

# COMMISSIONER TRANSMITTAL

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**DATE:** May 9, 2025

**RESPONSE NEEDED BY:** ASAP, May 12, 2025

**TO:** Frank Bisignano, Commissioner

**FROM:** Stephen Evangelista, Deputy Commissioner for Operations

**SUBJECT:** Strengthening Identity Assurance – Discontinue the Three Day Hold Processing Delay for Telephone Claims - DECISION

## REMARKS:

On April 14, 2025, the agency implemented a new tool that performs anti-fraud checks on claims filed over the phone. The tool requires that technicians hold claims for up to three business days to run the anti-fraud analytic. The three day hold for telephone retirement claims has reduced field offices' ability to process these claims timely by 25 percent. The result is fewer retirement claims processed overall, at a time when our agency is seeing record high new retirement claims. The result is increased aged retirement claims pending and degradation of public service in this workload. The three day hold for telephone claims has produced no appreciable results in terms of actual fraud.

Since none of the flagged cases have been identified as having a high probability of fraud to date, we recommend discontinuing the practice of holding claims for three days. Instead, we will refine the anti-fraud algorithm to only flag cases with the highest probability of fraud and leverage other alerting mechanisms for when in-person identification is required. For instance, if flagged post-adjudicatively, the case will be referred to a specialized group in the Boston WSU Unit for Payment Integrity (UPI) for action. By implementing this refined approach, we will significantly reduce payment delays while continually monitoring for potential fraud.

We cleared the new process through with our partners in the Office of Financial Policy and Program Integrity (OFPPI).

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## For OC Internal Use

OC received date: May 9, 2025

OC review by: (b) (6)


COS/DCOS reviewed ☐

Exec. Sec. reviewed ☒

**RECOMMENDATION:**

We recommend discontinuing the practice of holding claims for three days to improve our case processing timeliness.

**DECISION:**

Approve:  Disapprove: \_\_\_\_\_ Meeting Requested: \_\_\_\_\_

Date: May 15, 2025

**COMMISSIONER COMMENTS:****For OC Internal Use**

OC received date:

OC review by:

COS/DCOS reviewed ☐

Exec. Sec. reviewed ☐