

Payment Integrity Scorecard

Program or Activity
Purchased Long Term Services and Support

Reporting Period
Q1 2021

Change from Previous FY (\$M)

\$75M

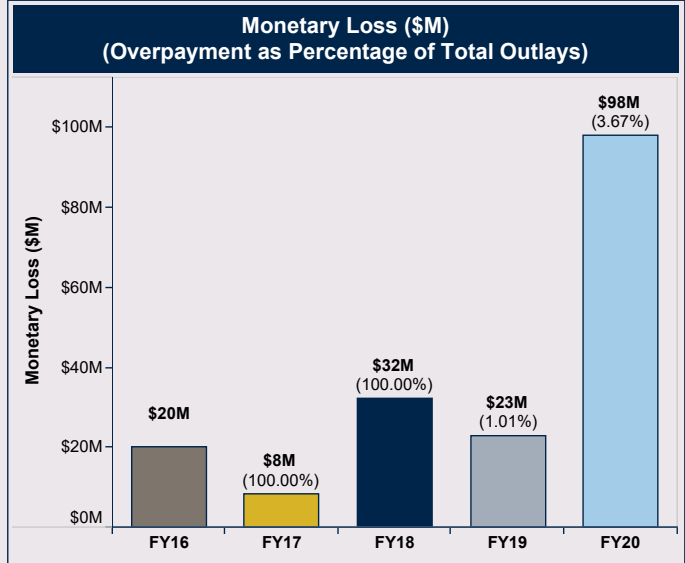


VA
Purchased Long Term Services and Support

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	Sep-19
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
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	Program to issue updated field guidebook for Home Health Aid which will walk the field through the authorization process.	Completed	Jan-21
2	Q1 2021	Program to use preliminary testing data to conduct deep dive analysis on monetary loss errors.	On-Track	Mar-21

Recovery Method	Brief Description of Plans to Recover Overpayments
1 Recovery Audit	Bill of Collections (BOC) are generated for overpayments of \$50 or more. If no response is received from vendor after 45 days, an internal offset is processed to collect from the next issued payment until the BOC is satisfied.

Accomplishments in Reducing Monetary Loss		Date
1	Training conducted with the purchased home health coordinators walking through the process and importance of validating services have been received.	Oct-20
2	Program released the updated rates for purchased home and community based services.	Nov-20

Amt(\$)	Root Cause of Monetary Loss	Root Cause Description	Mitigation Strategy	Brief Description of Mitigation Strategy and Anticipated Impact
\$98M	Administrative or process errors made by: federal agency	Lack of Authorization.	Other	Program Office will monitor these types of errors in 2021, creating bills of collections when needed and following up with the stations/vendors to identify if the errors are a systemic issue or isolated to specific regions, station, or vendor.
		Services Not Received.	Other	Program Office will monitor these types of errors in 2021, creating bills of collections when needed and following up with the stations/vendors to identify if the errors are a systemic issue or isolated to specific regions, station, or vendor.
		Claims were paid to incorrect/Claim not paid lesser of billed charge or local VA fee schedule.	Other	Program Office will mandate the use of claims processing system, Electronic Claims Administration Management System (eCAMS), that includes a new rate schedule standardizing the approach to reimbursement to address errors.

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