


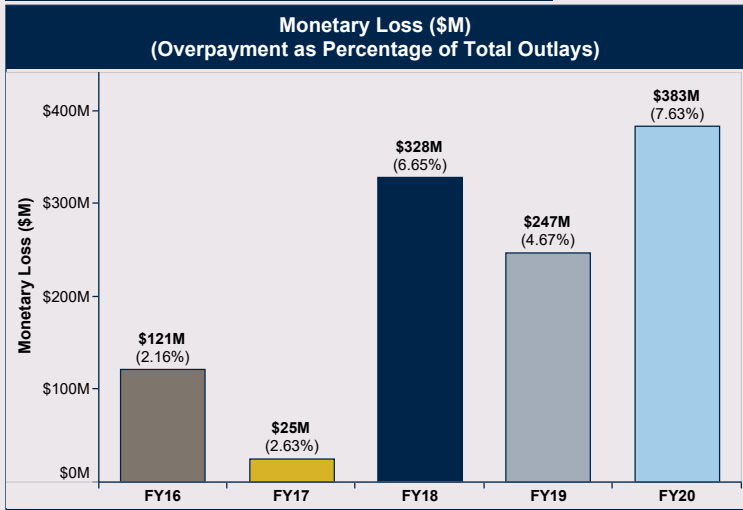
# Payment Integrity Scorecard

|                                       |                                    |
|---------------------------------------|------------------------------------|
| <b>Program or Activity</b><br>Pension | <b>Reporting Period</b><br>Q4 2021 |
|---------------------------------------|------------------------------------|

|                                      |               |   |
|--------------------------------------|---------------|---|
| <b>Change from Previous FY (\$M)</b> | <b>\$136M</b> |  |
|--------------------------------------|---------------|---|

 **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.



| 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 | Sep-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 | 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 Q4 2021 With the establishment of the SSA income match, VA is working to conduct a full review of all beneficiaries.   | On-Track | Mar-22 |
| 2 Q4 2021 The Fiscal Stewardship Tiger team established a program using system data that will identify beneficiaries and look for unreported SSA benefits. It will then automatically send out a written due process letter to identified beneficiary. | On-Track | Mar-22 |

| 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 P&F Service changed how the SSA Death Match is controlled in order to increase visibility and priority. This will help ensure SSA death matches are worked more timely and reduce overpayments due to the death match process.               | Jul-21 |
| 2 P&F Service completed a site visit at the Philadelphia PMC to ensure accurate claim processing and award adjustments and to verify the accuracy of payments. This visit included an operations (interviews) and procedures (records) review. | Jul-21 |
| 3 P&F Service updated the training guidance for the SSA Death Match to increase awareness at PMCs (Pension Management Centers) and Regional Office (ROs) to reduce overpayments.   | Jul-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.