Payment Integrity Scorecard

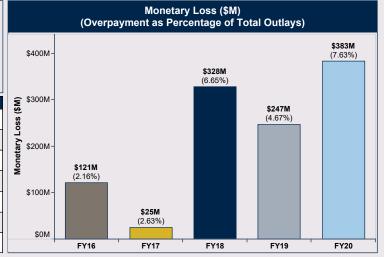| Program or Activity	Reporting Period
Pension	Q3 2021

VA
Pension

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.

Change from Previous FY ($M)

$136M ⬆

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

Chart: Monetary Loss ($M)
- FY16: $121M (2.16%)
- FY17: $25M (2.63%)
- FY18: $328M (6.65%)
- FY19: $247M (4.67%)
- FY20: $383M (7.63%)

Goals towards Reducing Monetary Loss			Status	ECD
1	Q3 2021	Establish a Fiscal Stewardship Tiger team to establish a program using system data that will look for unreported SSA benefits, identify the beneficiaries and will then send automated written letter of due process to identified beneficiaries.	On-Track	Sep-21
2	Q3 2021	Complete analysis of the Computer Matching Agreement (CMA) test run data for re-establishing the SSA Income Match and determine a path forward for implementation.	On-Track	Sep-21

	Recovery Method	Brief Description of Plans to Recover Overpayments	Brief Description of Actions Taken 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.	Pension uses quality reviews to identify possible duplicates and overpayments. Pension performs quality reviews on randomly selected cases that ensure eligibility determinations, proper case processing, and payment accuracy.

Accomplishments in Reducing Monetary Loss		Date
1	Conducted a site visit to the Philadelphia Pension Management Center to ensure accurate processing of cases and identify areas of improvement.	Apr-21
2	The Income Match test file was successfully ran on 5/13 to determine whether the claimant is receiving SSA income. This will help identify Pension claimants that are receiving social security that will reduce improper payments.	May-21

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	More timely notifications to the VA of changes to SSA income and more timely benefit adjustments allowing Pension to prevent future improper payments.
$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	The approach of requiring annual trainings and providing manual references, policies, and procedures will ensure proper guidance given to the employees and thereby reducing the processing of incorrectly calculated awards.
$3M	Failure to verify: death data	Death of Veteran or Spouse not reported timely.	Cross Enterprise Sharing	More timely notifications to VA of adjustments needed for Veterans awards which include a deceased spouse to prevent future improper payments.

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