

Payment Integrity Scorecard

Program or Activity
Federal Retirement Services

Reporting Period
Q3 2022

Change from Previous FY (\$M)

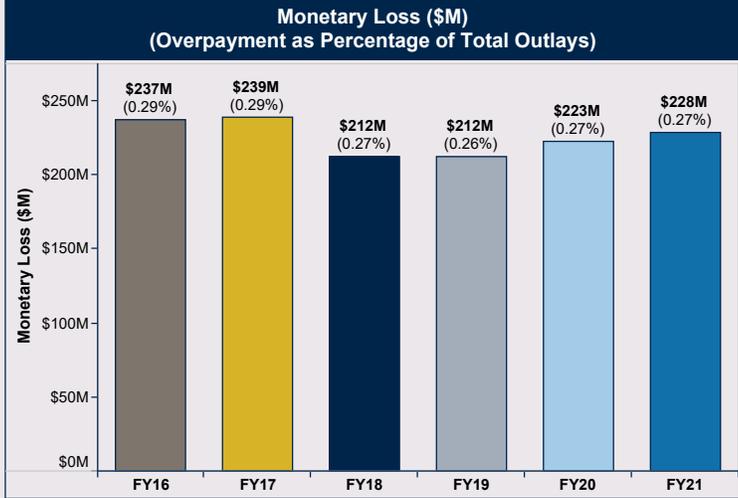
\$5M



OPM
Federal Retirement Services

Brief Program Description:
Retirement Services provide Federal employees, retirees and their families with benefits that offer choice, value, and quality to be a competitive employer.

Key Milestones	Status	ECD
1 Develop mitigation strategies to get the payment right the first time	Completed	Oct-20
2 Evaluate the ROI of the mitigation strategy	On-Track	Dec-22
3 Determine which strategies have the best ROI to prevent cash loss	On-Track	Dec-22
4 Implement new mitigation strategies to prevent cash loss	On-Track	Dec-22
5 Analyze results of implementing new strategies	On-Track	Dec-22
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 Q3 2022 Enhance do not pay initiatives.	On-Track	Dec-22
2 Q3 2022 Enhance fraud detection activities.	On-Track	Dec-22

Recovery Method	Brief Description of Plans to Recover Overpayments	Brief Description of Actions Taken to Recover Overpayments
1 Recovery Activity	Retirement Services will continue to perform the existing actions and conduct a periodic analysis	Off-roll debts are collected when the debtor is not on the annuity roll or their entitlement is insufficient to recover the debt on are a reasonable recovery schedule
2 Recovery Activity	Retirement Services will continue to perform the existing actions and conduct a periodic analysis	On-roll debts are collected when OPM withholds a portion of the debtors monthly benefits until their entire debt is collected
3 Recovery Activity	Retirement Services will continue to perform the existing actions and conduct a periodic analysis	Reclamations are recovery actions to recoup improper payments from an annuitants financial institution. OPM utilizes the U.S. Department of Treasury's reclamation process

Accomplishments in Reducing Monetary Loss	Date
1 Attended the 2 day Annual FISCAL SERVICE ADVISORY COUNCIL (FSAC) PAYMENTS FORUM 2022	Jun-22
2 Completed the process for collecting deceased annuitant erroneous payments.	Jun-22
3 Reduced the response time for the receipt of correspondence and documents related to fraud.	Jun-22

Amt(\$)	Root Cause of Monetary Loss	Root Cause Description	Mitigation Strategy	Brief Description of Mitigation Strategy and Anticipated Impact
\$228M	Overpayments within agency control that occurred because of a Failure to Access Data/Information Needed.	The status of an annuitant's death may go unreported. OPM relies on the annuitant's family member and other sources to officially report the annuitant's death. Delayed reporting or sometimes no reporting can result in an improper payment.	Cross Enterprise Sharing - sharing of documents, processes, and opportunities with intra-agency partners and stakeholder. Potentially managed through federated repositories and a registry to create a longitudinal connection to information used to mitigate Improper Payments	Reduce the number of annuitants/survivors receiving payments erroneously after death.

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