

# Payment Integrity Scorecard

**Program or Activity**  
Federal Retirement Services

**Reporting Period**  
Q1 2024

**FY 2023 Overpayment Amount (\$M)\***

**\$224**

\*Estimate based a sampling time frame starting 10/2022 and ending 9/2023

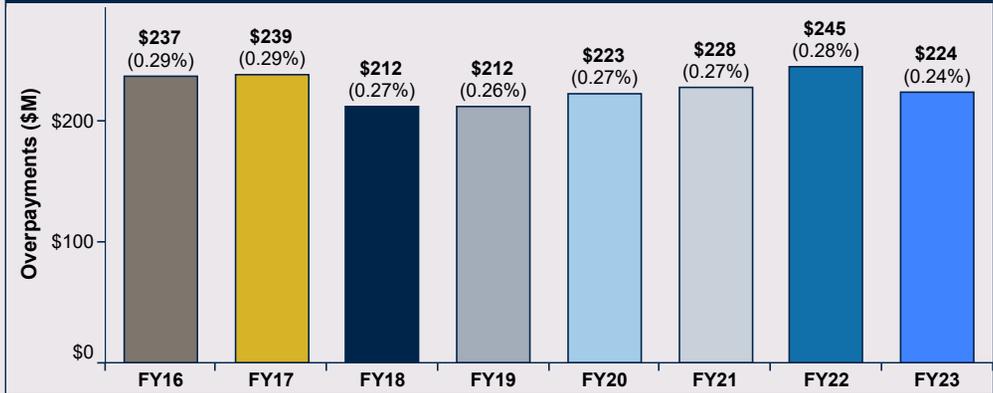


**Office of Personnel Management**  
Federal Retirement Services

**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.

**Historical Payment Rate and Amount (\$M)  
(Overpayment as Percentage of Total Outlays)**



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

RS also continuously responds to inquiries of alleged fraud and data integrity breaches in order to prevent improper payments, to include overpayments. This includes the Do Not Pay (DNP) project. RS conducted a monthly data pull of nationally reported deaths of annuitants through the DNP portal, providing reported annuitant deaths from the Department of State, Department of Defense, American Infosource – Probate, American Infosource-Obituary, the Electronic Verification of Vital Events-Fact of Death (EVVE-FOD), Payments/Claims/Enhanced Reconciliations (PACER), and the public Death Master File (DMF). 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 with the addition of the full DMF.

**Accomplishments in Reducing Overpayment**

		Date
1	RS conducted the Death Master File Match to identify annuitants deemed deceased by SSA. Out of a population of 141,471,396, RS identified 4 cases out of 191 that we overpaid. All annuitants found deceased benefits were terminated with an improper payment amount of \$43,094.	Oct-23
2	The RS Fraud Branch reviewed 6,507 reported deaths in the Do Not Pay (DNP) portal using 7 different data sources which identified 125 annuitant accounts needing to be dropped for death. All 125 accounts were dropped, preventing further improper payments.	Dec-23
3	The RS Fraud Branch reviewed 97 accounts for chargebacks, identifying the status of the original check and replacement check. Eleven annuitant accounts were put into collection to reclaim an overpayment where both the original and replacement checks were negotiated.	Dec-23

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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 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	On-Track	Feb-24	1 <b>Recovery Activity</b>	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 The RS Fraud Branch will continue to expand and improve its forensic analysis capabilities, in order 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	May-24	2 <b>Recovery Activity</b>	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;
			3 <b>Recovery Activity</b>	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
<b>\$224M</b>	Overpayments within agency control that occurred because of a Failure to Access Data/Information Needed.	There are system limitations preventing OPM from expanding reporting in the root causes categories in OMB's A-136. We believe this 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 by conducting surveys and computer matches. OPM conducts matches to identify discrepancies that exist between the OPM annuity roll, the SSA pay system, and Treasury's Do Not Pay.