

Table 2.F7—Accuracy rates and use of 800 telephone number, fiscal years 2007–2014

Item	2007	2008	2009	2010	2011	2012	2013	2014
<i>Accuracy rates (percent)</i>								
OASI payments								
Payment review/stewardship results								
Excess payments	99.9	99.8	99.8	99.7	99.9	99.9	99.8	99.5
Underpayments	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
SSI payments								
Payment review/stewardship results								
Excess payments	90.9	89.7	91.6	93.3	92.7	93.7	92.4	93.0
Underpayments	98.5	98.3	98.4	97.6	98.2	98.2	98.3	98.5
Disability Insurance benefits ^a								
Initial claims	93.8	94.4	94.9	96.8	95.5	96.3	96.0	95.8
Allowances	96.5	97.7	98.0	98.6	98.5	98.2	97.6	97.8
Denials	92.3	92.5	93.0	95.9	94.0	95.4	95.2	94.9
Reconsideration of denials	91.9	92.1	94.3	95.9	95.3	95.1	95.3	94.7
Reversals	97.5	97.8	97.9	98.3	97.9	98.4	97.3	97.0
Affirmations	91.0	91.2	93.7	95.6	94.9	94.6	95.0	94.4
<i>National 800 number network (1-800-772-1213) ^b</i>								
Network calls received (millions)	79.9	82.6	85.8	82.2	76.8	79.0	84.7	81.0
Average wait for live agent service (minutes)	4.2	5.4	4.1	3.4	3.0	4.9	10.3	22.1

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 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.

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