

Goal: Getting Payments Right

Change from Previous FY (\$M)

\$24M

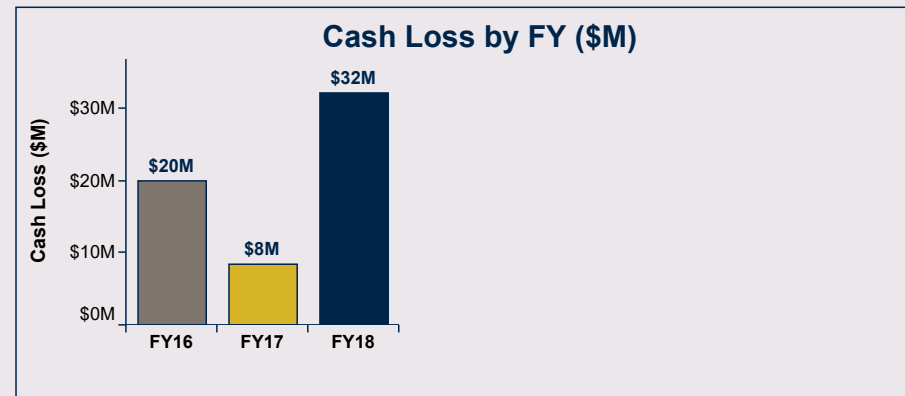


VA

Purchased Long Term Services and Support

Brief Program Description:

Purchased Long-Term Services & Support strives to empower Veterans to rise above the challenges of aging, disability, or serious illness. Geriatrics & Extended Care programs are for Veterans of all ages, including their families and their caregivers.



Key Milestones	Status	ECD
1 Finalize estimated cash loss estimation methodology	Completed	Nov-18
2 Identify estimated cash loss amount for FY 2018	Completed	Nov-18
3 Identify true root causes of cash loss	Completed	Nov-18
4 Develop mitigation strategies to get the payment right the first time	Completed	Dec-18
5 Evaluate the ROI of the mitigation strategy	On-Track	Sep-21
6 Determine which strategies have the best ROI to prevent cash loss	On-Track	Dec-21

Quarterly Progress Goals	Status	Notes	ECD
1 Q2 2019 Dedicate staff to assist with collection of supporting documentation to provide in a timely manner for IPERA testing results.	On-Track	Interview and select approved detailed appointment.	Apr-19
2 Q2 2019 Develop Training points and release to vendors and VA field offices.	On-Track	Training point development has begun. Additional training session added for May 2019.	Apr-19

Recent Accomplishments	Date
1 Received approval for detailed appointment to support for IPERA support.	Nov-18
2 Develop new Fact Sheets for PLTSS providers on common errors in billing VA, based on audit findings.	Dec-18

FY18 Amt(\$)	Root Cause	Root Cause Description	Mitigation Strategy	Anticipated Impact of Mitigation
\$29M	Administrative or process errors made by: federal agency	Claims were not paid according contract/Medicare Hospice rates.	Incorporate use of Community Care Network (CCN) or Veteran Care Agreements (VCA) under the MISSION ACT to ensure proper delegation of authority or contracted rates are established.	Proper authorization would be in place and claims paid at correct amount.
\$3M	Failure to verify: other eligibility data	Claims were paid to incorrect/ineligible vendors.	Provide monthly staff training on avoiding ineligible vendors by verifying approved vendor list prior to authorization.	Monthly staff training will ensure facilities pay eligible vendors.

Cash Loss - Cash loss to the Government includes amounts that should not have been paid and in theory should/could be recovered.