

Goal: Getting Payments Right

Program or Activity
Purchased Long Term Services a..

Reporting Period
Q3 2019

Change from Previous FY (\$M)

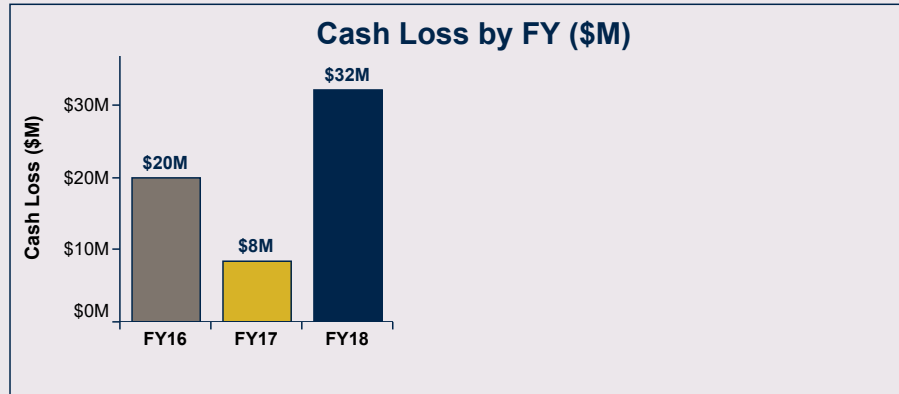
\$24M



VA
Purchased Long Term Services and Support

Brief Program Description:

Purchased Long-Term Services and Supports strives to empower Veterans to rise above the challenges of aging, disability, or serious illness. GEC 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	Q3 2019	Distribute announcement to hire 2 FTE for IPERA to support claims being paid at correct rates	On-Track	Announcements in final approval.	Aug-19
2	Q3 2019	Hire 2 additional FTE for IPERA to support claims being paid at correct rates.	On-Track	Announcements to be released before end of FY19.	Oct-19

Recent Accomplishments		Date
1	Developed training points and released to vendors and VA field offices.	May-19
2	Received approval to hire 2 FTE to support IPERA.	May-19
3	Held monthly PLTSS field staff training on errors identified during audit and released Fact Sheet.	Jun-19

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.