Table 2.F7—Accuracy of selected agency determinations, and 800 telephone number call volume and wait times, fiscal years 2008–2015

Item	2008	2009	2010	2011	2012	2013	2014	2015
	Accuracy rates [a] (percent)							
OASI payments								
Payment review/stewardship results								
Excess payments	99.8	99.8	99.7	99.9	99.9	99.8	99.5	99.6
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	89.7	91.6	93.3	92.7	93.7	92.4	93.0	93.9
Underpayments	98.3	98.4	97.6	[b] 97.6	98.2	98.3	98.5	98.6
DI benefits [c]								
Initial claims	94.4	94.9	96.8	95.5	96.3	96.0	95.8	95.5
Allowances	97.7	98.0	98.6	98.5	98.2	97.6	97.8	97.3
Denials	92.5	93.0	95.9	94.0	95.4	95.2	94.9	94.5
Reconsideration of denials	92.1	94.3	95.9	95.3	95.1	95.3	94.7	94.5
Reversals	97.8	97.9	98.3	97.9	98.4	97.3	97.0	97.3
Affirmations	91.2	93.7	95.6	94.9	94.6	95.0	94.4	94.1
	National 800 number network (1-800-772-1213)							
Network calls received (millions)	82.6	85.8	82.2	76.8	79.0	84.7	81.0	72.2
Average wait for live agent service (minutes)	5.4	4.1	3.4	3.0	4.9	10.3	22.1	10.3

SOURCES: Social Security Administration, Office of Budget, Finance, Quality, and Management, Office of Quality Review (OQR).

NOTES: OQR conducts stewardship reviews on sample cases in current-payment status.

OASI = Old-Age and Survivors Insurance; SSI = Supplemental Security Income; DI = Disability Insurance.

a. For OASI and SSI payments, accuracy rates reflect the dollar value of properly determined payments as a percentage of total outlays. For DI benefits, accuracy rates reflect the percentage of determinations that did not require corrections.

b. Revised.

c. Represents cases free of decisional and documentation errors.

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