

Table 2.F7—Accuracy rates and use of 800 telephone number, fiscal years 2004–2008

Item	2004	2005	2006	2007	2008
<i>Accuracy rates (percent)</i>					
OASI payments					
Payment review/stewardship results					
Excess payments	99.7	99.9	99.8	99.9	99.8
Underpayments	99.9	99.9	99.9	99.9	99.9
SSI payments					
Payment review/stewardship results					
Excess payments	93.6	93.6	92.1	90.9	89.7
Underpayments	98.7	98.6	97.8	98.5	98.3
Disability Insurance benefits <sup>a</sup>					
Initial claims	93.7	92.0	93.4	93.8	94.4
Allowances	96.5	90.2	96.1	96.5	97.7
Denials	92.0	93.5	92.0	92.3	92.5
Reconsideration of denials	90.6	91.1	91.2	91.9	92.1
Reversals	96.5	95.4	96.2	97.5	97.8
Affirmations	89.6	90.3	90.5	91.0	91.2
<i>National 800 number network (1-800-772-1213) <sup>b</sup></i>					
Network calls received (millions)	82.2	84.5	91.8	79.9	82.6
Average wait for live agent service (minutes)	4.2	5.0	4.6	4.2	5.4

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 2004–2007 may not match those in previous editions of this because this edition introduces new measurements of call volume and processing time.

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