

# Payment Integrity Scorecard

**Program or Activity**  
Community Care

**Reporting Period**  
Q4 2021

**Change from Previous FY (\$M)** -\$300M

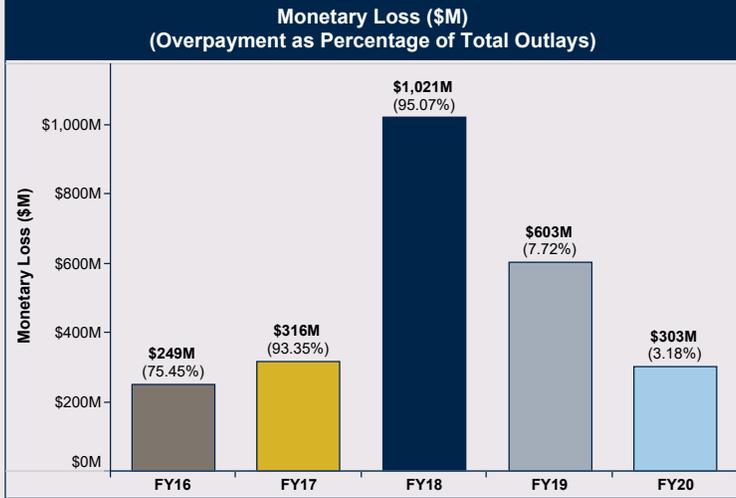


**VA**  
Community Care

**Brief Program Description:**

Provides timely and specialized care to eligible Veterans and allows VA to authorize Veteran care at non-VA health care facilities when the needed services are not available through the VA, or when the Veteran is unable to travel to a VA facility.

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	Completed	Dec-21
3 Determine which strategies have the best ROI to prevent cash loss	Completed	Sep-21
4 Implement new mitigation strategies to prevent cash loss	Completed	Nov-19
5 Analyze results of implementing new strategies	Completed	Dec-21
6 Achieved compliance with PIIA	On-Track	Dec-22
7 Identified any data needs for mitigation	Completed	Sep-21



Goals towards Reducing Monetary Loss	Status	ECD
1 Q4 2021 Program Office has identified monetary loss errors that no longer exist in current and future state due to contracts that have been fully executed and system enhancements that have been fully implemented.	Completed	Sep-21

Recovery Method	Brief Description of Plans to Recover Overpayments	Brief Description of Actions Taken 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.	VACC utilizes the Financial Services Center (FSC) to provide detection, prevention, and recovery services. In FY20, VACC payments were included in the FSC review, which totaled \$1.1 billion in payments and identified \$19.5 million in overpayments.
2 Recovery Audit	Contractor will identify overpayments by provider TIN and aggregate those debts by fiscal year. The VA Debt Management Center will send notices of indebtedness to providers and use the cross-servicing and Treasury offset programs for unpaid debts.	In FY 2021, OCC did not have any recoveries for prior year recovery audit contracts. OCC has awarded a new recovery audit contract which is currently gearing up to audit claims. The new contractor will audit claims for the VACC, CHAMPVA and Spina Bifida

Accomplishments in Reducing Monetary Loss		Date
1	Program reviewed 2021 testing results to evaluate causes of error related to monetary loss and develop effective corrective actions.	Aug-21

Amt(\$)	Root Cause of Monetary Loss	Root Cause Description	Mitigation Strategy	Brief Description of Mitigation Strategy and Anticipated Impact
\$303M	Administrative or process errors made by: federal agency	Centers for Medicare and Medicaid Services (CMS) rates were not fully implemented and deployed to claims processing system due to policy. An incorrect payment rate was used by the payment system to process the claim resulting in an improper payment.	contains several mitigation strategies including automation, audit and change process	The transition from the legacy system FBSC to eCAMS will mitigate these errors as eCAMS will house the CMS rates. This will prevent any future payment pricing anomalies previously experienced in FBSC.
		Claim paid under TriWest PC3 contract as part of an emergency episode of care. TriWest confirmed the community provider is not a Third Party Administrator network provider (TPA). TPA cannot bill for the services.	Audit or Internal Controls	The payment vehicle has been modified to allow for non network providers. These will no longer be considered improper payments.
		Veteran was not administratively eligible or type of care was not clinically eligible for approval for urgent care claims.	Internal Process or Policy Change	Transition current CAEC notification process to a web platform allowing for further automation in which direct reporting is completed by providers or Veterans.

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