

2.F SSA Administrative Data: Service Delivery

Table 2.F7—Accuracy rates and use of 800 telephone number, fiscal years 2006–2011

Item	2006	2007	2008	2009	2010	2011
<i>Accuracy rates (percent)</i>						
OASI payments						
Payment review/stewardship results						
Excess payments	99.8	99.9	99.8	99.8	99.7	99.9
Underpayments	99.9	99.9	99.9	99.9	99.9	99.9
SSI payments						
Payment review/stewardship results						
Excess payments	92.1	90.9	89.7	91.6	93.3	92.7
Underpayments	97.8	98.5	98.3	98.4	97.6	98.2
Disability Insurance benefits ^a						
Initial claims	93.4	93.8	94.4	94.9	96.8	95.5
Allowances	96.1	96.5	97.7	98.0	98.6	98.5
Denials	92.0	92.3	92.5	93.0	95.9	94.0
Reconsideration of denials	91.2	91.9	92.1	94.3	95.9	95.3
Reversals	96.2	97.5	97.8	97.9	98.3	97.9
Affirmations	90.5	91.0	91.2	93.7	95.6	94.9
<i>National 800 number network (1-800-772-1213) ^b</i>						
Network calls received (millions)	91.8	79.9	82.6	85.8	82.2	76.8
Average wait for live agent service (minutes)	4.6	4.2	5.4	4.1	3.4	3.0

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 2006–2007 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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