Goal: Getting Payments Right

Program or Activity	Reporting Period
Community Care	Q1 2020

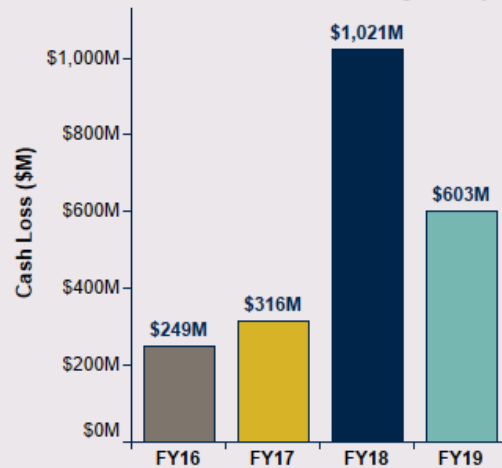### Change from Previous FY ($M)   -$417M ⬇

VA
Community Care

Brief Program Description:
Provides timely and specialized care to eligible Veterans and allows VA to authorize Veteran care at non-VA health care facilities when the needed services are not available through the VA, or when the Veteran is unable to travel to a VA facility.

	Key Milestones	Status	ECD
1	Develop mitigation strategies to get the payment right the first time	Completed	Dec-18
2	Evaluate the ROI of the mitigation strategy	On-Track	Apr-21
3	Determine which strategies have the best ROI to prevent cash loss	On-Track	Jul-21
4	Implement new mitigation strategies to prevent cash loss	Completed	Nov-19
5	Analyze results of implementing new strategies	On-Track	Dec-21

Cash Loss by FY ($M)

FY16	FY17	FY18	FY19
$249M	$316M	$1,021M	$603M

	Quarterly Progress Goals		Status	Notes	ECD
1	Q1 2020	Develop a national future state eCAMS Payment Operations and Management (POM) guidebook which will serve as a single guiding artifact in claims processing for POM staff.	On-Track	A workgroup for this effort has been established and several chapters have been completed.	Mar-20
2	Q1 2020	OCC will refine business rules relating to emergency care claims within the electronic Claims Administration and Management System (eCAMS) to increase auto-adjudication.	On-Track	Established list of pre-approved diagnosis codes allowing non-clinical staff to process outpatient emergency claims for payment without individual clinical reviews. Also working with developers to incorporate rules into the auto-adjud..	Mar-20

	Recent Accomplishments	Date
1	Development of Appeal HUBs has assisted in consolidating and standardizing processes and help to improve production and accuracy of appeals processing. This has continued to result in reduction of legacy appeals inventory by 80% since August 2018.	Dec-19
2	Finalized an eCAMS/HealthShare Referral Manager (HSRM) Unauthorized Emergency Care Standard Operating Procedure standardizing direction at the national level.	Dec-19
3	OCC has fully implemented all sites into the eCAMS system. This system allows authorized claims that meet necessary criteria to be paid without human intervention.	Dec-19

Amt($)	Root Cause	Root Cause Description	Mitigation Strategy	Anticipated Impact of Mitigation
$603M	Administrative or process errors made by: federal agency	Centers for Medicare and Medicaid Services (CMS) rates were not fully implemented and deployed to the claims processing system as required by 38 CFR § 17.56 and 17.1005 in accordance with VA Community Care policy.	Implement the one remaining of seven Medicare Fee Schedules into VA's Fee Basis Claims System (FBCS).	Ensure CMS rates are available to calculate reimbursement rates. Implementing the remaining Medicare Fee Schedules will have an immediate impact on the reduction of improper pay..
		Various claims processing errors can occur due to manual processing or human intervention and therefore introduces risk. Categories include: application of scrubber edits, eligibility determinations, and keying errors.	Standardize the quality review process and establish a formal reporting process for supervisors to submit the results of quality reviews, actions taken to resolve the issues identified, and internal controls implemented to prevent future errors.	Office of Community Care (OCC) will be able to detect error trends at both the local and national level. If error trends are detected, internal controls will be implemented to prevent future errors.
		Complex pricing rules and methodologies coupled with the use of a manual pricing process results in risk and errors related to payment amounts as well as other pricing and payment methodology errors.	Implement business rules into the Program Integrity Tool (PIT) and FBCS to proactively identify improper payments in a pre-payment state.	Implementing business rules into the PIT and FBCS to proactively identify improper payments in a pre-payment state will allow OCC to stop improper payments before they happen.

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