

Table 2.F7—Accuracy rates and use of 800 telephone number, fiscal years 2002–2006

Item	2002	2003	2004	2005	2006
<i>Accuracy rates (percent)</i>					
OASI payments					
Payment review/stewardship results					
Excess payments	99.9	99.9	99.7	99.5	99.7
Underpayments	99.9	99.9	99.9	99.8	99.9
SSI payments					
Payment review/stewardship results					
Excess payments	93.4	93.9	93.6	93.6	92.1
Underpayments	98.6	98.8	98.7	98.6	97.8
Disability Insurance benefits ^a					
Initial claims	94.2	93.3	93.7	92.0	93.4
Allowances	97.1	96.6	96.5	90.2	96.1
Denials	92.4	91.5	92.0	93.5	92.0
Reconsideration	90.5	90.9	90.6	91.1	91.2
Reversals of denials	95.9	96.6	96.5	95.4	96.2
Affirmations of denials	89.4	89.9	89.6	90.3	90.5
<i>National 800 number network (1-800-772-1213)</i>					
Number of calls received (millions)	62.3	64.0	67.2	67.2	66.4
Average time calls answered (minutes)	4.7	3.8	4.2	4.9	4.6

SOURCES: Social Security Administration, Office of Quality Performance and Office of Central Operations.

a. Represents cases free of decisional and documentation errors.

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