

# Payment Integrity Scorecard

**Program or Activity**  
Federal Retirement Services

**Reporting Period**  
Q2 2024

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

**\$224**

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

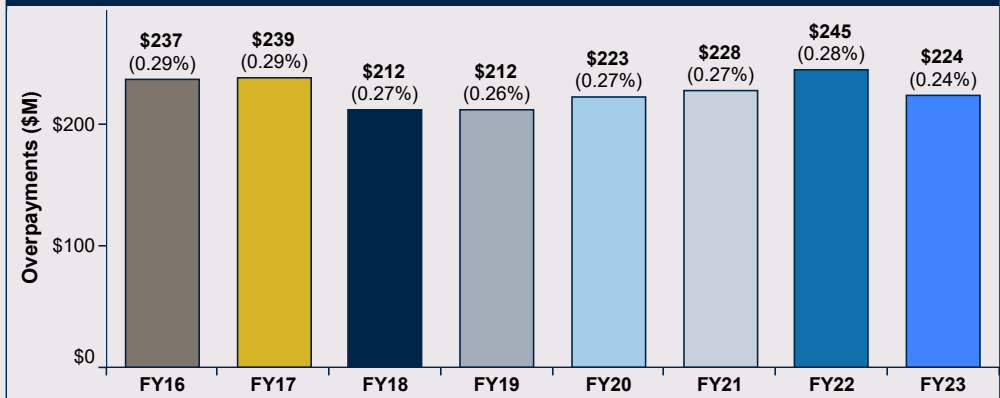


**Office of Personnel Management**  
Federal Retirement Services

**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 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 Inforsource - Probate, American Inforsource-Obituary, the Electronic Verification of Vital Events-Fact of Death (EVVE-FOD), Payments/Claims/Enhanced Reconciliations (PACER), and the full 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.

**Accomplishments in Reducing Overpayment**

		Date
1	RS Fraud reviewed about 20 accounts for chargebacks, identifying the status of the original and replacement checks. All were put into collection to reclaim an overpayment where both the original and replacement checks were negotiated. Over \$40K were put into collection.	Mar-24
2	RS Fraud reviewed approximately 9,500 reported deaths in the DNP portal using 7 data sources which identified over 1,000 annuitant accounts needing to be dropped for death. All were dropped, preventing future improper payments and saving over \$2M in annuity payments.	Mar-24
3	RS Fraud reviewed approximately 97 accounts of annuitants over the age of 100 to verify their living status for continued annuity payments. Of those reviewed, 45 annuitant accounts were identified for a death drop, preventing further improper payments.	Mar-24

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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	On-Track	May-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	<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 debtors monthly benefits until their entire debt is collected.	Overpayments were collected from debtors on the annuity roll by withholding a portion of the debtors monthly benefits until the entire debt is paid.
2	On-Track	Jun-24	3	<b>Recovery Activity</b>	Retirement Services will continue to perform the existing actions which is to recoup improper payments from an annuitants financial institution. We also plan to utilize the U.S. Department of Treasurys reclamation process.	Continue to perform reclamations which are recovery actions to recoup improper payments from an annuitants financial institution. OPM utilizes the U.S. Department of Treasurys 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.	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.
		RS needs to audit individuals under the age of 60 who are in receipt of a disability annuity and whose earnings have been identified as near or exceeding the 80 percent earnings limit.	Audit - process for assuring an organization's objectives of operational effectiveness, efficiency, reliable financial reporting, and compliance with laws, regulations, and policies.	RS conducts the Disability Earnings Match to identify annuitants under age 60 that are not entitled to their disability retirement due to exceeding their 80% earnings threshold. If a person meets the threshold, the disability annuity is terminated.
		System limitations prevents RS from expanding reporting in the root cause categories in OMB's A-136. However, we believe this OMB category is the closest to the root cause. Overpayments exist when there is delayed reporting of death or sometimes no reporting of death.	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 conduct corrective actions aimed at reducing customers receiving payments after death. RS conducts matches to identify discrepancies that may exist between the annuity roll, SSA pay system and DNP. Collection actions are initiated for overpayments.