Payment Integrity Scorecard

| Program or Activity	Reporting Period
Purchased Long Term Services and Supports	Q2 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.

Monetary Loss ($M)
(Overpayment as Percentage of Total Outlays)
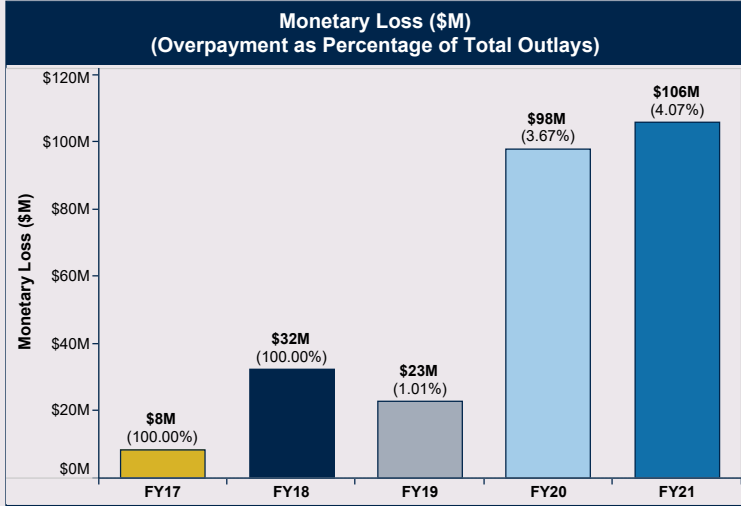
Key Milestones		Status	ECD
1	Develop mitigation strategies to get the payment right the first time	Completed	Aug-21
2	Evaluate the ROI of the mitigation strategy	Completed	Aug-21
3	Determine which strategies have the best ROI to prevent cash loss	Completed	Aug-21
4	Implement new mitigation strategies to prevent cash loss	On-Track	Sep-22
5	Analyze results of implementing new strategies	On-Track	Sep-24
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	Q2 2022	Approve/Publish Fee Schedule for Community Nursing Home (CNH) on public VA website	On-Track	Jun-22
2	Q2 2022	Finalize implementation of payment system, Electronic Claims Adjudication Management System (eCAMS), for CNH payments	On-Track	Aug-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	Gained access to eCAMs and conducted training to better understand the payment process within the application to ensure payment accuracy	Nov-21
2	Finalized the CNH VCA template in accordance with statutory and regulatory requirements (section 1703A of title 38 U.S.C. and 38 CFR §§ 17.4100-17.4135)	Dec-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.