

# Goal: Getting Payments Right

Program or Activity  
Purchased Long Term  
Services and Support

Reporting Period  
Q4 2020

Change from Previous FY (\$M)

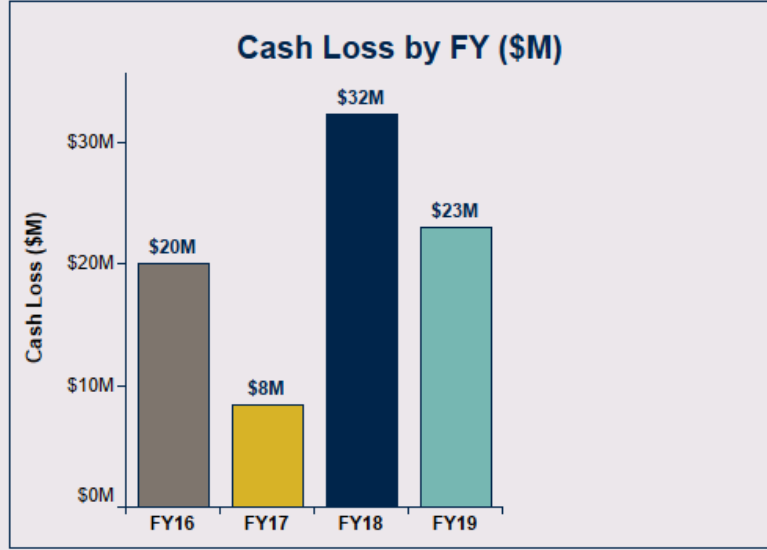
-\$9M



**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.



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 Q4 2020 Standardize claims process and rate schedule in eCAMS for Traumatic Brain Injury Residential Rehabilitation to address payment errors.	Completed	Training on new process provided to VAMC staffs.	Aug-20
2 Q4 2020 Hold training on documentation requirement regarding receipt of services that lead to improper payments.	Completed	All trainings will be complete by end of Fiscal Year.	Sep-20

Recent Accomplishments	Date
1 Updated Standard Episodes of Care descriptions to reduce potential of duplicate payments.	Sep-20

Amt(\$)	Root Cause	Root Cause Description	Mitigation Strategy	Anticipated Impact of Mitigation
\$23M	Administrative or process errors made by: federal agency	Lack of Authorization documents.	Program Office will establish points of contacts for each field office to discuss preliminary improper payments and coordinate IPERA formal education and training to the field offices on documentation requirements that lead to improper payments.	Training, quarterly meetings, and establishing POC's for documentation and concurrence process implementation will result in a reduction of missing documentation.
		Claims were paid to incorrect/Claim not paid lesser of billed charge or local VA fee schedule.	Program Office will mandate the use of Electronic Claims Administration Management System (eCAMS) that includes a new rate schedule standardizing the approach to reimbursement to address errors.	The implementation and mandate of standardized rate schedule will reduce improper payments related to incorrect amount. Payments made by both Fee-Based Claim System (FBCS) and eCAMS will adhere to these rate schedules.

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