

Department of
Veterans Affairs

Memorandum

Date: **JAN 31 2014**

From: Secretary (00)

Subj: Fiscal Year 2013 Fourth Quarter Report on High-Dollar Overpayments (VAIQ# 7427535)

To: Inspector General (50)

1. Executive Order 13520, "Reducing Improper Payments," dated November 20, 2009, requires the head of each agency to submit a quarterly report to the Agency's Inspector General (IG) and the Council of Inspectors General on Integrity and Efficiency on any high-dollar overpayments identified and to make this report available to the public.

2. In accordance with the Office of Management and Budget (OMB) Circular A-123, Appendix C, Part III, the Veterans Health Administration (VHA), Veterans Benefits Administration (VBA), National Cemetery Administration (NCA), and Central Office (VACO Staff Offices) examined their programs for the issuance of high-dollar overpayment transactions which meet OMB's definition of improper payments. Attached is the Department of Veterans Affairs (VA) consolidated report on identified high-dollar overpayments for the fourth quarter of fiscal year 2013.

3. The attached report lists, by program, whether the payments were made to an entity or individual; the recipients' location; the root causes of the overpayments, categorized according to OMB's three error types (administrative and documentation errors, authentication and medical necessity errors, and verification errors); any actions VA has taken or plans to take to recover overpayments; and any actions to help prevent improper payments from occurring in the future.

4. A total of 325 high-dollar overpayments were identified. The following is a summary of the programs with \$500,000 or more high-dollar overpayments in the fourth quarter of fiscal year 2013:

- **VHA – Communications, Utilities, and Other Rent:** 7 high-dollar overpayments were identified (\$830,617 out of \$383 million in total payments); all were due to administrative and documentation errors.
- **VHA – State Home Per Diem Grants:** 11 high-dollar overpayments were identified (\$2.7 million out of \$255 million in total payments); 10 were due to administrative and documentation errors, and 1 was due to a verification error.
- **Non-VA Care Fee:** 56 high-dollar overpayments were identified (\$3.3 million out of \$872 million in total payments); 47 were due to administrative and documentation errors, and 9 were due to verification errors.

Fiscal Year 2013 Fourth Quarter Report on High-Dollar Overpayments (VAIQ# 7427535)

- **VHA – Other Services:** 22 high-dollar overpayments were identified (\$1.4 million out of \$1.2 billion in total payments); 17 were due to administrative and documentation errors, and 5 were due to verification errors.
- **Compensation (including Dependency and Indemnity Compensation):** From a population of 9,878 overpayments, a random sample of 385 payments was reviewed to determine if any were high-dollar overpayments. The sample disclosed 92 high-dollar overpayments totaling \$1.5 million, which projects to \$38 million out of \$16 billion in total payments. Only the sampling results are included in this report. Of the 92 improper payments found, 15 were due to administrative and documentation errors, 9 were due to authentication and medical necessity errors, and 68 were due to verification errors.
- **Pension:** From a population of 7,107 overpayments, a random sample of 385 payments was reviewed to determine if any were high-dollar overpayments. The sample disclosed 46 high-dollar overpayments totaling \$0.7 million, which projects to \$13 million out of \$1.3 billion in total payments. Only the sampling results are included in this report. Of the 46 improper payments found, 1 was due to an administrative and documentation error, and 45 were due to verification errors.
- **VACO Staff Offices:** 7 high-dollar overpayments were identified (\$0.9 million out of \$1.1 billion in total payments); all 7 were due to administrative and documentation errors.
- **Other:** In the other 11 programs, 84 high-dollar overpayments were identified (\$1.9 million out of \$13.5 billion in total payments); 51 were due to administrative and documentation errors, and 33 were due to verification errors.

5. If you have any questions, please have a member of your staff contact Mr. Edward Murray, Deputy Assistant Secretary for Finance, at (202) 461-6180.



Eric K. Shinseki

Attachment

Executive Order 13520 – Reducing Improper Payments Fiscal Year (FY) 2013 Fourth Quarter High-Dollar Overpayments Report

The President signed Executive Order 13520, “Reducing Improper Payments” on November 20, 2009. On March 22, 2010, the Office of Management and Budget (OMB) issued Governmentwide guidance on the implementation of the Executive Order. The guidance is under Part III, Appendix C of OMB Circular A-123. This guidance requires agencies with programs susceptible to significant improper payments to submit to the agency’s Inspector General and the Council of Inspectors General on Integrity and Efficiency, and make available to the public, a quarterly report on any high-dollar overpayments identified by the agency.

In accordance with OMB Circular A-123, Appendix C, Part III, the Department of Veterans Affairs (VA) has reviewed applicable programs to identify the issuance of any high-dollar overpayments in the fourth quarter of fiscal year (FY) 2013. The OMB guidelines define a high-dollar improper payment as any payment in excess of 50 percent of the correct amount of the intended payment under the following circumstances:

1. Where the total payment to an individual exceeds \$5,000 as a single payment or in cumulative payments for the quarter; or
2. Where a payment to an entity exceeds \$25,000 as a single payment or cumulative payments for the quarter.

The OMB guidelines require that agencies submit, on a quarterly basis, a report to:

1. List all high-dollar overpayments identified by the agency during the quarter;
2. Describe whether each high-dollar overpayment was made to an entity or individual, and the city or county, and state where that entity or individual was located;
3. List the program responsible for each high-dollar overpayment error;
4. Describe any actions the agency has taken or plans to take to recover high-dollar overpayments; and
5. Describe any actions the agency will take to prevent overpayments from occurring in the future.

In addition to OMB’s guidelines, our report includes two additional categories: the status and root cause of the overpayment. The root cause information of each of the high-dollar overpayments is being reported according to OMB’s three error types.

The error types are:

1. Administrative and Documentation errors which are caused by the absence of supporting documentation to validate the payment, or inputting, classifying, or processing errors made by another other than the recipient of the payment (i.e., the payee or a third-party).
2. Authentication and Medical Necessity errors which are caused by the payee’s inability to authenticate eligibility criteria through third-party databases or other resources because nothing else exists, or the beneficiary was provided a service that was not medically necessary given the patient’s condition.
3. Verification errors which are caused by the payee’s failure to verify recipient information (i.e., earnings, income, assets, or work status) even though third-party databases or other resources do exist, the payee’s inability to verify recipient information (i.e., earnings, income, assets, or work status) because there are legal or other restrictions that deny access to verify against third-party databases or other resources that do exist, or beneficiaries fail to report correct information to the payee.

Veterans Health Administration – VHA

1. Beneficiary Travel

VHA identified 7 high-dollar overpayments made by Beneficiary Travel during the fourth quarter of FY 2013. These overpayments consisted of both singular and cumulative overpayments caused by Administrative and Documentation errors and Verification errors.

- 3 overpayments (43%) totaling \$184,399 are Administrative and Documentations errors where duplicate payments were issued or the amount paid was incorrect.
- 4 overpayments (57%) totaling \$24,602 are Verification errors where an ineligible recipient was paid or VHA failed to verify beneficiary information.

Total Beneficiary Travel Payments made this quarter: \$203,943,848

Total High-Dollar Overpayments identified this quarter: \$209,001

Percentage of High-Dollar Overpayments: 0.10%

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$136,413.68	Entity	Hillsboro	OR	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress	See Notes Below Table
\$42,105.00	Entity	Nashville	TN	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$6,806.00	Individual	Jackson	TN	Ineligible Recipient	Verification	Bill of Collection	Collected in Full	
\$6,699.18	Individual	Spokane Valley	WA	Ineligible Recipient	Verification	Bill of Collection	Collection in Progress	
\$5,879.80	Individual	Belvidere	NC	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$5,682.92	Individual	Franklin	VT	Ineligible Recipient	Verification	Bill of Collection	Collection in Progress	
\$5,414.11	Individual	Nashville	TN	Failure to Verify Beneficiary Information	Verification	Bill of Collection	Collection in Progress	

Notes:

1. Bills of collection have been established for all overpayments and will be collected back through VA's debt collection procedures to include internal offset or the Treasury Offset Program (TOP).
2. VHA is working with individual medical centers to prevent re-occurrence of improper payments by tracking implementation and completion of facility corrective action plans. Examples include:
 - a. Processing ambulance payments correctly according to contract.
 - b. Identifying fraudulent claim quicker using the Beneficiary Travel Payment and Reconciliation tool.
 - c. Reviewing claims prior to payment for accuracy.
 - d. Performing monthly audits by the Chief Business Office.

2. Caregiver Stipend

VHA identified 9 high-dollar overpayments made by Caregiver Stipend during the fourth quarter of FY 2013. These overpayments consisted of both singular and cumulative overpayments caused by Administrative and Documentation errors and Verification errors.

- 6 overpayment (67%) totaling \$95,779 are Administrative and Documentations errors where incorrect amounts and duplicate payments were issued.
- 3 overpayment (33%) totaling \$41,791 are Verification errors where ineligible recipients were paid.

Total Caregiver Stipend Payments made this quarter: \$70,975,274

Total High-Dollar Overpayments identified this quarter: \$137,570

Percentage of High-Dollar Overpayments: 0.19%

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$32,846.40	Individual	Cayey	PR	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collection in Progress	See Notes Below Table
\$26,044.76	Individual	Columbia	SC	Ineligible Recipient	Verification	Bill of Collection	Collection in Progress	
\$19,707.84	Individual	Cayey	PR	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$13,398.00	Individual	Lillington	NC	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$13,138.56	Individual	Cayey	PR	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$10,990.80	Individual	Statesville	NC	Ineligible Recipient	Verification	Bill of Collection	Collection in Progress	
\$8,473.46	Individual	Orlando	FL	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$8,214.90	Individual	Vista	CA	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$4,755.81	Individual	Winter Haven	FL	Ineligible Recipient	Verification	Bill of Collection	Collected in Full	

Notes:

1. Bills of collection have been established for all overpayments and will be collected back through VA's debt collection procedures to include internal offset or TOP.
2. VHA is working with individual medical centers to prevent re-occurrence of improper payments by tracking implementation and completion of facility corrective action plans. Examples include:
 - a. Providing group and individual sustainment training.
 - b. Ensuring eligibility data match with Center for Medicare and Medicaid.

3. Communications, Utilities, and Other Rent

VHA identified 7 high-dollar overpayments made by Communications, Utilities, and Other Rent during the fourth quarter of FY 2013. These overpayments consisted of both singular and cumulative overpayments caused by Administrative and Documentation errors.

- 7 overpayments (100%) totaling \$830,617 are Administrative and Documentation errors where a duplicate payment was issued, the incorrect amount was paid, there was lack of documentation to validate payment, or wrong vendors were paid.

Total Communications, Utilities, and Other Rent Payments made this quarter: \$382,717,219

Total High-Dollar Overpayments identified this quarter: \$830,617

Percentage of High-Dollar Overpayments: 0.22%

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$360,000.00	Entity	Washington	DC	Wrong Vendor Paid	Administrative and Documentation	Bill of Collection	Collected in Full	See Notes Below Table
\$133,868.18	Entity	Sacramento	CA	Wrong Vendor Paid	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$100,000.00	Entity	Washington	DC	Wrong Vendor Paid	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$99,734.22	Entity	West Caldwell	NJ	Wrong Vendor Paid	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$63,611.73	Entity	Cleveland	OH	Lack of Documentation	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$39,040.83	Entity	Miramar	FL	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$34,362.06	Entity	Baltimore	MD	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress	

Notes:

1. Bills of collection have been established for all overpayments and will be collected back through VA's debt collection procedures to include internal offset or TOP.
2. VHA is working with individual medical centers to prevent re-occurrence of improper payments by tracking implementation and completion of facility corrective action plans. Examples include:
 - a. Educating all services on verifying data before submitting a request for payment.
 - b. Ensuring the correct vendor identification number is paid.
 - c. Ensuring vendor invoices or credits utilities per the lease agreement.

4. Equipment

VHA identified 3 high-dollar overpayments made by Equipment during the fourth quarter of FY 2013. These overpayments consisted of both singular and cumulative overpayments caused by Administrative and Documentation errors.

- 3 overpayments (100%) totaling \$90,224 are Administrative and Documentation errors where the wrong vendor or an incorrect amount was paid.

Total Equipment Payments made this quarter: \$420,266,482
 Total High-Dollar Overpayments identified this quarter: \$90,224
 Percentage of High-Dollar Overpayments: 0.02%

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$52,376.00	Entity	Plymouth	MN	Wrong Vendor Paid	Administrative and Documentation	Bill of Collection	Collection in Progress	See Notes Below Table
\$25,458.28	Entity	Center Valley	PA	Wrong Vendor Paid	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$12,390.15	Entity	Mansfield	MA	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collection in Progress	

Notes:

1. Bills of collection have been established for all overpayments and will be collected back through VA's debt collection procedures to include internal offset or TOP.
2. VHA is working with individual medical centers to prevent re-occurrence of improper payments by tracking implementation and completion of facility corrective action plans. Examples include:
 - a. Reviewing open orders that have different amounts charged and adhere to 90-day window for reconciling with vendor to ensure corrective action is taken.
 - b. Discontinuing use of vendors that duplicate bill.

5. Grants - State Home Per Diem

VHA identified 11 high-dollar overpayments made by State Home Per Diem Grants during the fourth quarter of FY 2013. These overpayments consisted of both singular and cumulative overpayments caused by Administrative and Documentation errors and a Verification error.

- 10 overpayments (91%) totaling \$2,610,204 are Administrative and Documentation errors caused by issuing duplicate payments, applying incorrect application of the payment methodologies, or incorrect amounts were paid.
- 1 overpayment (9%) totaling \$58,443 is a Verification error where an ineligible recipient was paid.

Total State Home Per Diem Grants Payments made this quarter: \$254,667,253
 Total High-Dollar Overpayments identified this quarter: \$2,668,647
 Percentage of High-Dollar Overpayments: 1.05%

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
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\$759,568.34	Entity	Rocky Hill	CT	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collected in Full	See Notes Below Table
\$614,368.16	Entity	Temple	TX	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$429,868.82	Entity	Spokane	WA	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collected in Full	
\$324,264.49	Entity	Temple	TX	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$246,050.30	Entity	Temple	TX	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$60,000.00	Entity	Oklahoma City	OK	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$60,000.00	Entity	Oklahoma City	OK	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$58,443.13	Entity	Reserve	LA	Ineligible Recipient	Verification	Bill of Collection	Collected in Full	
\$44,053.37	Entity	Temple	TX	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$36,644.90	Entity	Manteno	IL	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$35,385.86	Entity	Manteno	IL	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collection in Progress	

Notes:

1. Bills of collection have been established for all overpayments and will be collected back through VA's debt collection procedures to include internal offset or TOP.
2. VHA is working with individual medical centers to prevent re-occurrence of improper payments by tracking implementation and completion of facility corrective action plans. Examples include:
 - a. Exercising more caution when certifying State Home invoices.
 - b. Verifying correct billing rates are being utilized before issuance of payment.

6. Non-Institutional Care

VHA identified 4 high-dollar overpayments made by Non-Institutional Care during the fourth quarter of FY 2013. These overpayments consisted of singular and cumulative overpayments caused by Administrative and Documentation errors.

- 4 overpayments (100%) totaling \$97,701 are Administrative and Documentation errors caused by issuing duplicate payments or data entry errors.

Total Non-Institutional Care Payments made this quarter: \$341,189,399

Total High-Dollar Overpayments identified this quarter: \$97,701

Percentage of High-Dollar Overpayments: 0.03%

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$45,473.77	Entity	Glenside	PA	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress	See Notes Below Table
\$36,332.52	Individual	Allentown	PA	Data Entry Errors	Administrative and Documentation	Bill of Collection	Collected in Full	
\$10,500.00	Individual	Los Angeles	CA	Data Entry Errors	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$5,394.41	Individual	Indianapolis	IN	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress	

Notes:

1. Bills of collection have been established for all overpayments and will be collected back through VA's debt collection procedures to include internal offset or TOP.
2. VHA is working with individual medical centers to prevent re-occurrence of improper payments by tracking implementation and completion of facility corrective action plans. Examples include:
 - a. Training staff to identify duplicate/erroneous bills from vendors and to utilize tools provided in the Fee Basis Claims System to identify inconsistencies in billing.
 - b. Identifying duplicate billing to ensure accurate payments are made.

7. Non VA Civilian Health and Medical Program of the VA (CHAMPVA)

VHA identified 13 high-dollar overpayments made by CHAMPVA during the fourth quarter of FY 2013. The overpayments consisted of singular and cumulative overpayments caused by Administrative and Documentation errors and Verification errors.

- 11 overpayments (85%) totaling \$471,630 are Administrative and Documentation errors caused by lack of documentation to verify proper payment, applying incorrect application of the payment methodologies, or the incorrect amount was paid.
- 2 overpayments (15%) totaling \$11,502 are Verification errors caused by paying ineligible recipients.

Total CHAMPVA Payments made this quarter: \$281,609,127

Total High-Dollar Overpayments identified this quarter: \$483,132

Percentage of High-Dollar Overpayments: 0.17%

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$156,242.12	Entity	Dallas	TX	Lack of Documentation	Administrative and Documentation	Bill of Collection	Collection in Progress	See Notes Below Table
\$34,512.93	Entity	Westmont	IL	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Bill of Collection	Collection in Progress	

\$33,110.28	Entity	Los Angeles	CA	Lack of Documentation	Administrative and Documentation	Bill of Collection	Collection in Progress
\$31,911.93	Entity	Westmont	IL	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Bill of Collection	Collection in Progress
\$31,828.03	Entity	Dallas	TX	Lack of Documentation	Administrative and Documentation	Bill of Collection	Collection in Progress
\$31,828.02	Entity	Dallas	TX	Lack of Documentation	Administrative and Documentation	Bill of Collection	Collection in Progress
\$31,756.54	Entity	Dallas	TX	Lack of Documentation	Administrative and Documentation	Bill of Collection	Collection in Progress
\$31,752.01	Entity	Dallas	TX	Lack of Documentation	Administrative and Documentation	Bill of Collection	Collection in Progress
\$30,698.17	Entity	Prescott Valley	AZ	Lack of Documentation	Administrative and Documentation	Bill of Collection	Collection in Progress
\$29,077.52	Entity	Dallas	TX	Lack of Documentation	Administrative and Documentation	Bill of Collection	Collection in Progress
\$28,912.51	Entity	Atlanta	GA	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collection in Progress
\$6,219.31	Individual	Leavenworth	KS	Ineligible Recipient	Verification	Bill of Collection	Collection in Progress
\$5,282.95	Individual	Leavenworth	KS	Ineligible Recipient	Verification	Bill of Collection	Collection in Progress

Notes:

1. Bills of collection have been established for all overpayments and will be collected back through VA's debt collection procedures to include internal offset or TOP.
2. VHA is working with Chief Business Office to prevent re-occurrence of improper payments by tracking implementation and completion of corrective action plans. Examples include:
 - a. Conducting 100 percent prepayment review for CHAMPVA claims.
 - b. Completing two percent review for procedural accuracy over the CHAMPVA pre-payment claims processing.
 - c. Conducting CHAMPVA Proper Payment Audit.
 - d. Providing group and individual sustainment training.
 - e. Conducting eligibility data matches with Center for Medicare and Medicaid, Defense Enrollment Eligibility Reporting System, and Social Security Administration.

8. Non-VA Medical Care

VHA identified 56 high-dollar overpayments made by Non-VA Medical Care during the fourth quarter of FY 2013. These overpayments consisted of both singular and cumulative payments caused by Administrative and Documentation errors and Verification errors.

- 47 overpayments (84%) totaling \$2,908,542 are Administrative and Documentation errors where duplicate payments were issued, the amount paid was incorrect, the wrong vendor was paid, the incorrect payment methodologies were used, or there was lack of documentation to validate the payment.
- 9 overpayments (16%) totaling \$436,920 are Verification errors caused by paying ineligible recipients, ineligible goods or services, or VHA failed to verify beneficiary information before paying.

Total Non-VA Medical Care Payments made this quarter: \$ 871,573,530

Total High-Dollar Overpayments identified this quarter: \$3,345,462

Percentage of High-Dollar Overpayments: 0.38%

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$705,211.29	Entity	Marysville	CA	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Bill of Collection	Collected in Full	See Notes Below Table
\$299,188.56	Entity	Harlingen	TX	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$220,775.19	Entity	Portland	OR	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$155,901.47	Entity	Durango	CO	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$131,770.76	Entity	Flint	MI	Failure to Verify Beneficiary Information	Verification	Bill of Collection	Collected in Full	
\$128,629.72	Entity	Tacoma	WA	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collected in Full	
\$109,748.57	Entity	Syracuse	NY	Ineligible Recipient	Verification	Bill of Collection	Collection in Progress	
\$91,121.96	Entity	Louisville	KY	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$71,918.30	Entity	Atlanta	GA	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Bill of Collection	Collected in Full	
\$70,897.94	Entity	Orlando	FL	Wrong Vendor Paid	Administrative and Documentation	Bill of Collection	Collected in Full	
\$64,714.01	Entity	Memphis	TN	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collected in Full	
\$63,374.00	Entity	Vancouver	WA	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$60,642.32	Entity	Fayetteville	NC	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$51,432.68	Entity	New Orleans	LA	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$51,432.68	Entity	New Orleans	LA	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$45,649.53	Entity	Tacoma	WA	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collected in Full	

\$45,326.69	Entity	Louisville	KY	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress
\$43,055.06	Entity	Atlanta	GA	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collected in Full
\$40,691.28	Entity	San Diego	CA	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Bill of Collection	Collection in Progress
\$40,076.33	Entity	Richmond	VA	Failure to Verify Beneficiary Information	Verification	Bill of Collection	Collection in Progress
\$36,173.00	Entity	Baltimore	MD	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress
\$35,156.74	Entity	Reno	NV	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collection in Progress
\$34,427.06	Entity	Atlanta	GA	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collected in Full
\$33,000.00	Entity	Buffalo	NY	Ineligible Good or Service	Verification	Bill of Collection	Collected in Full
\$32,859.85	Entity	Maywood	IL	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collected in Full
\$32,390.57	Entity	San Diego	CA	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Bill of Collection	Collection in Progress
\$31,431.40	Entity	Dothan	AL	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collected in Full
\$30,359.78	Entity	Fayetteville	NC	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress
\$29,559.10	Entity	Charlotte	NC	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress
\$29,134.59	Entity	Lumberton	NC	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress
\$28,912.38	Individual	Miami	FL	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collected in Full
\$28,265.77	Entity	St Cloud	MN	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collection in Progress
\$27,838.12	Entity	Wenatchee	WA	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collected in Full
\$27,838.12	Entity	Wenatchee	WA	Ineligible Recipient	Verification	Bill of Collection	Collection in Progress
\$27,376.34	Entity	Carson City	NV	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress
\$27,308.63	Entity	Amarillo	TX	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Bill of Collection	Collection in Progress

\$27,273.10	Entity	Asheville	NC	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress
\$27,059.07	Entity	Marshfield	WI	Ineligible Good or Service	Verification	Bill of Collection	Collected in Full
\$26,018.30	Entity	Eau Claire	WI	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Bill of Collection	Collection in Progress
\$26,005.27	Entity	Lewiston	ID	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Bill of Collection	Collected in Full
\$25,778.69	Entity	Maywood	IL	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collected in Full
\$25,661.53	Entity	Dallas	TX	Failure to Verify Beneficiary Information	Verification	Bill of Collection	Collection in Progress
\$25,585.19	Entity	San Diego	CA	Ineligible Recipient	Verification	Bill of Collection	Collection in Progress
\$24,091.54	Individual	Seattle	WA	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Bill of Collection	Collection in Progress
\$23,140.00	Entity	San Dimas	CA	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collected in Full
\$18,483.74	Entity	El Paso	TX	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collection in Progress
\$16,751.21	Entity	Nashua	NH	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collected in Full
\$16,180.53	Individual	Pittsburgh	PA	Ineligible Good or Service	Verification	Bill of Collection	Collection in Progress
\$15,002.15	Entity	San Diego	CA	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Bill of Collection	Collection in Progress
\$14,940.00	Individual	Atlanta	GA	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Bill of Collection	Collected in Full
\$14,000.00	Individual	Chicago	IL	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collected in Full
\$9,893.33	Individual	Louisville	KY	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collection in Progress
\$7,958.88	Individual	Defiance	OH	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collection in Progress
\$6,769.39	Individual	Portland	OR	Wrong Vendor Paid	Administrative and Documentation	Bill of Collection	Collection in Progress

\$5,868.22	Individual	NA	NA	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collected in Full	
\$5,412.00	Individual	Cincinnati	OH	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Bill of Collection	Collection in Progress	

Notes:

1. Bills of collection have been established for all overpayments and will be collected back through VA's debt collection procedures to include internal offset or TOP.
2. VHA will provide education and training to clerks on payment methodologies to ensure proper claim processing and utilize Snap Web to identify potential duplicate payments.
3. VHA is working with individual medical centers to prevent re-occurrence of improper payments by tracking implementation and completion of facility corrective action plans. Examples include:
 - a. Providing additional training and guidance by supervisor to billing clerks.
 - b. Providing additional training to staff by VHA.
 - c. Reviewing payment for accuracy prior to processing.
 - d. Financial Operations will notify Business Office of all Refunds/Overpayments checks received from vendor.
 - e. Patch 39 was installed on August 1, 2013 to help reduce the number of improper payments.

9. Other Services

VHA identified 22 high-dollar overpayments made by Other Services during the fourth quarter of FY 2013. These overpayments consisted of both singular and cumulative payments caused by Administrative and Documentation errors and Verification errors.

- 17 overpayments (77%) totaling \$1,370,572 are Administrative and Documentation errors where duplicate payments were issued, the incorrect amount or the wrong vendor was paid, data entries errors were made, or the goods or services were paid for but had not been received.
- 5 overpayments (23%) totaling \$67,614 are Verification errors caused by issuing payments to ineligible recipients or for ineligible goods or services.

Total Other Services Payments made this quarter: \$1,210,495,971

Total High-Dollar Overpayments identified this quarter: \$1,438,186

Percentage of High-Dollar Overpayments: 0.12%

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$203,472.71	Entity	Rancho Cordova	CA	Data Entry Errors	Administrative and Documentation	Bill of Collection	Collection in Progress	See Notes Below Table
\$195,152.17	Entity	Pittsburg	PA	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$187,080.00	Entity	Virginia Beach	VA	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$173,891.83	Entity	Oakland	CA	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$110,254.84	Entity	Nashville	TN	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$99,190.11	Entity	Arlington	VA	Wrong Vendor Paid	Administrative and Documentation	Bill of Collection	Collection in Progress	

\$57,120.00	Entity	Maywood	IL	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collected in Full
\$43,463.05	Entity	Oklahoma City	OK	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress
\$43,000.00	Entity	Richmond	VA	Wrong Vendor Paid	Administrative and Documentation	Bill of Collection	Collected in Full
\$41,700.00	Entity	Rockledge	FL	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collected in Full
\$40,988.80	Entity	Arlington	VA	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collection in Progress
\$38,189.89	Entity	Telford	PA	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collected in Full
\$35,962.89	Entity	Travis AFB	CA	Ineligible Good or Service	Verification	Bill of Collection	Collected in Full
\$35,100.00	Entity	Luquillo	PR	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collection in Progress
\$33,262.81	Entity	Buffalo	NY	Goods or Services Not Yet Received	Administrative and Documentation	Bill of Collection	Collection in Progress
\$30,000.00	Entity	Hanover	NH	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collected in Full
\$28,705.00	Entity	Irving	TX	Wrong Vendor Paid	Administrative and Documentation	Bill of Collection	Collected in Full
\$12,523.00	Individual	Chesterfield	VA	Ineligible Recipient	Verification	Bill of Collection	Collection in Progress
\$10,000.00	Individual	Fitchburg	WI	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress
\$8,139.34	Individual	Monongahela	PA	Ineligible Recipient	Verification	Bill of Collection	Collection in Progress
\$7,093.32	Individual	Dallas	TX	Ineligible Recipient	Verification	Bill of Collection	Collection in Progress
\$3,895.00	Individual	Carmel	IN	Ineligible Good or Service	Verification	Bill of Collection	Collection in Progress

Notes:

1. Bills of collection have been established for all overpayments and will be collected back through VA's debt collection procedures to include internal offset or TOP.
2. VHA is working with individual medical centers to prevent re-occurrence of improper payments by tracking implementation and completion of facility corrective action plans. Examples include:
 - a. Monitoring payment amounts.
 - b. Requesting clarification of contract terms.
 - c. Ensuring Contracting Officer Representative reviews all invoices prior to approval for payment.

10. Payroll

VHA identified 1 high-dollar overpayment made by Payroll during the fourth quarter of FY 2013. This overpayment consisted of a singular payment caused by an Administrative and Documentation error.

- 1 overpayment (100%) totaling \$7,053 is an Administrative and Documentation error caused by issuing a duplicate payment.

Total Payroll Payments made this quarter: \$7,284,454,350

Total High-Dollar Overpayments identified this quarter: \$7,053

Percentage of High-Dollar Overpayments: 0.0001%

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$7,052.80	Individual	Philadelphia	PA	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress	See Notes Below Table

Notes:

1. Bills of collection have been established for all overpayments and will be collected back through VA's debt collection procedures to include internal offset or TOP.
2. VHA is working with individual medical centers to prevent re-occurrence of improper payments by tracking implementation and completion of facility corrective action plans. Examples include:
 - a. Ensuring funds are returned prior to reprocessing of payment.

11. Prosthetics

VHA identified 1 high-dollar overpayment made by Prosthetics during the fourth quarter of FY 2013. This overpayment consisted of a singular payment caused by an Administrative and Documentation error.

- 1 overpayment (100%) totaling \$27,665 is an Administrative and Documentation error caused by issuing a duplicate payment.

Total Prosthetics Payments made this quarter: \$570,234,714

Total High-Dollar Overpayments identified this quarter: \$27,665

Percentage of High-Dollar Overpayments: 0.005%

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$27,665.00	Entity	Saint Paul	MN	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collected in Full	See Notes Below Table

Notes:

1. Bills of collection have been established for all overpayments and will be collected back through VA's debt collection procedures to include internal offset or TOP.
2. VHA is working with individual medical centers to prevent re-occurrence of improper payments by tracking implementation and completion of facility corrective action plans.

12. Supplies and Materials

VHA identified 6 high-dollar overpayments made by Supplies and Materials during the fourth quarter of FY 2013. These overpayments consisted of both singular and cumulative payments and were caused by Administrative and Documentation errors.

- 6 overpayments (100%) totaling \$494,805 are Administrative and Documentation errors where duplicate payments were issued or the amount paid was incorrect.

Total Supplies and Materials Payments made this quarter: \$576,606,170

Total High-Dollar Overpayments identified this quarter: \$494,805

Percentage of High-Dollar Overpayments: 0.09%

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$175,208.68	Entity	Stanford	CA	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collected in Full	See Notes Below Table
\$138,538.00	Entity	Stanford	CA	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress	
\$69,747.36	Entity	Twinsburg	OH	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collected in Full	
\$53,971.84	Entity	Norwood	NC	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collected in Full	
\$32,328.88	Entity	Valley View	OR	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collected in Full	
\$25,010.50	Entity	Durham	NC	Duplicate Payment	Administrative and Documentation	Bill of Collection	Collection in Progress	

Notes:

- Bills of collection have been established for all overpayments and will be collected back through VA's debt collection procedures to include internal offset or TOP.
- VHA is working with individual medical centers to prevent re-occurrence of improper payments by tracking implementation and completion of facility corrective action plans.

Veterans Benefits Administration – VBA

13. Compensation Program

VBA identified 9,878 Compensation overpayments in the fourth quarter of FY 2013 and reviewed a stratified and statistically valid random sample of 385 such overpayments. The review revealed that 92 (24%) were high-dollar overpayments, and 293 (76%) were payments that did not meet the high-dollar overpayment criteria. Based on these results, VBA projected that 2,371 overpayments originally identified were high-dollar overpayments, and an estimated 7,507 were payments that did not meet the high-dollar overpayment criteria. These results are based on estimates at a 95 percent confidence level with a \pm 5% interval.

Compensation identified 92 high-dollar overpayments; 15 are due to Administrative and Documentation errors, 9 are due to Authentication and Medical Necessity errors, and 68 are due to Verification errors.

- 15 overpayments (16%) totaling \$291,125 are due to Administration and Documentation errors caused by processing errors, an adjustment of military retired or separation pay, or month of death payment to the surviving spouse.
- 9 overpayments (10%) totaling \$164,126 are due to Authentication and Medical Necessity errors caused by changes in countable income or a change in unreimbursed medical expenses used to reduce that income for VA purposes.
- 68 overpayments (74%) totaling \$1,092,391 are Verification errors caused by the delayed notification of the death of a Veteran or beneficiary, the delayed notification of a Veteran returning to active duty, notification by third parties of dependency changes, adjustments for incarceration or fugitive felon status, or by apportionment.

Total Compensation Payments made this quarter: \$15,851,018,270
 Total High-Dollar Overpayments projected this quarter: \$37,501,856
 Percentage of High-Dollar Overpayments: 0.24%

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$191,502.00	Individual	Chicago	IL	Death of Beneficiary	Verification	See Notes Below Table	Collection in Progress	See Notes Below Table
\$140,363.00	Individual	Arab	AL	Death of Beneficiary	Verification		Collection in Progress	
\$107,037.00	Individual	Oliver Spring	TN	Other	Administrative and Documentation		Collection in Progress	
\$71,365.00	Individual	Houston	TX	Death of Beneficiary	Verification		Collection in Progress	
\$41,026.00	Individual	Oklahoma City	OK	Incarcerated Beneficiary	Verification		Collection in Progress	
\$38,426.00	Individual	Jacksonville	FL	Income Change	Authentication and Medical Necessity		Collection in Progress	
\$38,233.00	Individual	Colorago Springs	CO	Income Change	Authentication and Medical Necessity		Collection in Progress	
\$35,568.00	Individual	Sequim	WA	Other	Administrative and Documentation		Collected in Full	
\$33,109.00	Individual	Windsor	SC	Death of Beneficiary	Verification		Collection in Progress	
\$30,198.00	Individual	Cave City	AR	Dependency Issue	Verification		Collection in Progress	
\$29,232.00	Individual	Piney Flats	TN	Returned to Active Duty	Verification		Collection in Progress	
\$23,424.00	Individual	Westwood	MA	Death of Beneficiary	Verification		Collection in Progress	
\$21,961.00	Individual	Mt. Pleasant	WI	Military Retired Pay	Administrative and Documentation		Collection in Progress	

\$21,143.00	Individual	Lexington	VA	Death of Beneficiary	Verification		Collection in Progress
\$20,511.00	Individual	Columbus	GA	Income Change	Authentication and Medical Necessity		Collection in Progress
\$19,607.00	Individual	Findlay	OH	Other	Administrative and Documentation		Collection in Progress
\$18,105.00	Individual	Colorago Springs	CO	Death of Beneficiary	Verification		Collection in Progress
\$16,668.00	Individual	Oklahoma City	OK	Income Change	Authentication and Medical Necessity		Collection in Progress
\$15,695.00	Individual	E. Greenbush	NY	Death of Beneficiary	Verification		Collection in Progress
\$15,675.00	Individual	New Cumberland	PA	Death of Beneficiary	Verification		Collection in Progress
\$15,504.00	Individual	Des Moines	IA	Other	Administrative and Documentation		Collection in Progress
\$14,728.00	Individual	Georgetown	KY	Returned to Active Duty	Verification		Collection in Progress
\$14,141.00	Individual	Manistee	MI	Returned to Active Duty	Verification		Collection in Progress
\$14,052.00	Individual	Glen Falls	NY	Death of Beneficiary	Verification		Collection in Progress
\$13,980.00	Individual	Phoenix	AZ	Incarcerated Beneficiary	Verification		Collection in Progress
\$13,464.00	Individual	Seymour	CT	Returned to Active Duty	Verification		Collection in Progress
\$13,179.00	Individual	Daleville	MS	Income Change	Authentication and Medical Necessity		Collection in Progress
\$13,176.00	Individual	Yuba City	CA	Other	Administrative and Documentation		Collected in Full
\$13,155.00	Individual	Easley	SC	Income Change	Authentication and Medical Necessity		Collection in Progress
\$12,603.00	Individual	New Hartford	NY	Returned to Active Duty	Verification		Collection in Progress
\$12,456.00	Individual	Shawnee	OK	Returned to Active Duty	Verification		Collection in Progress
\$12,335.00	Individual	Claremore	OK	Incarcerated Beneficiary	Verification		Collection in Progress
\$12,128.00	Individual	Tacoma	WA	Death of Beneficiary	Verification		Collection in Progress
\$12,000.00	Individual	Forest Park	GA	Other	Administrative and Documentation		Collection in Progress
\$11,892.00	Individual	Montevall	AL	Death of Beneficiary	Verification		Collection in Progress
\$11,664.00	Individual	Canal Winchester	OH	Death of Beneficiary	Verification		Collection in Progress

\$11,620.00	Individual	Providence	RI	Military Retired Pay	Administrative and Documentation		Collection in Progress	
\$11,303.00	Individual	Round Rock	TX	Returned to Active Duty	Verification		Collection in Progress	
\$10,803.00	Individual	Dillsburg	PA	Military Retired Pay	Administrative and Documentation		Collection in Progress	
\$10,535.00	Individual	Mouatville	PA	Returned to Active Duty	Verification		Collection in Progress	
\$10,191.00	Individual	Saint Albans	WV	Death of Beneficiary	Verification		Collection in Progress	
\$9,824.00	Individual	Port Byron	IL	Returned to Active Duty	Verification		Collection in Progress	
\$9,720.00	Individual	Waterford	MI	Death of Beneficiary	Verification		Collection in Progress	
\$9,664.00	Individual	Humble	TX	Incarcerated Beneficiary	Verification		Collection in Progress	
\$9,562.00	Individual	New Whiteland	IN	Returned to Active Duty	Verification		Collected in Full	
\$9,534.00	Individual	Waitsburg	WA	Returned to Active Duty	Verification		Collection in Progress	
\$9,534.00	Individual	Pearland	TX	Income Change	Authentication and Medical Necessity		Collection in Progress	
\$9,128.00	Individual	Montgomery	AL	Income Change	Authentication and Medical Necessity		Collection in Progress	
\$9,068.00	Individual	Cogan Station	PA	Returned to Active Duty	Verification		Collection in Progress	
\$8,687.00	Individual	29 Palms	CA	Returned to Active Duty	Verification		Collection in Progress	
\$8,575.00	Individual	Jefferson City	MO	Other	Administrative and Documentation		Collection in Progress	
\$8,453.00	Individual	Moline	IL	Military Retired Pay	Administrative and Documentation		Collection in Progress	
\$8,132.00	Individual	North Tonawanda	NY	Returned to Active Duty	Verification		Collection in Progress	
\$7,676.00	Individual	Cameron	WV	Incarcerated Beneficiary	Verification		Collection in Progress	
\$7,668.00	Individual	Tigard	OR	Returned to Active Duty	Verification		Collection in Progress	
\$7,580.00	Individual	Hamilton	VA	Death of Beneficiary	Verification		Collected in Full	
\$7,290.00	Individual	Acworth	GA	Death of Beneficiary	Verification		Collected in Full	
\$7,183.00	Individual	Dane	WI	Month of Death	Administrative and Documentation		Collected in Full	
\$7,183.00	Individual	Rancho Santa Fe	CA	Month of Death	Administrative and Documentation		Collection in Progress	

\$7,183.00	Individual	Beavercreek	OR	Month of Death	Administrative and Documentation		Collection in Progress	
\$6,914.00	Individual	Dryidge	KY	Returned to Active Duty	Verification		Collection in Progress	
\$6,810.00	Individual	Stafford	VA	Returned to Active Duty	Verification		Collection in Progress	
\$6,618.00	Individual	Fairfield	CA	Death of Beneficiary	Verification		Collected in Full	
\$6,415.00	Individual	Calabasas	CA	Death of Beneficiary	Verification		Collected in Full	
\$6,325.00	Individual	Sandia Park	NM	Returned to Active Duty	Verification		Collection in Progress	
\$6,304.00	Individual	Inglis	FL	Death of Beneficiary	Verification		Collected in Full	
\$6,304.00	Individual	Ft. Lauderdale	FL	Death of Beneficiary	Verification		Collection in Progress	
\$6,262.00	Individual	Hope Mills	NC	Dependency Issue	Verification		Collection in Progress	
\$6,146.00	Individual	Seminole	OK	Death of Beneficiary	Verification		Collected in Full	
\$6,146.00	Individual	Bridgeton	NJ	Death of Beneficiary	Verification		Collected in Full	
\$6,075.00	Individual	Devine	TX	Death of Beneficiary	Verification		Collection in Progress	
\$6,075.00	Individual	Lancaster	VA	Death of Beneficiary	Verification		Collection in Progress	
\$6,075.00	Individual	Fort Mill	SC	Death of Beneficiary	Verification		Collected in Full	
\$6,064.00	Individual	Odessa	TX	Death of Beneficiary	Verification		Collected in Full	
\$6,064.00	Individual	Bryant	AR	Death of Beneficiary	Verification		Collection in Progress	
\$5,975.00	Individual	Colorago Springs	CO	Dependency Issue	Verification		Collection in Progress	
\$5,975.00	Individual	Loveland	OH	Incarcerated Beneficiary	Verification		Collection in Progress	
\$5,946.00	Individual	Austin	MN	Death of Beneficiary	Verification		Collected in Full	
\$5,946.00	Individual	San Jose	CA	Death of Beneficiary	Verification		Collection in Progress	
\$5,946.00	Individual	San Leandro	CA	Death of Beneficiary	Verification		Collection in Progress	
\$5,946.00	Individual	Rockaway Beach	NY	Death of Beneficiary	Verification		Collection in Progress	
\$5,946.00	Individual	Cape May	NJ	Death of Beneficiary	Verification		Collection in Progress	

\$5,946.00	Individual	Taylorville	UT	Death of Beneficiary	Verification		Collected in Full
\$5,842.00	Individual	Issaquah	WA	Death of Beneficiary	Verification		Collection in Progress
\$5,832.00	Individual	Venice	FL	Death of Beneficiary	Verification		Collection in Progress
\$5,711.00	Individual	New Port Richey	FL	Incarcerated Beneficiary	Verification		Collection in Progress
\$5,632.00	Individual	Boerne	TX	Returned to Active Duty	Verification		Collection in Progress
\$5,632.00	Individual	Fayetteville	NC	Death of Beneficiary	Verification		Collection in Progress
\$5,632.00	Individual	Santa Margarita	CA	Death of Beneficiary	Verification		Collected in Full
\$5,292.00	Individual	Fort Jones	CA	Income Change	Authentication and Medical Necessity		Collection in Progress
\$5,272.00	Individual	Warren	PA	Unknown	Administrative and Documentation		Collection in Progress
\$5,173.00	Individual	Pittsburgh	PA	Incarcerated Beneficiary	Verification		Collection in Progress

Notes:

1. Overpayments are routinely recovered from future benefits awarded. If not recovered, further actions are then taken by the VA Debt Management Center (DMC), including referral to the Treasury Offset Program, as appropriate.
2. VBA established a workgroup in March 2012 to review the Compensation program, and identify best practices for reducing high-dollar overpayments.
3. VBA manages timeliness of completing action on issues involving potential overpayments by using special controls such as the workload End Product 690.
4. Field personnel monitor exception reports and take corrective action when system-generated messages indicate there are potential overpayments. Claims processors are directed to initiate action within 30 days of receiving these notices.
5. VBA requires field personnel take immediate action to resolve claims involving due process once their associated controls mature. This reduces the amount of potential overpayments created through delayed processing.
6. Some VA overpayments are inherent based on the requirements of 38 CFR § 3.103, Procedural Due Process and Appellate Rights, that do not allow VA to take adverse action regarding the payment of benefits without providing the beneficiary 60-days advance notice, although the beneficiary may request that VA take the adverse action immediately. This "due process" period extends an overpayment period by two additional months. One exception to extending due process occurs when VA is notified of a beneficiary's death.

14. Pension Program

VBA uses analytical procedures to improve the statistical validity of the high-dollar overpayment review. This procedure requires a review of a stratified random sample of the total number of overpayments. There were 7,107 Pension overpayments identified in the fourth quarter of FY 2013.

A random sample of 385 overpayments was reviewed. The review revealed that 46 (12%) were high-dollar overpayments, and 339 (88%) were payments that did not meet the high-dollar overpayment criteria. Based on these results, we projected that 853 overpayments originally identified were high-dollar overpayments, and an estimated 6,254 were payments that did not meet the high-dollar overpayment criteria. These results are based on estimates at a 95 percent confidence level with a ± 5 percent interval.

Pension and Fiduciary Service identified 46 high-dollar overpayments, of which 1 payment is due to an Administrative and Documentation error, and 45 are due to Verification errors.

- 1 overpayment (2%) totaling \$17,916 is an Administrative and Documentation error. This occurs when an erroneous duplicate payment is made to a claimant.
- 45 overpayments (98%) totaling \$669,099 are Verification errors caused by delayed notification of the beneficiary's death, dependency changes, retroactive adjustments for incarceration or fugitive felon status, hospitalization of a Veteran at VA expense.

Total Pension Payments made this quarter: \$1,349,529,784

Total High-Dollar Overpayments projected this quarter: \$13,183,976

Percentage of High-Dollar Overpayments: 0.98%

Amount of Overpayment	Entity or Individual	City	State	Cause of Overpayment	OMB Error Type	Action/Plan to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$160,386.00	Individual	Leesburg	TX	Dependency Issue	Verification	See Notes Below Table	Collection in Progress	See Notes Below Table
\$38,550.00	Individual	Candor	NC	Dependency Issue	Verification		Collection in Progress	
\$28,909.00	Individual	Augusta	GA	Death of Beneficiary	Verification		Collection in Progress	
\$28,830.00	Individual	Pedro	CA	Incarcerated	Verification		Collection in Progress	
\$26,873.00	Individual	Houston	TX	Incarcerated	Verification		Collection in Progress	
\$25,143.00	Individual	Miami	FL	Death of Beneficiary	Verification		Collection in Progress	
\$18,731.00	Individual	Dickson	TN	Death of Beneficiary	Verification		Collected in Full	
\$18,486.00	Individual	Taylors	SC	Death of Beneficiary	Verification		Collected in Full	
\$17,916.00	Individual	Imperial	MO	Other	Administrative and Documentation		Collection in Progress	

\$16,664.00	Individual	Rochester	NY	Veteran Hospitalized at VA Expense	Verification		Collection in Progress
\$16,432.00	Individual	Little Rock	AR	Dependency Issue	Verification		Collection in Progress
\$13,280.00	Individual	Roswell	GA	Death of Beneficiary	Verification		Collection in Progress
\$13,148.00	Individual	Roseville	MI	Incarcerated	Verification		Collection in Progress
\$13,088.00	Individual	Port St. Lucie	FL	Dependency Issue	Verification		Collection in Progress
\$12,845.00	Individual	Port Richey	FL	Dependency Issue	Verification		Collection in Progress
\$12,324.00	Individual	Fayetteville	GA	Dependency Issue	Verification		Collection in Progress
\$12,252.00	Individual	Cleveland	OH	Incarcerated	Verification		Collection in Progress
\$12,186.00	Individual	Griffin	GA	Death of Beneficiary	Verification		Collection in Progress
\$10,392.00	Individual	York	PA	Death of Beneficiary	Verification		Collection in Progress
\$10,017.00	Individual	Roanoke	VA	Death of Beneficiary	Verification		Collection in Progress
\$9,998.00	Individual	Lutz	FL	Death of Beneficiary	Verification		Collected in Full
\$9,969.00	Individual	Front Royal	VA	Dependency Issue	Verification		Collected in Full
\$9,912.00	Individual	Chicago	IL	Incarcerated	Verification		Collection in Progress
\$9,412.00	Individual	Jersey City	NJ	Death of Beneficiary	Verification		Collection in Progress
\$8,984.00	Individual	Miami	FL	Death of Beneficiary	Verification		Collection in Progress
\$8,904.00	Individual	Lake Monroe	FL	Death of Beneficiary	Verification		Collection in Progress
\$8,885.00	Individual	Pittsburgh	PA	Death of Beneficiary	Verification		Collection in Progress
\$7,791.00	Individual	Meadowbrook	PA	Death of Beneficiary	Verification		Collected in Full
\$7,422.00	Individual	Manchester Center	VT	Death of Beneficiary	Verification		Collection in Progress
\$7,245.00	Individual	Wiggins	MS	Incarcerated	Verification		Collection in Progress
\$6,727.00	Individual	Saint Paul	VA	Incarcerated	Verification		Collection in Progress
\$6,228.00	Individual	Vidalia	GA	Death of Beneficiary	Verification		Collection in Progress

\$6,228.00	Individual	Nashville	TN	Dependency Issue	Verification		Collection in Progress
\$6,162.00	Individual	Palm Desert	CA	Death of Beneficiary	Verification		Collected in Full
\$6,162.00	Individual	Studio City	CA	Death of Beneficiary	Verification		Collection in Progress
\$6,108.00	Individual	Valrico	FL	Death of Beneficiary	Verification		Collected in Full
\$5,784.00	Individual	Sterling	UT	Dependency Issue	Verification		Collection in Progress
\$5,565.00	Individual	Chapin	SC	Death of Beneficiary	Verification		Collection in Progress
\$5,565.00	Individual	Redondo Beach	CA	Death of Beneficiary	Verification		Collection in Progress
\$5,565.00	Individual	White Plains	NY	Death of Beneficiary	Verification		Collection in Progress
\$5,565.00	Individual	Stuart	FL	Death of Beneficiary	Verification		Collection in Progress
\$5,442.00	Individual	Palmetto Bay	FL	Death of Beneficiary	Verification		Collected in Full
\$5,383.00	Individual	Bend	OR	Death of Beneficiary	Verification		Collection in Progress
\$5,196.00	Individual	Burgaw	NC	Death of Beneficiary	Verification		Collection in Progress
\$5,196.00	Individual	Scranton	PA	Death of Beneficiary	Verification		Collection in Progress
\$5,165.00	Individual	Washington	DC	Dependency Issue	Verification		Collection in Progress

Notes:

1. Overpayments are routinely recovered from future benefits awarded. If not recovered, further actions are then taken by the VA DMC, including referral to the Treasury Offset Program, as appropriate.
2. VBA workgroup – March 2012. The workgroup was implemented to formulate and implement strategy to reduce the amount of high-dollar overpayments.
3. Develop specific guidance on pension benefit adjustments.
4. Provide guidance under M21-1MR, Part I, Chapter 2.B.7.a, which requires field personnel to resolve claims involving due process when the associated controls mature.
5. Continue to provide feedback to field employees, through PMC conference calls. VBA is establishing performance measures to address timeliness of processing maintenance workload.
6. Share the findings from this review with the field, so they can implement local reviews and address local high-dollar overpayment issues.
7. Include matching program training in the mandatory topics for the FY 2013 National Pension Training Curriculum.

15. Education

VBA uses analytical procedures to improve the statistical validity of the high-dollar overpayment review. This procedure requires a review of a stratified random sample of the total number of overpayments. There were 17,803 Education overpayments identified in the fourth quarter of FY 2013.

A random sample of 251 overpayments was reviewed. The review revealed that 8 percent were high-dollar overpayments, and 92 percent were payments that did not meet the high-dollar overpayment criteria. Based on these results, we projected that 1,495 of 17,803 overpayments originally identified were high-dollar overpayments, and an estimated 16,308 were payments that did not meet the high-dollar overpayment criteria. These results are based on estimates at a 95 percent confidence level with a \pm 5 percent interval.

Education Service identified 21 high-dollar overpayments, of which 4 are Administrative and Documentation errors, and 17 are Verification errors. Extrapolating from the sample review results, an estimated projected total of \$9,611,044 in high-dollar overpayments were made in the fourth quarter.

- 4 overpayments (19%) totaling \$89,747 are due to Administrative and Documentation errors caused by VA issuing duplicate payments and/or data input errors or by incorrect reporting of tuition and fees by school(s).
- 17 overpayments (81%) totaling \$52,015 are due to Verification errors caused by incorrect reporting of tuition and fees by school(s).

Total Education Payments made this quarter: \$3,184,820,771

Total High-Dollar Overpayments projected this quarter: \$9,611,044

Percentage of High-Dollar Overpayments: 0.30%

Amount of Overpayment	Entity or Individual	City	State	Cause of Overpayment	OMB Error Type	Action/Plan to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
1,675.00	Entity	Moncour	NC	Incorrect Reporting of Tuition and Fees by School	Verification	See Notes Below Table	Collected in Full	See Notes Below Table
1,777.50	Individual	Phoenix City	AL	Incorrect Reporting of Tuition and Fees by School	Verification		Collection in Progress	
1,808.00	Entity	Spring Lake	NC	Incorrect Reporting of Tuition and Fees by School	Verification		Collected in Full	
1,974.00	Entity	San Antonio	TX	Incorrect Reporting of Tuition and Fees by School	Verification		Collected in Full	
1,983.20	Entity	Weston	FL	Incorrect Reporting of Tuition and Fees by School	Verification		Collected in Full	
1,996.65	Entity	Herndon	VA	Incorrect Reporting of Tuition and Fees by School	Verification		Collection in Progress	
1,996.65	Entity	Liberty	TN	Incorrect Reporting of Tuition and Fees by School	Verification		Collected in Full	

2,000.00	Entity	Ellenwood	GA	Incorrect Reporting of Tuition and Fees by School	Verification		Collection in Progress
2,644.40	Individual	Miami	FL	Incorrect Reporting of Tuition and Fees by School	Verification		Collection in Progress
2,653.20	Entity	Bonney Lake	WA	Incorrect Reporting of Tuition and Fees by School	Verification		Collection in Progress
2,746.80	Individual	Chicago	IL	Incorrect Reporting of Tuition and Fees by School	Verification		Collection in Progress
2,820.00	Entity	Westland	MI	Incorrect Reporting of Tuition and Fees by School	Verification		Collection in Progress
3,463.50	Entity	Sumner	ME	VA Data Input Error	Administrative and Documentation		Collection in Progress
4,166.40	Individual	Hailey	ID	Incorrect Reporting of Tuition and Fees by School	Verification		Collection in Progress
4,315.20	Individual	APO	AE	Incorrect Reporting of Tuition and Fees by School	Verification		Collection in Progress
5,000.00	Entity	Tempe	AZ	Incorrect Reporting of Tuition and Fees by School	Verification		Collected in Full
5,346.00	Entity	San Antonio	TX	VA Data Input Error	Administrative and Documentation		Collected in Full
5,550.00	Entity	Northfield	VT	Incorrect Reporting of Tuition and Fees by School	Verification		Collected in Full
6,908.31	Entity	Marion	IL	Incorrect Reporting of Tuition and Fees by School	Verification		Collected in Full
7,401.00	Entity	Trout Run	PA	VA Data Input Error	Administrative and Documentation		Collected in Full
73,536.66	Entity	Charleston	SC	VA Data Input Error	Administrative and Documentation		Collection in Progress

Notes:

1. VA continues to take a two-step approach; one, focus on training our employees; and two, field improvements in electronic processing systems to aid in decreasing human errors.
2. Each Regional Processing Office and the Central Office have established required training that employees must attend.
3. Supervisory officials also monitor individual employee performance and provide additional training as necessary.
4. Fielding improvements in electronic processing systems continues to be a challenge for VA due to the transition of LTS to sustainment and possible future statutory changes in the Post-9/11 GI Bill.
5. VA published a nationwide School Certifying Official Handbook, which establishes common requirements and detailed instructions for School Certifying Officials to prepare and submit enrollment and attendance information to VA. In addition, recent statutory changes authorized State Approving Agencies to conduct school Compliance Surveys. This will increase VA presence on campuses and enable additional assessment of school official compliance and increase VA opportunities to provide focused training for school officials.

16. Insurance Program

Insurance Service identified 6 high-dollar overpayments made during the fourth quarter of FY 2013. All were caused by Administrative and Documentation errors.

- 6 overpayments (100%) totaling \$140,230 are Administrative and Documentation errors caused when the death claim award was paid to the incorrect beneficiary, when the death claim award was direct deposited into the wrong account, when the beneficiary designation was not signed by the insured, and when the insurance policy matured as an endowment and was paid to the insured after the death of the insured.

Total Insurance Service Payments made this quarter: \$324,855,049

Total High-Dollar Overpayments identified this quarter: \$140,230

Percentage of High-Dollar Overpayments: 0.04%.

Amount of Overpayment	Entity or Individual	City	State	Cause of Overpayment	OMB Error Type	Action/Plan to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$ 10,024.00	Individual	Beaufort	SC	Incorrect beneficiary paid	Administrative and Documentation	See Notes Below Table	Collection in Progress	See Notes Below Table
\$ 39,853.23	Individual	Broussard	LA	Incorrect beneficiary paid	Administrative and Documentation		Collected in Full	
\$ 27,891.65	Individual	East Petersburg	PA	Death claim proceeds were direct deposited into the wrong account	Administrative and Documentation		Collected in Full	
\$ 13,270.73	Individual	Greenville	TN	Death claim proceeds were direct deposited into the wrong account	Administrative and Documentation		Collected in Full	
\$ 10,000.00	Individual	Paris	TX	Beneficiary designation not signed by the insured. Insurance proceeds were paid to an individual not entitled to the insurance award	Administrative and Documentation		Collected in Full	

\$ 39,190.56	Individual	Newport Beach	CA	On 05-29-13, the insurance policy matured as an endowment and the proceeds were sent to the insured. The insured died on 5-20-13. First notice of death was not received until 6-12-13.	Administrative and Documentation		Collected in Full	
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Notes:

1. Overpayments are routinely recovered from future benefits awarded. If not recovered, an accounts receivable is established and further actions are then taken by the VA DMC, including referral to the Treasury Offset Program, as appropriate.
2. Other actions to prevent reoccurrence include improving documentation.
3. Some VA overpayments are inherent based on the requirements of 38 CFR § 3.103, Procedural Due Process and Appellate Rights, that does not allow VA to take adverse action regarding the payment of benefits without providing the beneficiary 60 days advance notice, unless the beneficiary requests that VA take the adverse action immediately. This "due process" period extends an overpayment by two additional months. One exception to this requirement is when VA is notified of a beneficiary's death.

17. Vocational Rehabilitation & Employment (VR&E):

There were 95 records for VR&E Service overpayments identified in the fourth quarter of FY 2013. The review revealed that 13 (14%) were high-dollar overpayments, and 82 (86%) were payments that did not meet the high-dollar overpayment criteria.

VR&E Service identified 13 high-dollar overpayments; 6 are due to Administrative and Documentation errors, and 7 are due to Verification errors.

- 6 overpayments (46 %) totaling \$57,826 are Administrative and Documentation errors as a result of incorrect payment amounts, administrative error by the Vocational Rehabilitation Counselor (VRC), the school's delay in providing proper paperwork, or duplicate payments.
- 7 overpayments (54 %) totaling \$48,825 are Verification errors as a result of the Veteran not correctly or timely reporting withdrawal from classes or election to terminate an award.

Total VR&E Payments made this quarter: \$229,154,248

Total High-Dollar Overpayments identified this quarter: \$106,651

Percentage of High-Dollar Overpayments: 0.05%

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$22,159.39	Individual	Royal Palm Beach	FL	Veteran provided updated dependency information, which conflicted with prior awards.	Administrative and Documentation	See Note 1 Below	Collected in Full	See Notes 2 - 8 Below

\$11,647.60	Individual	St. Thomas	VI	Veteran certified under the incorrect program resulting in the Veteran receiving payment from two separate programs.	Administrative and Documentation		Collection in Progress
\$11,035.60	Individual	Oak Park	CA	Veteran did not advise of election to terminate Chapter 31 award.	Verification		Collection in Progress
\$8,497.60	Individual	Plainfield	NJ	Veteran dropped all courses for Spring term 2013. Timely notice not received.	Verification		Collection in Progress
\$6,728.33	Individual	Climax Springs	MO	Veteran enrolled, but never attended classes - did not notify VA.	Verification		Collection in Progress
\$6,656.75	Individual	Vancouver	WA	Duplicate payment	Administrative and Documentation		Collected in full
\$6,373.80	Individual	APO	AE	Veteran submitted modified dependency information to VRC	Administrative and Documentation		Collected in full
\$6,143.61	Individual	Albuquerque	NM	Veteran withdrew from school and did not notify VRC in a timely manner	Verification		Collection in progress
\$5,881.45	Individual	Chicago	IL	Veteran withdrew from school and did not notify VRC in a timely manner	Verification		Collected in full
\$5,518.01	Individual	Memphis	TN	Veteran had a term of enrollment not accounted for in BDN- debt created to retroactively pay Veteran for missing term.	Administrative and Documentation		Collection terminated

\$5,470.62	Individual	Cabot	AR	Veteran received Chapter 31 Subsistence allowance while on Active duty. VRC did not verify Veteran's activity duty status at the time of application	Administrative and Documentation		Collection in progress
\$5,322.39	Individual	Pensacola	FL	The Veteran stopped attending classes but failed to formally withdraw from the class, notify the VA	Verification		Collection in Progress
\$5,216.40	Individual	Vancouver	WA	Veteran discontinued the program of services prior to the end of the Rehabilitation Plan's anticipated completion date.	Verification		Collection in progress

Notes:

1. The VA DMC is responsible for Collection of overpayments.
2. Veteran awards were amended for dependency and then re-entered. Veteran reminded that any changes to his dependency need to be reported to his VRC as soon as possible.
3. The School Certifying Officials are reminded to verify the VA Form 28-1905 to ensure the Veteran is certified under the correct educational program.
4. VR&E continues to provide information to Veterans on any changes made in regards to their benefits and subsistence allowance.
5. Vocational Rehabilitation Counselors continue to encourage open communication and remind Veterans in the program to provide constant updates in regards to their training and contact their case manager to receive support and assistance.
6. VA Certifying Official was reminded of the importance of timely notification of withdrawals.
7. Vocational Rehabilitation Counselors (VRC) took the appropriate actions to stop the award due to non-attendance.
8. Overpayment was created as a result of a two stage Benefit Delivery Network (BDN) award.

18. VACO Staff Offices

VACO Staff Offices identified 7 high-dollar overpayments made during the fourth quarter of 2013. These overpayments consisted of single overpayments. All overpayments were caused by Administrative and Documentations.

- 7 overpayments (100 %) totaling \$882,124 are Administrative and Documentation errors caused by duplicate payments, paying the wrong vendor, non-application of credit memos, or paying the wrong amount.

Total VACO Staff Offices Payments made this quarter: \$1,114,287,368

Total High-Dollar Overpayments identified this quarter: \$882,124

Percentage of High-Dollar Overpayments: 0.08%

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$54,939.07	Entity	Milwaukee	WI	Wrong Vendor Paid	Administrative and Documentation	See Note 1	Collection in progress	See Note 2
\$224,949.86	Entity	Escondido	CA	Wrong Vendor Paid	Administrative and Documentation		Collection in progress	
\$36,000.00	Entity	Escondido	CA	Duplicate Payment	Administrative and Documentation		Collected in full	
\$163,879.41	Entity	Bedford	MA	Credit Memo	Administrative and Documentation		Collected in full	
\$80,541.52	Entity	Mount Sterling	OH	Duplicate Payment	Administrative and Documentation		Collected in full	
\$101,495.00	Entity	St Paul	MN	Duplicate Payment	Administrative and Documentation		Collected in full	
\$220,319.00	Entity	Tucson	AZ	Incorrect Amount	Administrative and Documentation		Collected in full	

Notes:

1. The VA Financial Services Center (FSC) has established Bills of Collection on behalf of VACO Staff Offices for all identified overpayments.
2. VACO Staff Offices will match and reconcile vendor information to original obligations prior to approval of payment.