

Table 2.F7—Accuracy rates and use of 800 telephone number, fiscal years 2003–2007

Item	2003	2004	2005	2006	2007
<i>Accuracy rates (percent)</i>					
OASI payments					
Payment review/stewardship results					
Excess payments	99.9	99.7	^a 99.9	^a 99.8	99.9
Underpayments	99.9	99.9	^a 99.9	99.9	99.9
SSI payments					
Payment review/stewardship results					
Excess payments	93.9	93.6	93.6	92.1	90.9
Underpayments	98.8	98.7	98.6	97.8	98.5
Disability Insurance benefits ^b					
Initial claims	93.3	93.7	92.0	93.4	93.8
Allowances	96.6	96.5	90.2	96.1	96.5
Denials	91.5	92.0	93.5	92.0	92.3
Reconsideration	90.9	90.6	91.1	91.2	91.9
Reversals of denials	96.6	96.5	95.4	96.2	97.5
Affirmations of denials	89.9	89.6	90.3	90.5	91.0
<i>National 800 number network (1-800-772-1213)</i>					
Total transactions handled (millions) ^c	64.0	67.2	67.2	66.4	57.7
Average time to resolve caller's question (minutes)	3.8	4.2	4.9	4.6	4.2

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

- a. Revised data.
- b. Represents cases free of decisional and documentation errors.
- c. Prior to 2007, represents calls in which the caller chose either to speak with an agent or to enter the automation platform, even if the call was later abandoned. Omits calls abandoned before making a selection, or reaching a busy signal. Beginning in 2007, represents transactions in which caller is helped by an agent or through the automation platform. Multiple transactions in a single call are counted separately.

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