

2.F Administrative Data: Service Delivery

Table 2.F7.—Accuracy rates and use of 800 telephone number, fiscal years 1995–99

Item	1995	1996	1997	1998	1999
Accuracy rates (in percents)					
OASI payments:					
Index of dollar accuracy	99.8	99.7	99.8	¹ 99.8	(2)
Post-entitlement payment change accuracy ³	98.7	98.4	98.0	¹ 98.5	(2)
Payment review/stewardship results:					
Excess payments	99.9	99.8	99.9	99.9	(2)
Underpayments	99.9	99.8	99.9	99.9	(2)
SSI payments: ⁴					
Index of dollar accuracy ⁵	94.8	93.4	93.0	93.9	(2)
Post-eligibility	(2)	(2)	(2)	(2)	(2)
Payment review/stewardship results:					
Excess payments	95.7	94.5	94.7	93.5	(2)
Underpayments	98.6	98.8	98.9	98.8	(2)
Disability Insurance benefits: ⁶					
Initial claims	94.2	94.5	94.0	93.7	94.3
Allowances	96.0	96.5	95.9	96.1	96.5
Denials	93.4	93.6	93.1	92.3	93.0
Reconsideration	91.7	92.7	92.3	91.6	92.3
Reversals of denials	96.2	95.6	94.0	95.6	96.0
Affirmations of denials	91.0	92.3	92.0	90.9	91.6
National 800 number network (1-800-772-1213)					
Calls received (number in millions)	62.3	62.5	75.3	78.9	78.7
Average speed calls answered (in minutes)	6.3	3.0	1.9	2.7	2.0

¹ Preliminary data.

² Data not available.

³ Represents calendar year data.

⁴ Excludes determinations of disability.

⁵ Percentages exclude errors of less than \$5. Any payments to ineligible beneficiaries are included regardless of the dollar amount of the error.

⁶ Represents cases free of decisional and documentation errors.

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