

# Payment Integrity Scorecard

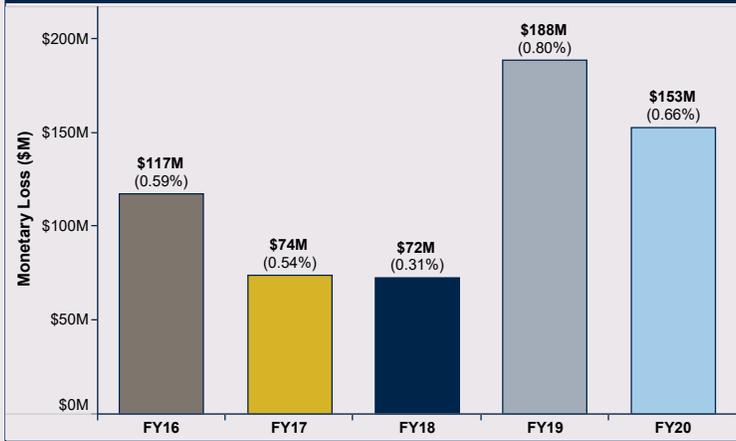
<b>Program or Activity</b> Military Health Benefits	<b>Reporting Period</b> Q3 2021
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<b>Change from Previous FY (\$M)</b>	<b>-\$36M</b>	
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**DOD**  
Military Health Benefits

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

## 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	Jun-20
2 Evaluate the ROI of the mitigation strategy	Completed	Jun-20
3 Determine which strategies have the best ROI to prevent cash loss	Completed	Jun-20
4 Implement new mitigation strategies to prevent cash loss	Completed	Jun-20
5 Analyze results of implementing new strategies	Completed	Jun-20
6 Achieved compliance with PIIA	On-Track	May-22
7 Identified any data needs for mitigation	Completed	Mar-21

Goals towards Reducing Monetary Loss	Status	ECD
1 Q3 2021 Perform quarterly reviews of all Contractors by monitoring and assessing healthcare claims processing performance.	On-Track	Jun-21
2 Q3 2021 Require TRICARE private sector contractors to perform assessments of their claims processing systems to determine programming errors and make necessary system modifications.	On-Track	Jun-21

Recovery Method	Brief Description of Plans to Recover Overpayments	Brief Description of Actions Taken to Recover Overpayments
1 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 payment.	Post payment compliance reviews identify payment errors for the purpose of reporting improper payment estimates. Private sector care Contractors are notified of payment errors for correction and to assess processes and procedures.
2 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 collected or offset, are referred to the DHA General Counsel.	Recoupments/refunds occurring in the course of routine healthcare claims processing, healthcare claim adjustments or corrections as identified by civilian providers or TRICARE beneficiaries.
3 Recovery Activity	Annual Cost of Healthcare Audit requires regional Contractors to recoup unallowable costs. Costs are extrapolated estimated overpayments to providers. Both regions submitted claim documents for initial audit of OP3 occurring in July and August 2021.	Contractual requirement for TRICARE private sector regional Contractors to recoup unallowable costs.

Accomplishments in Reducing Monetary Loss	Date
1 Due to actions taken by the Contractor, error rates progressively reduced below contractual standard for FY19 Q1, Q2, Q3, & Q4. FY20 Q1, Q2, & Q3 error rates were also below the contractual standard of 1.75% at 0.81%, 0.56%, & 0.51% respectively.	Jun-21
2 The Annual Cost of Healthcare Audits for OP3 of the managed care contracts are currently being conducted by Concept Plus.	Jul-21
3 TRICARE private sector regional Contractor deployed Sprints 41-49, which delivered over 36 system updates to identified issues in claims processing.	Jul-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.	Mitigating strategy is to use mechanism in the contracts to recover erroneous payments.	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.