

Payment Integrity Scorecard

Program or Activity
Military Health Benefits

Reporting Period
Q1 2021

Change from Previous FY (\$M)

-\$36M

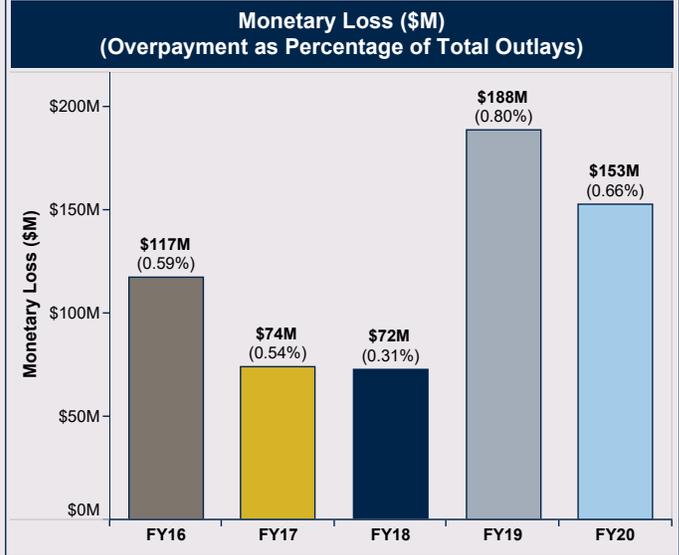


DOD
Military Health Benefits

Brief Program Description:

Payments disbursed by the Defense Health Agency to private sector contractors for delivery of health care services to TRICARE eligible beneficiaries.

Key Milestones		Status	ECD
1	Develop mitigation strategies to get the payment right the first time	On-Track	Mar-21
2	Evaluate the ROI of the mitigation strategy	On-Track	Mar-21
3	Determine which strategies have the best ROI to prevent cash loss	On-Track	Mar-21
4	Implement new mitigation strategies to prevent cash loss	On-Track	Mar-21
5	Analyze results of implementing new strategies	On-Track	Mar-21
6	Achieved compliance with PIIA	On-Track	May-22
7	Identified any data needs for mitigation	On-Track	May-22



Goals towards Reducing Monetary Loss			Status	ECD
1	Q1 2021	Perform quarterly reviews of all Contractors by monitoring and assessing healthcare claims processing performance.	On-Track	Mar-21
2	Q1 2021	Require TRICARE private sector Contractor perform an assessment of their claims processing system to determine programming errors and make necessary system modification.	On-Track	Mar-21

Recovery Method	Brief Description of Plans to Recover Overpayments
1 Recovery Activity	Annual Cost of Healthcare Audit requires the Contractors to recoup unallowable costs. Once the Contractors has recouped unallowable costs for OP2. The other is in the 2nd rebuttal phase of the audit.
2 Recovery Activity	Continue scheduled compliance reviews conducted by EIC. Payment errors are identified and refunds made to the Government through the submission of an adjusted TED record or by direct pay..
3 Recovery Activity	Continued recoupments occurring in the course of routine healthcare claims processing and adjustments as identified. Non-underwritten healthcare claims greater than \$600, if not collec..

Accomplishments in Reducing Monetary Loss			Date
1	The Annual Cost of Healthcare Audit recoupments validation for OP2 was completed for one of the private sector care Contractors. The other private sector care Contractor is in the 2nd rebuttal phase of the Audit.		Dec-20
2	Due to the actions taken by the Contractor, the error rate progressively reduced below contractual standard for Q1, Q2, Q3 and Q4 of FY19. In addition, the error rate for Q1 FY20 is also below the contractual standard.		Jan-21
3	TRICARE private sector Contractor is correcting systems issues in Sprints. For this quarter, Sprints 35, 36, and 37 have been completed, delivering 32 system updates to identified issues in claims processing.		Jan-21

Amt(\$)	Root Cause of Monetary Loss	Root Cause Description	Mitigation Strategy	Brief Description of Mitigation Strategy and Anticipated Impact
\$143M	Administrative or process errors made by: others (participating lender, health care provider, or other organization administering Federal dollars)	TRICARE healthcare claim payments were incorrectly processed by Humana, one of our private sector contractors, which consisted of errors such as cost-share/deductible, duplicate payments, inaccurate invoices, and payments made to incorrect payee.	Audit or Internal Controls	Full recovery: Overpayments to providers and hospitals will be credited back to the government on future claims payments.

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