

2.F SSA Administrative Data: Service Delivery

Table 2.F7—Accuracy rates and use of 800 telephone number, fiscal years 2005–2009

Item	2005	2006	2007	2008	2009
<i>Accuracy rates (percent)</i>					
OASI payments					
Payment review/stewardship results					
Excess payments	99.9	99.8	99.9	99.8	99.8
Underpayments	99.9	99.9	99.9	99.9	99.9
SSI payments					
Payment review/stewardship results					
Excess payments	93.6	92.1	90.9	89.7	91.6
Underpayments	98.6	97.8	98.5	98.3	98.4
Disability Insurance benefits ^a					
Initial claims	92.0	93.4	93.8	94.4	94.9
Allowances	90.2	96.1	96.5	97.7	98.0
Denials	93.5	92.0	92.3	92.5	93.0
Reconsideration of denials	91.1	91.2	91.9	92.1	94.3
Reversals	95.4	96.2	97.5	97.8	97.9
Affirmations	90.3	90.5	91.0	91.2	93.7
<i>National 800 number network (1-800-772-1213) ^b</i>					
Network calls received (millions)	84.5	91.8	79.9	82.6	85.7
Average wait for live agent service (minutes)	5.0	4.6	4.2	5.4	4.1

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

- a. Represents cases free of decisional and documentation errors.
- b. Data for 2005–2007 may not match those in previous editions of this table because of the introduction in 2008 of new measurements of call volume and processing time.

CONTACT: Martha Takla (410) 966-3888, Roy Harper (410) 966-5997, or supplement@ssa.gov.