

# Goal: Getting Payments Right

Program or Activity  
Purchased Long Term  
Services and Support

Reporting Period  
Q1 2020

Change from Previous FY (\$M)

-\$9M

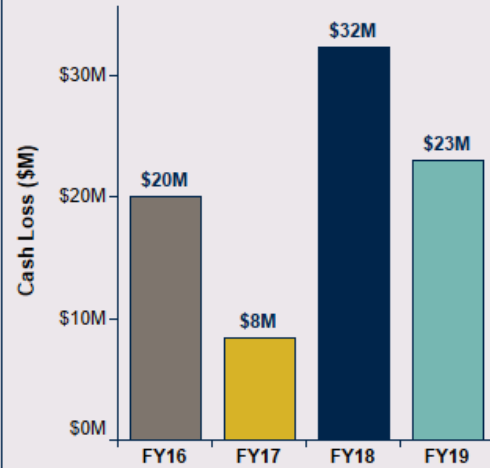


**VA**  
Purchased Long Term Services and Support

**Brief Program Description:**

Purchased Long-Term Services and Supports (PLTSS) 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.

## Cash Loss by FY (\$M)



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	Sep-21
3 Determine which strategies have the best ROI to prevent cash loss	On-Track	Dec-21
4 Implement new mitigation strategies to prevent cash loss	Completed	Nov-19
5 Analyze results of implementing new strategies	On-Track	Dec-21

Quarterly Progress Goals	Status	Notes	ECD
1 Q1 2020 Distribute announcement to hire 2 Full Time Employees (FTE) for IPERA to support claims being paid at correct rates.	On-Track	First position hired. Second position in rating and ranking (to be completed 2/7/20).	Feb-20
2 Q1 2020 Hire 2 additional FTE for IPERA to support claims being paid at correct rates.	On-Track	Announcements to be released before end of FY19. 2nd position required re-posting. All hiring expected by 3/31/2020.	Mar-20

Recent Accomplishments	Date
1 Held monthly PLTSS field staff training on errors identified during audit.	Dec-19
2 Hired 1 of 2 positions to supports claims being paid at correct rates.	Jan-20
3 Published billing codes on public facing site to improve provider compliance in billing.	Jan-20

Amt(\$)	Root Cause	Root Cause Description	Mitigation Strategy	Anticipated Impact of Mitigation
\$23M	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.
\$0M	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.