					
Initial claims	94.3	94.2	93.9	94.2	93.3
Allowances	96.5	97.0	96.8	97.1	96.6
Denials	93.0	92.4	92.0	92.4	91.5
Reconsideration	92.3	92.2	91.0	90.5	90.9
Reversals of denials	96.0	96.9	96.8	95.9	96.6
Affirmations of denials	91.6	91.3	89.9	89.4	89.9
<i>National 800 number network (1-800-772-1213)</i>					
Number of calls received (millions)	78.7	76.3	74.8	62.3	64.0
Average time calls answered (minutes)	2.0	2.5	2.8	4.7	3.8

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. Prior to fiscal year 1999, percentages exclude errors of less than \$5. Any payments to ineligible beneficiaries are included regardless of the dollar amount of the error.
- d. Beginning with fiscal year 2000, the SSI payment review/stewardship results are reported as the percentage of payments free of preventable error.
- e. Represents cases free of decisional and documentation errors.

CONTACT: Bob Marks (410) 965-4527 or John Hebert (410) 965-3915.