



Getting Payments Right

Goal Leaders

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Getting Payments Right Goals



To better understand the nature of improper payments and find actionable solutions to prevent and detect them

To demonstrate stewardship of taxpayer dollars by prioritizing the prevention of improper payments resulting in monetary loss



Clarify and Streamline

Automated Data Call process for over **10,000** payment integrity points for Payment-accuracy.gov

Held Payment Integrity Town Hall with representation from 30 agencies and **200 plus** attendees

Monetary Loss Root Causes

Worked across **57** programs identifying root causes for improper payments

Lay the foundation to revise the root cause matrix aligned to the points in the payment process causing improper payments resulting in monetary loss

Strategic Data Use

Identified **160** new data sets used to pre-check payment eligibility.

Improved data analytic capability and functionality on [Payment Accuracy.gov](#)

Partnership with States

Collaborated with payment integrity officials across **10** States

Documented successful mitigation strategies with potential for broad impact across multiple state programs.





Strategy 1: Clarify and Streamline Requirements

Reduce burden and improve compliance to allow program resources to focus on preventing improper payments that result in monetary loss

Strategy 2: Identify Monetary Loss Root Causes

Identify point(s) in the payment process where improper payments occur that result in monetary loss

Strategy 3: Strategic Data Use

Identify data sets/analysis techniques and link to root causes
Obtain needed data to improve capacity to prevent and detect improper payments

Strategy 4: Mitigation Strategies

Identify non-data related mitigation strategies and best practices to preventing improper payments and share them across the government

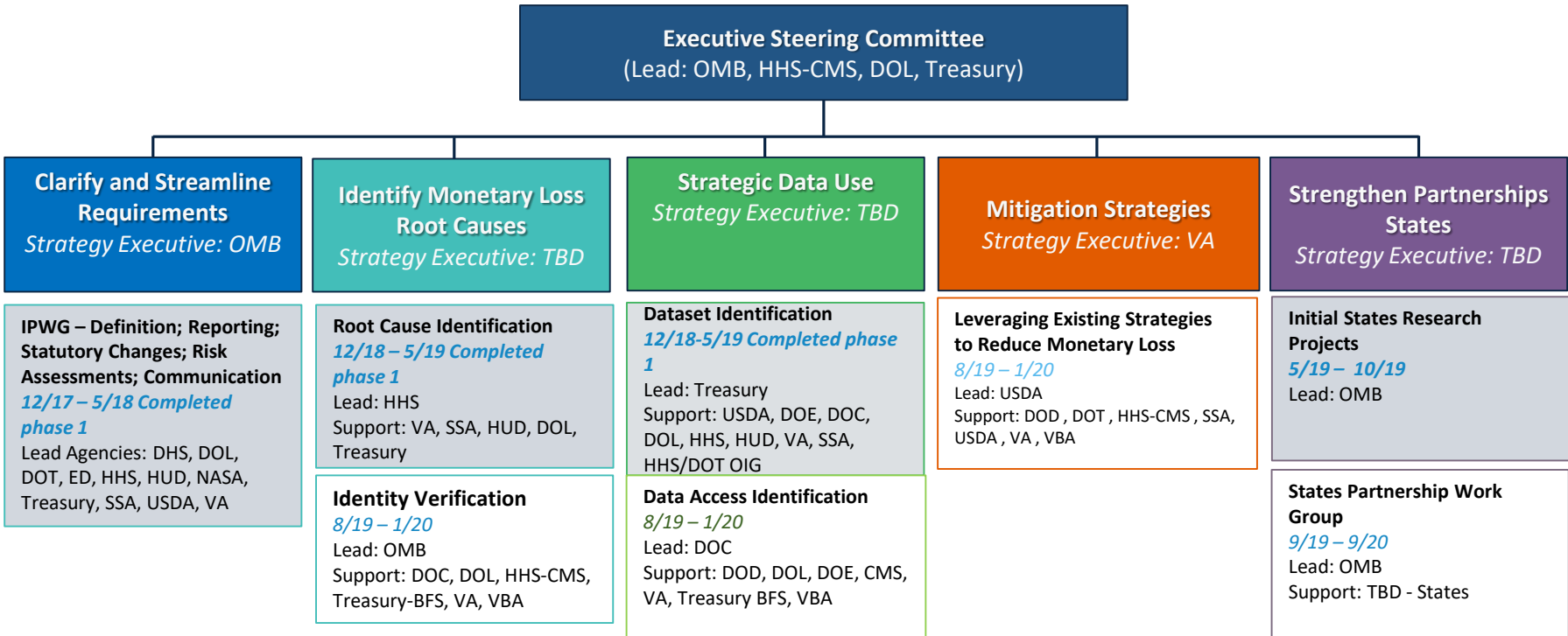
Strategy 5: Strengthen Partnerships States

Identify opportunities to partner with States to improve improper payment detection and prevention capabilities in federally funded state-administered programs





Getting Payments Right: Governance Structure





Current Objectives & Deliverables

<p>Identify Monetary Loss Root Causes - Identity</p>	<ul style="list-style-type: none"> • Quantify the amount of monetary loss that results from an inability to verify identity • Determine how the prevention of monetary loss relates to the larger OFCIO identity initiative • Determine existing solutions and capabilities • Determine whether any current solutions or capabilities can be scaled • Prepare a recommendation for the ESC on a path forward 	<p>*Report/file containing analysis of monetary loss as a result of inability to verify identity</p> <p>*Determine recommended path forward</p>
<p>Strategic Data Use - Data Access Identification</p>	<ul style="list-style-type: none"> • Identify which eligibility criteria are linked to the largest monetary loss root causes for each program over \$100M • Identify where access to data for eligibility pre-check could mitigate the improper payments resulting in monetary loss • Prioritize data sources by greatest impact to prevention of monetary loss (assuming no legal barriers) 	<p>*Report containing data sets/analysis that can be used.</p> <p>*Report indicating amount of monetary loss that will be prevented from accessing identified data sets/analysis.</p>
<p>Mitigation Strategies – Monetary Loss</p>	<ul style="list-style-type: none"> • Identify mitigation strategies proven successful at agencies and determine opportunities to expand across government • Convene experts to share mitigation strategies that are not data dependent and have proven effective • Identify which shared mitigation strategies can be used 	<p>*Report/File containing best practices and lessons learned</p>
<p>Strengthen Partnerships States</p>	<ul style="list-style-type: none"> • Develop an operating charter • Establish a pilot that looks into best practices and creative solutions implemented to prevent improper payments in federally funded state-administered programs. • Develop a comprehensive contact list for state level administrators and IG's 	<p>*Report/File containing best State level best practices and POCs</p>





Key Milestones – Identify Monetary Loss Root Causes

Key Milestones	Milestone Due Date	Milestone Status	Change from last quarter	Owner	Anticipated Barriers or other Issues
Quantify the amount of monetary loss that results from an inability to verify identity	Aug 2019 – Jan 2020	In-progress	Addition	OMB and Agencies	Resource Availability
Determine how the prevention of monetary loss relates to the larger OFCIO (Federal) identity initiative	Aug 2019 – Jan 2020	In-progress	Addition	OMB and Agencies	Resource Availability
Determine existing solutions and capabilities	Aug 2019 – Jan 2020	In-progress	Addition	OMB and Agencies	Resource Availability
Determine whether current capabilities can be scaled	Aug 2019 – Jan 2020	In-progress	Addition	OMB and Agencies	Resource Availability
Prepare recommendation for CAP Goal 9 ESC on path forward	Aug 2019 – Jan 2020	In-progress	Addition	OMB and Agencies	Resource Availability





Key Milestones – Strategic Data Use

Key Milestones	Milestone Due Date	Milestone Status	Change from last quarter	Owner	Anticipated Barriers or other Issues
Assuming no barriers, identify all available private and public data sets that could be used to perform eligibility pre-checks	Dec 2018 – May 2019	Completed	Status Updated	Agency Program/ OMB	None
Identify which data sets are currently being used within each program to perform pre-checks and analysis aimed at preventing monetary loss	Dec 2018 – May 2019	Completed	Status Updated	Agency Program/ OMB	None
Catalogue data elements within each dataset (i.e. income, residency, DOB, SSN, etc.)	Dec 2018 – May 2019	Completed	Status Updated	Agency Program/ OMB	None
Cross walk the results of the three data calls performed in the previous working groups (monetary loss root cause, eligibility criteria, data sources)	Aug 2019 – Jan 2020	In Progress	Addition	Agency Program/ OMB	Resource Availability
Create an interview template for targeted interviews with individual programs.	Aug 2019 – Jan 2020	In Progress	Addition	Agency Program/ OMB	Resource Availability
Using targeted interviews/engagements with program SME, identify which eligibility criteria are linked to the largest monetary loss root causes for each program over \$100M in monetary loss.	Aug 2019 – Jan 2020	In Progress	Addition	Agency Program/ OMB	Resource Availability





Key Milestones - Strategic Data Use

Key Milestones	Milestone Due Date	Milestone Status	Change from last quarter	Owner	Anticipated Barriers or other Issues
Using results of program interviews, identify where access to data for eligibility pre-check could mitigate the improper payments resulting in monetary loss	Aug 2019 – Jan 2020	In Progress	Addition	Agency Program/OMB	Resource Availability
Identify which data sets from the data call contain the needed eligibility pre-check criteria that can be used to perform pre-checks for improper payment prevention of monetary loss	Aug 2019 – Jan 2020	In Progress	Addition	Agency Program/OMB	Resource Availability
Prioritize data sources by greatest impact to prevention of monetary loss (assuming no legal barriers)	Aug 2019 – Jan 2020	In Progress	Addition	Agency Program/OMB	Resource Availability
Identify the method and/or requirement for accessing/incorporating the data (beginning with element that will achieve the largest amount of monetary loss)	Jan 2020 – July 2020	Not Started	Date Adjustment	Agency Program/OMB	Resource Availability
Identify the ROI and Barriers to accessing data	Jan 2020 – July 2020	Not Started	Date Adjustment	Agency Program/OMB	Resource Availability
Develop proposal to access the data	Jan 2020 – July 2020	Not Started	Date Adjustment	Agency Program/OMB	Resource Availability
Execute each proposal	July 2020 - March 2022	Not Started	None	Agency Program/OMB	Resource Availability
Incorporate data into pre-payment review process and demonstrate effectiveness of monetary loss prevention	2022-2024	Not Started	None	Agency Program/OMB	Resource Availability





Key Milestones - Mitigation Strategies

Key Milestones	Milestone Due Date	Milestone Status	Change from last quarter	Owner	Anticipated Barriers or other Issues
Identify mitigation strategies that have been proven successful at individual Agencies through a reduction in monetary loss. Determine opportunities to expand the successes across government.	Aug 2019 – Jan 2020	In Progress	Addition	Agency Program/ OMB	Resource Availability
Convene experts to share mitigation strategies that are not data dependent and have proven effective	Aug 2019 – Jan 2020	In Progress	Addition	Agency Program/ OMB	Resource Availability
Identify which shared mitigation strategies can be leveraged by Agencies.	Aug 2019 – Jan 2020	In Progress	Addition	Agency Program/ OMB	Resource Availability
Using root cause analysis, identify which monetary loss root causes need mitigation strategies that are not data dependent (i.e. the root causes that can not be fixed by additional access to data for a pre-check or root causes that are more easily addressed in other ways, i.e. training, system changes, application form reconstruction, etc.)	Jan 2020 – May 2020	Not Started	Date Adjustment	Agency Program/ OMB	TBD
Convene experts to share current mitigation strategies for identified monetary loss root causes in step 1	Jan 2020 – May 2020	Not Started	Date Adjustment	Agency Program/ OMB	TBD
Evaluate shared mitigation strategies shared to determine which could be leveraged for identified root causes.	Jan 2020 – May 2020	Not Started	Date Adjustment	Agency Program/ OMB	TBD





Key Milestones - Mitigation Strategies

Key Milestones	Milestone Due Date	Milestone Status	Change from last quarter	Owner	Anticipated Barriers or other Issues
Prioritize the mitigation strategies to identify those which will yield the greatest amount of monetary loss and those which are easiest and fastest to implement.	June 2020 – Oct 2020	Not Started	Date Adjustment	Agency Program/ OMB	TBD
Develop proposals to implement mitigation strategies	June 2020 – Oct 2020	Not Started	Date Adjustment	Agency Program/ OMB	TBD
Implement mitigation strategies	Nov 2020 – June 2021	Not Started	Date Adjustment	Agency Program/ OMB	TBD
Demonstrate effectiveness of preventative actions	2022-2024	Not Started	No Change	Agency Program/ OMB	TBD





Key Milestones - Strengthening Partnerships with States

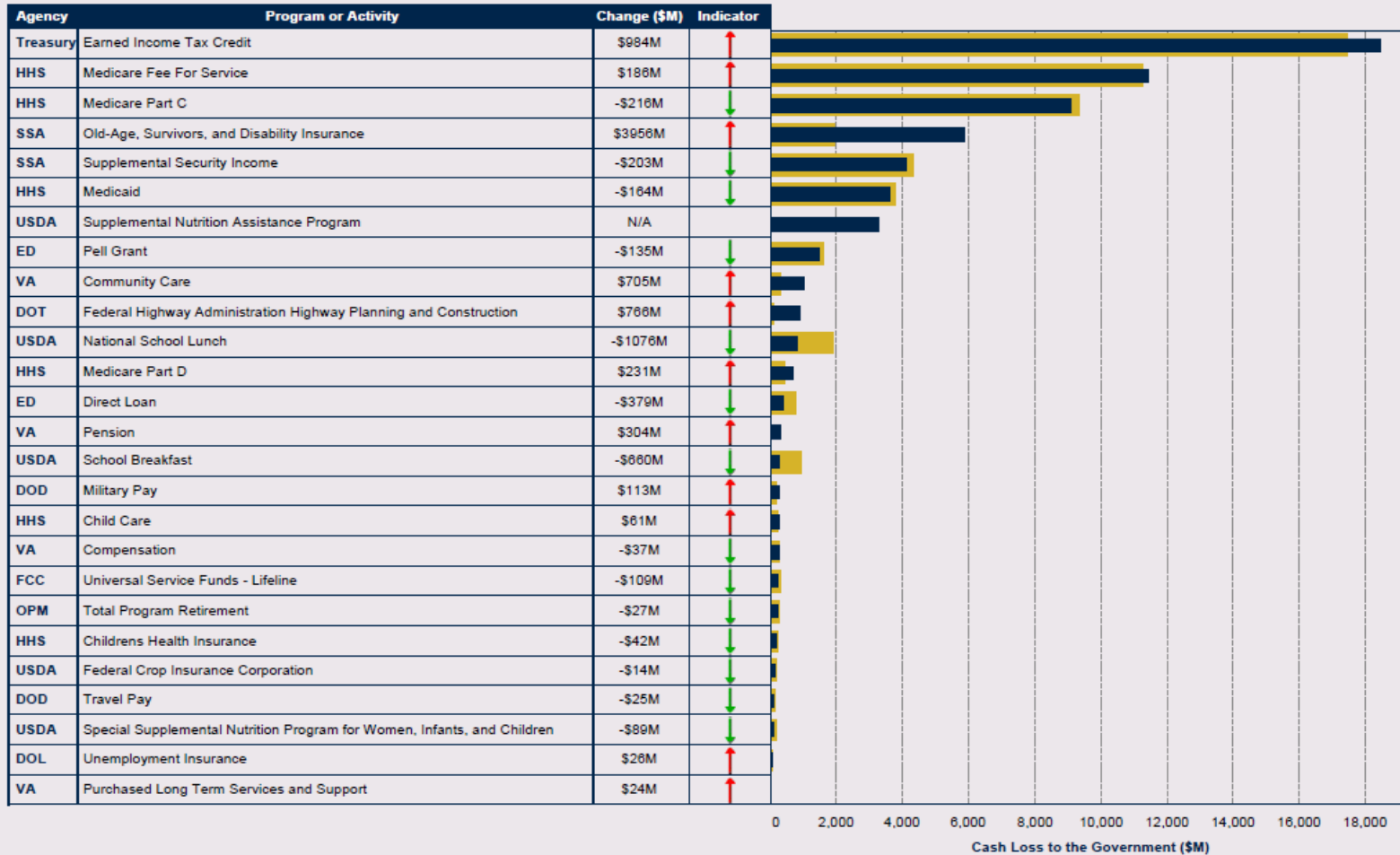
Key Milestones	Milestone Due Date	Milestone Status	Change from last quarter	Owner	Anticipated Barriers or other Issues
Initial PMF Project to call states to establish POC's and determine best practices.	May 2019 – Aug 2019	Completed	Addition	OMB and PMF	Resource Availability
Develop an operating charter	Aug 2019 – Sep 2019	In Progress	Addition	Agency Program/ OMB	Resource Availability
Develop a comprehensive contact list for state level administrators and IG's	Sep 2019 – Dec 2019	In Progress	Addition	Agency Program/ OMB	Resource Availability
Establish a pilot that looks into best practices and creative solutions implemented to prevent improper payments in federally funded state-administered programs	Sep 2019 – Jan 2020	In Progress	Addition	Agency Program/ OMB	Resource Availability





Annual Key Performance Indicator: Amount of Monetary Loss and Change in Monetary Loss

Cash Loss to the Government (FY17 - FY18)



Cash Loss - Cash loss to the Government includes amounts that should not have been paid and in theory should/could be recovered.

- * Amounts were reported in millions of dollars
- * Includes high priority programs and programs that have a \$100 million or more in cash loss.
- * Supplemental Nutrition Assistance Program did not report FY17 data.

Indicator Key

- ↑ Increase from Previous FY
- ↓ Decrease from Previous FY

Fiscal Year Key

- FY18
- FY17





PaymentAccuracy.gov

A Gateway to Getting Payments Right

LEARN MORE

Goal: Getting Payments Right

Change from Previous FY (\$M) **-\$14M** ↓

Cash Loss by FY (\$M)

FY16	FY17	FY18
\$1,100	\$1,000	\$1,040

Key Milestones

Milestone	Status	EOC
1. Finalize additional cash flow estimator tool/utility	Completed	May-18
2. Identify additional cash flow estimator tool/utility	In Progress	May-18
3. Identify key risk causes of cash loss	In Progress	May-18
4. Develop and implement strategies to get the program right, for the time	In Progress	May-18
5. Finalize the EOJ of the program activity	In Progress	May-18
6. Determine which strategies have the best ROI to prevent cash loss	In Progress	May-18

Operational Program Goals

Goal	Status	Notes	EOC
1. Q3 2018 Issue notices to Crop Insurance Handbook	Completed	As scheduled	Mar-18
2. Q3 2018 Review and analyze the impact and data from the PERMA review in preparation for 2019 presentation to Regional Insurance Trustees (RITs)	Completed	As scheduled	Feb-18

Recent Accomplishments

Accomplishment	Date
1. Issued notices regarding Deficit Beginning Process and Revisions requirements	Mar-18
2. Issued notices to approved insurance providers regarding notice procedures	Mar-18
3. RITs in RITCs completed the review of the 2017 case portfolio in the Fiscal Year 2018 PERMA review	Apr-18

FY18 Agency	Risk Cause	Risk Cause Description	Wegman by agency	Anticipated Impact of Mitigation
\$10M	Inability to authenticate providers who received notices	Inability to authenticate errors were due to average reporting time and were caused by self-production methods and the necessity of production certification.	2018 Crop Insurance Handbook outlines exceptions to assigned providers and states that agency self-production is required for the production program from average reporting program review.	As outlined in the Crop Insurance Handbook and assigned to provide consistent daily and consistent government reporting requirements for acceptable reports. The anticipated impact of the program review is improving accuracy of average reporting.
\$40M	Administrative or process errors which reflect a double entry of errors representing different aspects of the crop insurance policy, such as average reporting, Actual Production History (APH)	Administrative or process errors reflect a double entry of errors representing different aspects of the crop insurance policy, such as average reporting, Actual Production History (APH)	Each year, RITs provide a self-corrective to the APH, the program review process, of the types of errors identified during the PERMA review process. To address the volume of errors RITs will provide a more complete analysis to the APH.	Providing more detailed information to the RITs about specific types of administrative or process errors is anticipated to assist the RITs in better identifying and controlling the specific types of errors contributing to the errors.

Small text at bottom: Small text: Feedback from the Government includes activities that should not have been used and is being discontinued for reasons.

High-Priority Programs and Programs over \$100M in Monetary Loss

The government can achieve the greatest return on investment for the taxpayer by ensuring that improper payments are eliminated in the highest-risk programs, otherwise known as **high-priority programs**. These programs have improper payments estimates that exceed \$2 billion annually.

High-priority programs are designated by the Office of Management and Budget (OMB) and agencies with high-priority programs have additional reporting requirements.

To reduce the monetary loss to the tax payers by issuing payments correctly the first time, in FY 2018 High Priority Programs will be combined with programs that have over a \$100 Million or more in monetary loss. This is an opportunity to improve the efficiency of government programs by focusing on reducing incorrect payment that result in monetary loss.

Determination criteria and reporting requirements for high-priority programs are found in OMB Guidance Circular A-123, Appendix C

Select a program from the list below to view program details:

