

## 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 <sup>b</sup> .....	98.0	98.5	<sup>c</sup> 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 <sup>d</sup>					
Index of dollar accuracy <sup>e</sup> .....	93.0	93.9	94.2	94.0	a
Posteligibility .....	a	a	a	a	a
Payment review/stewardship results <sup>f</sup>					
Excess payments .....	94.7	93.5	94.3	94.7	a
Underpayments .....	98.9	98.8	98.3	98.6	a
Disability Insurance benefits <sup>g</sup>					
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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