

# Payment Integrity Scorecard

**Program or Activity**  
Federal Retirement Services

**Reporting Period**  
Q4 2023

**FY 2022 Overpayment Amount (\$M)\***

**\$245**

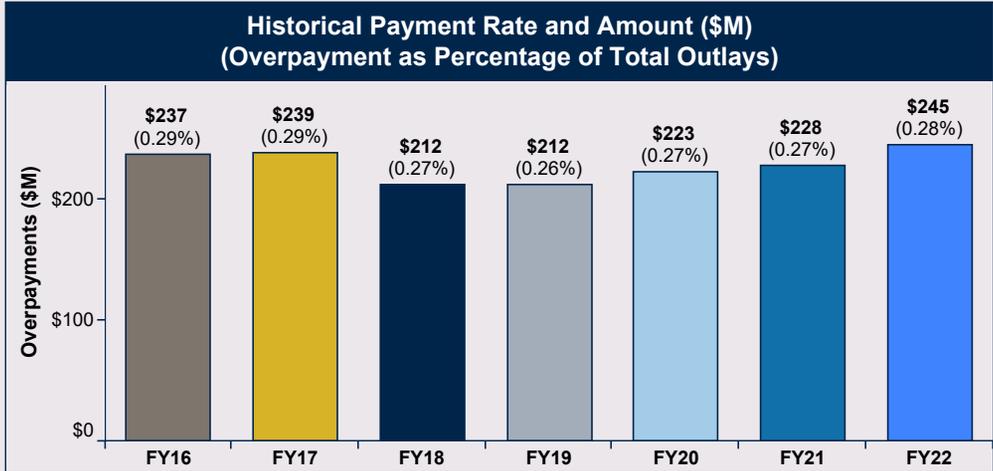
\*Estimate based a sampling time frame starting 10/2021 and ending 9/2022



**OPM**  
Federal Retirement Services

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

Retirement Services (RS) provide Federal employees, retirees and their families with benefits that offer choice, value, and quality to be a competitive employer. Eligible retirees and survivors generally receive recurring monthly benefits. The status of an annuitant may periodically change and can result in a change to the benefits due. These changes may be due to a life event such as a death, marriage, termination of a marriage, child eligibility, or earnings limitations. A known barrier is RS's reliance on self-reporting by annuitants and on other sources to learn of some of these status changes. Delayed or the absence of reporting of the status changes by annuitants or other sources can result in improper payments.



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

RS conducted a monthly data pull of nationally reported deaths of annuitants through the DNP portal, providing reported annuitant deaths from various sources. The results of the comparison were then verified through open and closed source investigative tools. Once a reported death was verified, the account was dropped for death, preventing further improper payments to the account that would result in an overpayment. RS plans to continue this project in the next quarter.

Accomplishments in Reducing Overpayment		Date
1	The RS Fraud Branch conducted a search of guardianships by state to ensure any payments reported to a deceased annuitant were returned. Fifty-six accounts were reported as deceased, and all overpayments were returned to OPM.	Aug-23
2	Developed and implemented new RS Fraud Database to help identify trends that assist in preventing and/or mitigating fraud schemes. This includes advanced data systems with built in artificial intelligence with the capability of collecting, reviewing, and discerning patterns	Sep-23
3	The RS Fraud Branch reviewed 7,200 reported deaths in the Do Not Pay (DNP) portal using 7 different data sources which identified 181 annuitant accounts needing to be dropped for death. All 181 accounts were dropped, preventing further improper payments.	Sep-23

# Payment Integrity Scorecard

<b>Program or Activity</b> Federal Retirement Services
---

<b>Reporting Period</b> Q4 2023
------------------------------------

Goals towards Reducing Overpayments	Status	ECD	Recovery Method	Brief Description of Plans to Recover Overpayments	Brief Description of Actions Taken to Recover Overpayments
1 The RS Fraud Branch will continue to expand and improve its forensic analysis capabilities, to identify improper payments that lead to overpayments, through formal training of staff in forensic accounting and completion of an MOU with the United States Postal Inspection Services' (USPIS) forensic lab to conduct formal reviews of fraudulent transactions and altered documents.	On-Track	Dec-23	1 Recovery Activity	Retirement Services will continue to perform the existing actions which is to collect off-roll debt when the debtor is not on the annuity roll or their entitlement is insufficient to recover the debt on a reasonable recovery schedule.	Off-roll debts were collected from debtors no longer on the annuity roll or their entitlement was insufficient to recover the debt on a reasonable recovery schedule.
			2 Recovery Activity	Retirement Services will continue to perform the existing actions which is to collect on-roll debts by withholding a portion of the debtor's monthly benefits until their entire debt is collected.	Overpayments were collected from debtors on the annuity roll by withholding a portion of the debtor's monthly benefits until the entire debt is paid.
2 The RS Fraud Branch will continue to run reports within the Do Not Pay (DNP) portal and adjudicate the reports within 60 days. We will also look to other tools in verifying reports of death such as the Department of Treasury, Fiscal Services' Death Record Confidence Scoring Tool (DRCST).	On-Track	Dec-23	3 Recovery Activity	Retirement Services will continue to perform the existing actions which is to recoup improper payments from an annuitant's financial institution. We also plan to utilize the U.S. Department of Treasury's reclamation process.	Continue to perform reclamations which 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
N/A	Overpayments outside the agency control that occurred because of a Failure to Access Data/Information Needed.	Our IT system prevents RS from providing the needed level of specificity to align with OMB root cause categories. However we believe this OMB category is the closest to the root cause. Overpayments exists when there is delayed reporting of death or sometimes no reporting.	Audit - process for assuring an organization's objectives of operational effectiveness, efficiency, reliable financial reporting, and compliance with laws, regulations, and policies.	RS will continue to reduce the number of annuitants/survivors receiving payments erroneously after death by conducting various surveys & computer matches. OPM conducts 2 matches to identify discrepancies that may exist between the OPM annuity roll & SSA & Treasury's DNP.
\$245M	Overpayments within agency control that occurred because of a Failure to Access Data/Information Needed.	OPM did not detect unauthorized dual benefits or overlapping payments between benefit paying agencies timely.	Audit - process for assuring an organization's objectives of operational effectiveness, efficiency, reliable financial reporting, and compliance with laws, regulations, and policies.	OPM will conduct a FERS Annuity Supplement match to identify annuitants who have not reported qualified excess income (as defined by the SSA) while in receipt of the FERS annuity supplement and have exceeded the minimum level of earnings (MLE) set by the SSA.
		Survivor annuities should be terminated if the surviving spouse was married to the employee for less than 30 years and remarries before age 55.	Audit - process for assuring an organization's objectives of operational effectiveness, efficiency, reliable financial reporting, and compliance with laws, regulations, and policies.	RS will conduct a Marital survey to determine if surviving spouses under the age of 55 are still eligible for benefits.