

Payment Integrity Scorecard

Program or Activity
Pension

Reporting Period
Q1 2021

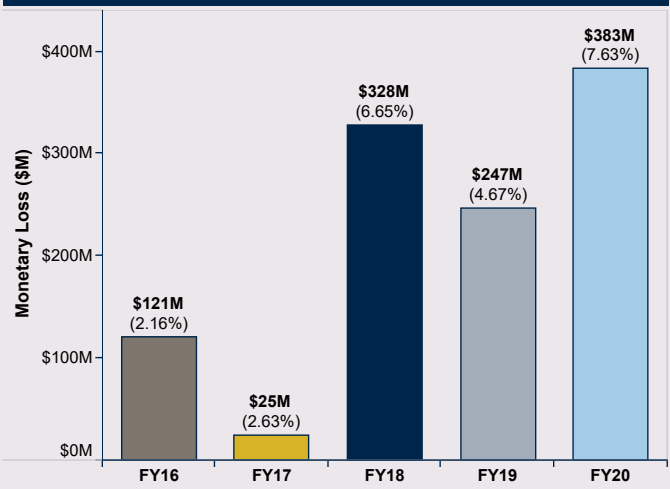
Change from Previous FY (\$M)

\$136M



Brief Program Description:
The Pension program helps Veterans and their families cope with financial challenges by providing supplemental income through Veterans Pension and Survivors Pension benefit program.

Monetary Loss (\$M) (Overpayment as Percentage of Total Outlays)



Key Milestones		Status	ECD
1	Develop mitigation strategies to get the payment right the first time	Completed	Sep-19
2	Evaluate the ROI of the mitigation strategy	On-Track	Dec-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	Jan-20
5	Analyze results of implementing new strategies	On-Track	Dec-21
6	Achieved compliance with PIIA	On-Track	Dec-22
7	Identified any data needs for mitigation	On-Track	Dec-22

Goals towards Reducing Monetary Loss			Status	ECD
1	Q1 2021	Build and utilize Pension Virtual In-Person training to standardize all onboarding training to ultimately roll out to new employees.	On-Track	Sep-21
2	Q1 2021	Re-establish the SSA Income Match to identify when beneficiaries begin to receive or have changes in SSA income.	On-Track	Sep-21

Recovery Method	Brief Description of Plans to Recover Overpayments
1 Recovery Audit	Once a debt has been established, it is referred to Debt Management Center, which pursues the collection of all debts through lump-sum offset from current or future benefit payments or by installment payments agreed upon by the debtor.

Accomplishments in Reducing Monetary Loss			Date
1	Developed requirements and deployed functionality to identify potential grants of service-connected death based on presumptive conditions for Survivor claims.		Oct-20
2	Developed requirements and deployed functionality to review basic eligibility factors (service and dependency) of Pension claims with ability to deny non-eligible claims.		Oct-20
3	Updated Pension's National Training Curriculum to reflect processes in alignment with current policies and procedures.		Oct-20

Amt(\$)	Root Cause of Monetary Loss	Root Cause Description	Mitigation Strategy	Brief Description of Mitigation Strategy and Anticipated Impact
\$361M	Failure to verify: financial data	Income changes not reported timely by beneficiaries.	Cross Enterprise Sharing	Perform a Social Security Administration (SSA) Income Match on a consistent basis to identify the date that beneficiaries begin to receive SSA income approximately from ages 62 to 66.
\$19M	Administrative or process errors made by: federal agency	Employees did not complete proper development and consider correct expenses before making final decision to award benefits; Income changes not reported timely by beneficiaries.	Training	National Training Curriculum updated to reflect processes in alignment with current policies and procedures. Mandated and refresher training provided to ensure proper claims processing.
\$3M	Failure to verify: death data	Death of Veteran or Spouse not reported timely.	Cross Enterprise Sharing	Expansion of the SSA death match to include dependents to identify awards requiring adjustment or termination.

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