


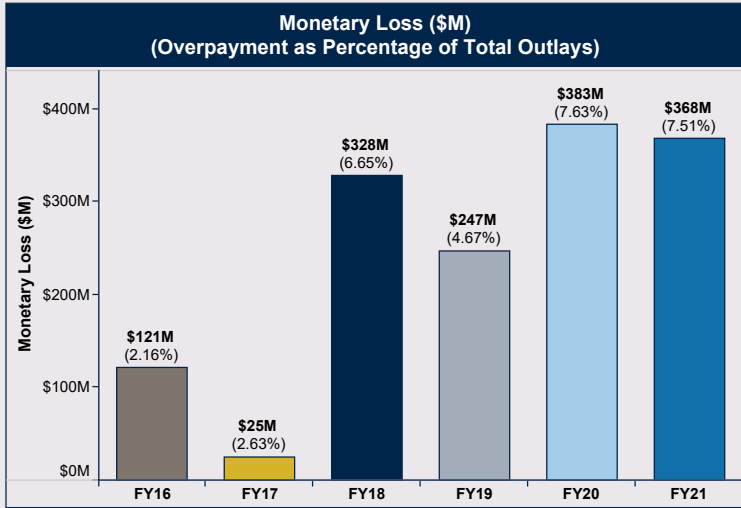
# Payment Integrity Scorecard

<b>Program or Activity</b> Pension	<b>Reporting Period</b> Q3 2022
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<b>Change from Previous FY (\$M)</b>	<b>-\$15M</b>	
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 **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-21
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	On-Track	Sep-22
5 Analyze results of implementing new strategies	On-Track	Sep-24
6 Achieved compliance with PIIA	On-Track	Sep-22
7 Identified any data needs for mitigation	Completed	Aug-21

Goals towards Reducing Monetary Loss	Status	ECD
1 Q3 2022 Perform Special Focused Reviews (SFR) to ensure claims processors apply proper policies and procedures in making accurate decisions.	On-Track	Aug-22
2 Q3 2022 Perform a match with Social Security Administration (SSA) to identify awards requiring adjustment or termination based on the death of a beneficiary or dependent.	On-Track	Sep-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.	The methods used to recover overpayments identified in recovery audits include Program Staff perform a post-award audit in three cycles a year for a total of about 1000 claims. Income is checked against the Social Security Administration and the Internal Revenue Service databases during these audits.

Accomplishments in Reducing Monetary Loss	Date
1 Conducted a site visit at the Milwaukee 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.	May-22
2 Established procedures to begin utilizing the SSA match, resolved data feed issues, updated the data set received from SSA, and finalized intra-agency workload agreements for the field to begin the review of SSA data on existing pension claims.	Jun-22

Amt(\$)	Root Cause of Monetary Loss	Root Cause Description	Mitigation Strategy	Brief Description of Mitigation Strategy and Anticipated Impact
\$322M	Overpayments outside the agency control that occurred because of a Failure to Access Data/Information Needed.	Death of Survivor or Dependent not reported timely.	Automation - automatically controlled operation, process, or system	More timely notifications to VA of adjustments needed for Veterans awards which include a deceased spouse or dependent to prevent future improper payments.
		VA failed to address a medical expense.	Audit - process for assuring an organization's objectives of operational effectiveness, efficiency, reliable financial reporting, and compliance with laws, regulations, and policies.	Results of Special Focus Reviews will influence the national training curriculum to prevent future improper payments.
		Income changes not reported timely by beneficiaries.	Audit - process for assuring an organization's objectives of operational effectiveness, efficiency, reliable financial reporting, and compliance with laws, regulations, and policies.	More timely notifications to the VA of changes to Social Security Administration income and more timely benefit adjustments allowing Pension 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.