

Payment Integrity Scorecard

Program or Activity
Federal Retirement Services

Reporting Period
Q2 2023

FY 2022 Overpayment Amount (\$M)*

\$245

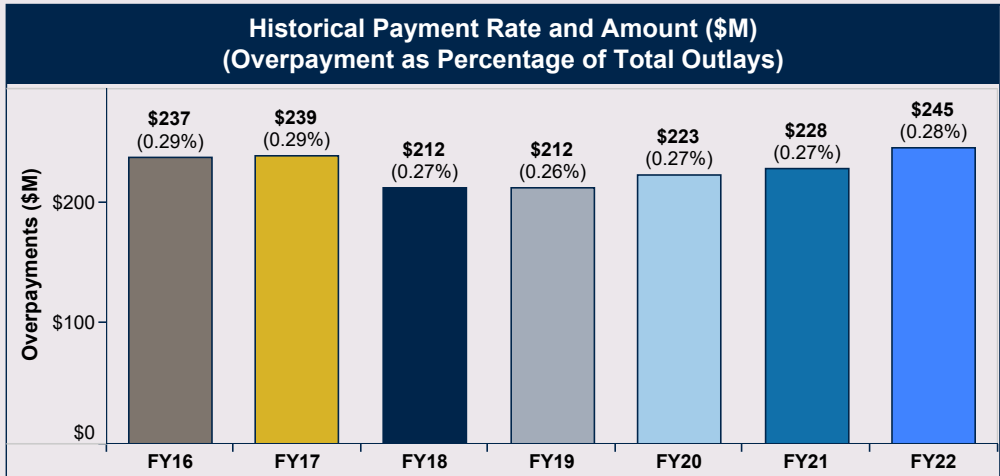
*Estimate based a sampling time frame starting 10/2021 and ending 9/2022



OPM
Federal Retirement Services

Brief Program Description & summary of overpayment causes and barriers to prevention:

Retirement Services provide Federal employees, retirees and their families with benefits that offer choice, value, and quality to be a competitive employer. There are barriers to preventing improper payments. The status of an annuitant's death may go unreported. OPM relies on annuitant's family members and other sources to officially report the annuitant's death. However, OPM conducts surveys and matches to mitigate potential improper payments resulting from these events.



Discussion of Actions Taken in the Preceding Quarter and Actions Planned in the Following Quarter to Prevent Overpayments

The Consolidated Death Match (CDM) is compared with OPM's annuity roll weekly to identify annuitants who are reported as deceased by Social Security. Collection actions are initiated for any overpayments that are discovered. In addition, the Quality Assurance Group conducts on-going audits to assess accuracy, improper payments, and identify error trends. The results of these audits are used to identify training needs and systemic deficiencies.

Accomplishments in Reducing Overpayment		Date
1	Completed FERS Annuity Supplement Survey	Feb-23
2	Adjudication of DNP file completed (monthly)	Mar-23
3	Met with Department of Treasury to explore using a new data source to identify deceased annuitants	Mar-23

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Goals towards Reducing Overpayments	Status	ECD
1 Conduct refresher trainer for the Fraud Analyst	On-Track	Jun-23
2 Conduct Death Master File Match	On-Track	Sep-23

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 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 debtor's 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 annuitant's financial institution. OPM utilizes the U.S. Department of Treasury's reclamation process

Amt(\$)	Root Cause of Overpayment	Root Cause Description	Mitigation Strategy	Brief Description of Mitigation Strategy and Anticipated Impact
\$245M	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. OPM will continue to utilize surveys and computer matches to detect and prevent improper payments.