

Supplemental Security Income Disability Applications Pending Longer Than 1 Year at the Social Security Administration

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February 2017

Office of Audit Report Summary

Background

Prior reviews identified individuals who applied for Supplemental Security Income (SSI) disability payments, but the Social Security Administration (SSA) field office had not completed processing the claims for longer than 1 year. Generally, SSA processes SSI initial claims in 3 to 4 months.

We conducted this review to determine whether SSI disability applications were pending longer than 1 year at SSA.

We obtained a file from the Supplemental Security Record as of March 2015 with (a) SSI claims having a payment status code indicating no determination and (b) a date of filing before March 2014.

Summary

We identified six individuals whose SSI disability claims were not processed even though the claims were filed more than 1 year earlier. Our 2 prior reports identified 1,888 individuals who received about \$19.3 million in past-due disability benefits because SSA allowed their claims but never paid them. Comparing our current work to our two prior reviews, SSA has shown improvement in ensuring that disability claims were processed.

For the six individuals we identified in our current review, as of February 2017,

- four individuals' SSI disability claims had been denied;
- one individual's Disability Insurance claim had been allowed, and SSA continued processing her SSI claim; and
- one individual received \$4,404 of a \$4,757 SSI disability underpayment he was due.

Additionally, we identified 161 SSI claims that were processed, but processing took longer than 1 year—primarily because the claimants did not cooperate with SSA.