

Payment Integrity Scorecard

Program or Activity
Purchased Long Term Services and Supports

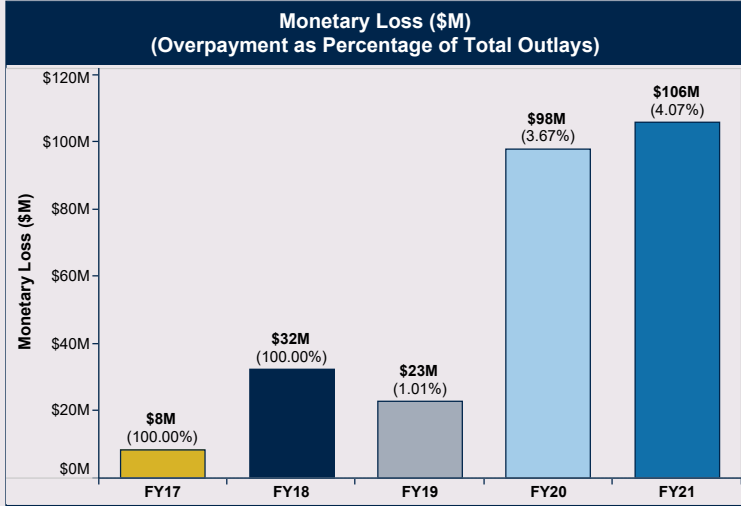
Reporting Period
Q1 2022

Change from Previous FY (\$M)

\$8M

VA
Purchased Long Term Services and Supports

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	Aug-21
2	Evaluate the ROI of the mitigation strategy	Completed	Aug-21
3	Determine which strategies have the best ROI to prevent cash loss	Completed	Aug-21
4	Implement new mitigation strategies to prevent cash loss	On-Track	Aug-21
5	Analyze results of implementing new strategies	On-Track	Mar-22
6	Achieved compliance with PIIA	On-Track	Nov-24
7	Identified any data needs for mitigation	Completed	Aug-21

Goals towards Reducing Monetary Loss			Status	ECD
1	Q1 2022	GEC will develop fact sheets to direct vendors to follow the providers orders in the medical consult and to not exceed the authorized amount of care.	On-Track	Mar-22
2	Q1 2022	GEC will conduct additional training on a quarterly basis during the bi-weekly Veteran Directed Care meetings on the proper way to complete the consultation.	On-Track	Jun-22

Recovery Method	Brief Description of Plans to Recover Overpayments	Brief Description of Actions Taken to Recover Overpayments
1 Recovery Audit	FSC reviews current and past payments in database portals to identify and recover improper payments such as duplicate payments, payments made in the incorrect amount, unapplied credits, etc.	PLTSS utilizes the Financial Services Center (FSC) to provide detection, prevention, and recovery services. In FY21, FSC identified \$2.78M through recovery audits and recovered \$0.84M on behalf of the PLTSS program.

Accomplishments in Reducing Monetary Loss		Date
1	Program reviewed 2021 testing results to evaluate causes of error related to monetary loss and developed effective corrective actions.	Aug-21
2	Program updated testing procedures to obtain additional price schedules for payments processed using provider flat rates reducing improper payments made in the incorrect amount.	Sep-21

Amt(\$)	Root Cause of Monetary Loss	Root Cause Description	Mitigation Strategy	Brief Description of Mitigation Strategy and Anticipated Impact
\$106M	Overpayments within agency control that occurred because of a Failure to Access Data/Information Needed.	The claim was paid using a rate other than billed charges or local VA fee schedule or the invoice amount does not reconcile to the sample amount paid.	Automation - automatically controlled operation, process, or system	This program is migrating to a new payment system that will have built in logic to ensure payment accuracy by paying the correct rate.
		The station was invoiced and paid for goods or services that were not authorized or exceeded the authorized amount.	Training teaching a particular skill or type of behavior; refreshing on the proper processing methods.	Geriatrics and Extended Care (GEC) will conduct training on the proper way to complete the consultation to reduce overpayments resulting from authorization errors.

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