

Department of  
Veterans Affairs

# Memorandum

Date: OCT - 8 2014  
From: Secretary (00)  
Subj: Fiscal Year 2014 Third Quarter Report on High-Dollar Overpayments (VAIQ #7432909)  
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 its 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 third quarter of fiscal year 2014.

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 306 high-dollar overpayments were identified. The following is a summary of the programs with \$500,000 or more high-dollar overpayments in the third quarter of fiscal year 2014:

- **Beneficiary Travel:** Twenty-two high-dollar overpayments were identified (0.24 percent or \$511 thousand out of \$209 million total payments); 3 erroneous payments were due to administrative and documentation errors and 19 were due to verification errors. VHA is working with individual medical centers to prevent re-occurrence of improper payments by verifying patient eligibility information before approval, by educating Veterans on what is considered Gross Household Income, and by providing additional training to staff members.
- **VHA - Communications, Utilities, and Other Rent:** Twelve high-dollar overpayments were identified (0.32 percent or \$1.1 million out of \$357 million total payments); all erroneous payments were due to administrative and documentation errors. VHA is working with individual medical centers to prevent re-occurrence of

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improper payments by verifying amounts paid prior to disbursement, and ensuring payments are made according to contract.

- **Grants – State Home Per Diem:** Three high-dollar overpayments were identified (0.29 percent or \$771 thousands out of the \$265 million total payments); all erroneous payments were due to administrative and documentation errors. VHA is working with individual medical centers to prevent re-occurrence of improper payments by providing ongoing training to staff to ensure that payments are processed properly.
- **Non-VA Medical Care:** Sixty-five high-dollar overpayments were identified (0.52 percent or \$5.3 million out of \$1.0 billion total payments); 60 erroneous payments were due to administrative and documentation errors and 5 were due to verification errors. VHA is working with individual medical centers to prevent re-occurrence of improper payments by providing ongoing training to staff, reviewing payments for accuracy prior to processing, and implementing quality control procedures.
- **VHA – Other Services:** Twenty-two high-dollar overpayments were identified (0.12 percent or \$1.4 million out of \$1.2 billion total payments); 21 erroneous payments were due to administrative and documentation errors and 1 was due to verification error. VHA is working with individual medical centers to prevent re-occurrence of improper payments by providing ongoing training to staff to ensure that payments are processed properly.
- **VBA – Compensation:** From a population of 10,287 overpayments, a random sample of 385 payments was reviewed to determine if any were high-dollar overpayments. Only the sampling results are included in this report. The sample disclosed 63 high-dollar overpayments totaling \$885 thousand (0.18 percent or \$28.9 million out of \$16.1 billion total payments); 9 were due to administrative and documentation errors, 5 were due to authentication and medical necessity errors, and 49 were due to verification errors. VBA is working to prevent future re-occurrence by initiating corrective measures after receiving system-generated notifications indicating there are potential overpayments, and by improving the timeliness of completing actions by monitoring maintenance workloads.
- **Pension:** From a population of 8,643 overpayments, a random sample of 385 payments was reviewed to determine if any were high-dollar overpayments. Only the sampling results are included in this report. The sample disclosed 30 high-dollar overpayments totaling \$677 thousand (1.14 percent or \$15 million out of \$1.3 billion total payments); 2 were due to administrative and documentation errors and 28 were due to verification errors. VBA is working to prevent future re-occurrence by developing specific guidance on benefit adjustments, by measuring the timeliness of processing maintenance workload, and by implementing local reviews and addressing issues.

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- **VACO Staff Offices:** Eight high-dollar overpayments were identified (0.14 percent or \$1.8 million out of \$1.3 billion total payments); all erroneous payments were due to administrative and documentation errors. VACO Staff Offices are working to prevent future re-occurrences by implementing pre-payment invoice reviews, second level reviews for invoices over a certain threshold, and by providing ongoing training to staff to ensure that payments are processed properly.
- **Other:** In the other 15 programs, 81 high-dollar overpayments were identified (0.01 percent or \$1.5 million out of \$12.4 billion total payments); 72 erroneous payments were due to administrative and documentation errors and 9 were due to verification errors. All other programs offices are working to prevent future re-occurrence by establishing internal controls, imparting findings to the field for local review and guidance, and by providing ongoing training to staff to ensure that payments are processed properly.

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



Robert A. McDonald

Attachment

## **Executive Order 13520 – Reducing Improper Payments Fiscal Year (FY) 2014 Third 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 government-wide 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 third quarter of fiscal year (FY) 2014. 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 22 high-dollar overpayments made by Beneficiary Travel during the third quarter of 2014. These overpayments consisted of both singular and cumulative overpayments caused by Administrative and Documentation errors and Verification errors.

- 3 Overpayments (14%) totaling \$109,918.08 are Administrative and Documentation errors where a duplicate payment was issued.
- 19 Overpayments (86%) totaling \$401,100.11 are Verification errors where an ineligible recipient was paid or an incorrect amount was made due to failure to verify beneficiary information.

Total Beneficiary Travel Payments made this quarter: \$ 209,385,878.66

Total High-Dollar Overpayments identified this quarter: \$511,018.19

Percentage of High-Dollar Overpayments: 0.24%

Amount	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
\$84,843.84	Individual	Cleveland	OH	Ineligible Recipient	Verification	See Notes Below Table	Collection in Progress	See Notes Below Table
\$57,304.45	Individual	Gas City	IN	Failure to Verify Beneficiary Information	Verification		Collection in Progress	
\$49,443.08	Entity	Campbellsport	WI	Duplicate Payment	Administrative and Documentation		Collection in Progress	
\$46,073.00	Entity	Twin Falls	ID	Duplicate Payment	Administrative and Documentation		Collection in Progress	
\$35,570.13	Individual	Youngstown	OH	Ineligible Recipient	Verification		Collection in Progress	
\$30,116.21	Individual	Lakewood	OH	Ineligible Recipient	Verification		Collection in Progress	
\$28,559.45	Individual	Warren	OH	Ineligible Recipient	Verification		Collection in Progress	
\$26,782.10	Individual	Akron	OH	Ineligible Recipient	Verification		Collected in Full	
\$16,773.86	Individual	Sandusky	OH	Ineligible Recipient	Verification		Collection in Progress	
\$16,469.14	Individual	Elyria	OH	Ineligible Recipient	Verification		Collection in Progress	
\$16,445.54	Individual	Euclid	OH	Ineligible Recipient	Verification		Collection in Progress	
\$14,609.34	Individual	Brattleboro	VT	Ineligible Recipient	Verification		Collection in Progress	
\$14,402.00	Entity	Orlando	FL	Duplicate Payment	Administrative and Documentation	Collection in Progress		

\$12,575.70	Individual	Cornersburg	OH	Ineligible Recipient	Verification		Collection in Progress
\$12,328.82	Individual	Greenwich	OH	Ineligible Recipient	Verification		Collection in Progress
\$8,793.90	Individual	Columbia	SC	Ineligible Recipient	Verification		Collection in Progress
\$8,025.17	Individual	Cincinnati	OH	Ineligible Recipient	Verification		Collection in Progress
\$7,872.47	Individual	Highland Hills	OH	Ineligible Recipient	Verification		Collection in Progress
\$6,712.82	Individual	Massillon	OH	Ineligible Recipient	Verification		Collection in Progress
\$6,274.02	Individual	Murrells Inlet	SC	Ineligible Recipient	Verification		Collection in Progress
\$5,635.70	Individual	Chillicothe	OH	Failure to Verify Beneficiary Information	Verification		Collection in Progress
\$5,407.45	Individual	Maysville	KY	Ineligible Recipient	Verification		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. Verify patient information before approval.
  - b. Verify Eligibility.
  - c. Educate Veterans on what is considered Gross Household Income.
  - d. Ongoing training for eligibility requirements.

**2. Canteen Service**

VHA identified one high-dollar overpayment made by the Canteen Service during the third quarter of 2014. This overpayment consisted of a singular overpayment caused by an Administrative and Documentation error.

- 1 Overpayment (100%) totaling \$7,190.81 is an Administrative and Documentation error where incorrect amount was paid.

Total Canteen Service Payments made this quarter: \$ 95,520,958.87

Total High-Dollar Overpayments identified this quarter: \$7,190.81

Percentage of High-Dollar Overpayments: 0.01%

Amount	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
\$7,190.81	Individual	Loganville	GA	Incorrect Amount	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 the Treasury Offset Program (TOP).
2. Provide ongoing training to staff to ensure payments are processed properly.

### 3. Caregiver Stipend

VHA identified two high-dollar overpayments made by Caregiver Stipend during the third quarter of 2014. These overpayments consisted of singular overpayments caused by Administrative and Documentation error, and Verification error.

- 1 Overpayment (50%) totaling \$9,209.00 is an Administrative and Documentation error where an incorrect amount was paid.
- 1 Overpayment (50%) totaling \$6,823.06 is a Verification error caused by issuing payment to an ineligible recipient.

Total Caregiver Stipend Payments made this quarter: \$ 77,451,813.65

Total High-Dollar Overpayments identified this quarter: \$16,032.06

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
\$9,209.00	Individual	Bad Axe	MI	Incorrect Amount	Administrative and Documentation	Bill of Collection	Collection in Progress	See Notes Below Table
\$6,823.06	Individual	McKinney	TX	Ineligible Recipient	Verification	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 the Treasury Offset Program (TOP).
2. Provide ongoing training to staff to ensure payments are processed properly.

### 4. Communications, Utilities, and Other Rent

VHA identified 12 high-dollar overpayments made by Communications, Utilities, and other Rent during the third quarter of 2014. These overpayments consisted of both singular and cumulative overpayments caused by Administrative and Documentation errors.

- 12 Overpayments (100%) totaling \$1,143,245.30 are Administrative and Documentation errors where wrong vendors were paid, a duplicate payment was issued, data entry errors were made, or an incorrect amount was paid.

Total Communications, Utilities, and other Rent Payments made this quarter: \$ 357,534,514.59

Total High-Dollar Overpayments identified this quarter: \$1,143,245.30

Percentage of High-Dollar Overpayments: 0.32%

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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\$254,397.08	Entity	White Plains	NY	Wrong Vendor Paid	Administrative and Documentation	See Notes Below Table	Collected in Full	See Notes Below Table
\$217,651.00	Entity	Washington	DC	Duplicate Payment	Administrative and Documentation		Collected in Full	
\$147,818.55	Entity	Warrensville Hts.	OH	Data Entry Errors	Administrative and Documentation		Collected in Full	
\$106,634.82	Entity	Ithaca	NY	Incorrect Amount	Administrative and Documentation		Collected in Full	
\$103,877.89	Entity	Fond Du Lac	WI	Incorrect Amount	Administrative and Documentation		Collected in Full	
\$73,156.42	Entity	San Juan	PR	Duplicate Payment	Administrative and Documentation		Collected in Full	
\$67,050.00	Entity	Kansas City	MO	Duplicate Payment	Administrative and Documentation		Collected in Full	
\$47,384.86	Entity	San Diego	CA	Wrong Vendor Paid	Administrative and Documentation		Collected in Full	
\$40,396.79	Entity	Denver	CO	Data Entry Errors	Administrative and Documentation		Collected in Full	
\$39,527.44	Entity	Center Valley	PA	Incorrect Amount	Administrative and Documentation		Collected in Full	
\$22,894.71	Entity	Atlanta	GA	Duplicate Payment	Administrative and Documentation		Collected in Full	
\$22,455.74	Entity	Mahwah	NJ	Incorrect Amount	Administrative and Documentation		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 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. Review leases semi-annually along with automatic payments.
  - b. Review and verify recurring payment data when entered and when payments are scheduled to be made.
  - c. Staff training.
  - d. Review payment history and the Financial Management System to ensure payment is proper and not a duplicate.
  - e. Monitor invoices before certifying payments.

**5. Equipment**

VHA identified one high-dollar overpayment made by Equipment during the third quarter of 2014. This overpayment consisted of a singular overpayment caused by an Administrative and Documentation error.

- 1 Overpayment (100%) totaling \$30,898.97 is an Administrative and Documentation error where a wrong vendor was paid.

Total Equipment Payments made this quarter: \$ 349,161,304.91  
Total High-Dollar Overpayments identified this quarter: \$30,898.97  
Percentage of High-Dollar Overpayments: 0.01%

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
\$30,898.97	Entity	Waltham	MA	Wrong Vendor Paid	Administrative and Documentation	See Notes Below Table	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 the Treasury Offset Program (TOP).
2. Provide ongoing training to staff to ensure payments are processed properly.

## 6. Foreign Medical Program

VHA identified one high-dollar overpayment made by Foreign Medical Program during the third quarter of 2014. This overpayment consisted of a singular overpayment caused by an Administrative and Documentation error.

- 1 Overpayment (100%) totaling \$15,085.10 is an Administrative and Documentation error where incorrect amount was paid.

Total Foreign Medical Program Payments made this quarter: \$ 7,011,543.95

Total High-Dollar Overpayments identified this quarter: \$15,085.10

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
\$15,085.10	Individual	Hialeah	FL	Incorrect Amount	Administrative and Documentation	See Notes Below Table	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 the Treasury Offset Program (TOP).
2. Provide ongoing training to staff to ensure payments are processed properly.

## 7. Grants - State Home Per Diem

VHA identified three high-dollar overpayments made by Grants - State Home Per Diem during the third quarter of 2014. These overpayments consisted of singular overpayments caused by Administrative and Documentation errors.

- 3 Overpayments (100%) totaling \$771,237.84 are Administrative and Documentation errors where a wrong vendor was paid, incorrect application of the payment methodologies was used, or an incorrect amount was paid.

Total Grants - State Home Per Diem Payments made this quarter: \$ 265,766,587.54

Total High-Dollar Overpayments identified this quarter: \$771,237.84

Percentage of High-Dollar Overpayments: 0.29%

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
\$690,790.14	Entity	New York	NY	Wrong Vendor Paid	Administrative and Documentation	See Notes Table Below	Collected in Full	See Notes Table Below
\$52,291.20	Entity	New York	NY	Incorrect Application of the Payment Methodologies	Administrative and Documentation		Collected in Full	
\$28,156.50	Entity	Lisbon	ND	Incorrect Amount	Administrative and Documentation		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 the Treasury Offset Program (TOP).
2. Provide ongoing training to staff to ensure payments are processed properly.

**8. Grants - Homeless Per Diem**

VHA identified three high-dollar overpayments made by Grants - Homeless Per Diem during the third quarter of 2014. These overpayments consisted of singular overpayments caused by Administrative and Documentation errors.

- 3 Overpayments (100%) totaling \$155,253.50 are Administrative and Documentation errors where a duplicate payment was issued.

Total Grants - Homeless Per Diem Payments made this quarter: \$ 50,624,064.57

Total High-Dollar Overpayments identified this quarter: \$155,253.50

Percentage of High-Dollar Overpayments: 0.31%

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
\$82,916.00	Entity	Las Vegas	NV	Duplicate Payment	Administrative and Documentation	See Notes Below Table	Collected in Full	See Notes Below Table
\$45,796.70	Entity	Little Rock	AR	Duplicate Payment	Administrative and Documentation		Collected in Full	
\$26,540.80	Entity	Hohenwald	TN	Duplicate Payment	Administrative and Documentation		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 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. Provide training to certifying officials. Training guidance will cover tracking spreadsheet for monitoring along with appropriate tools Services can use to review previously processed invoices.

## 9. Medical and Prosthetic Research

VHA identified one high-dollar overpayment made by Medical and Prosthetic Research during the third quarter of 2014. This overpayment consisted of a singular overpayment caused by an Administrative and Documentation error.

- 1 Overpayment (100%) totaling \$52,225.00 is an Administrative and Documentation error where duplicate payment.

Total Medical and Prosthetic Research Payments made this quarter: \$ 153,506,151.31

Total High-Dollar Overpayments identified this quarter: \$52,225.00

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
\$52,225.00	Entity	Plymouth	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 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. Review invoices to ensure no duplicates are made.

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

VHA identified seven high-dollar overpayments made by Non-VA Civilian Health and Medical Program of the VA (CHAMPVA) during the third quarter of 2014. These overpayments consisted of both singular and cumulative overpayments caused by Administrative and Documentation errors.

- 7 Overpayments (100%) totaling \$366,978.95 are Administrative and Documentation errors where data entry errors were made or incorrect amount was paid.

Total CHAMPVA Payments made this quarter: \$ 266,286,603.55

Total High-Dollar Overpayments identified this quarter: \$366,978.95

Percentage of High-Dollar Overpayments: 0.14%

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
\$188,963.44	Entity	Chicago	IL	Data Entry Errors	Administrative and Documentation	See Notes Below Table	Collected in Full	See Notes Below Table
\$47,727.83	Entity	Atlanta	GA	Data Entry Errors	Administrative and Documentation		Collected in Full	
\$31,836.20	Entity	Belfast	ME	Data Entry Errors	Administrative and Documentation		Collected in Full	

\$31,764.92	Entity	LA Follett	TN	Data Entry Errors	Administrative and Documentation		Collected in Full
\$27,235.78	Entity	New Brunswick	NJ	Data Entry Errors	Administrative and Documentation		Collected in Full
\$26,228.76	Entity	Seattle	WA	Data Entry Errors	Administrative and Documentation		Collected in Full
\$13,222.02	Entity	Dallas	TX	Incorrect Amount	Administrative and Documentation		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 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. 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

**11. Non-VA Medical Care**

VHA identified 65 high-dollar overpayments made by Non-VA Medical Care during the third quarter of 2014. These overpayments consisted of both singular and cumulative overpayments caused by Administrative and Documentation errors, and Verification errors.

- 60 Overpayments (92%) totaling \$5,176,485.51 are Administrative and Documentation errors where incorrect amount was paid, incorrect payment methodologies were used, data entry errors were made, duplicate payment was issued, wrong vendor was paid, or proper payments were accounted for inaccurately.
- 5 Overpayments (8%) totaling \$168,253.03 are Verification errors where a payment was issued to an ineligible recipient or failure to verify beneficiary information.

Total Non-VA Medical Care Payments made this quarter: \$ 1,035,891,027.24

Total High-Dollar Overpayments identified this quarter: \$5,344,738.54

Percentage of High-Dollar Overpayments: 0.52%

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
\$1,525,920.24	Entity	Columbia	MO	Incorrect Amount	Administrative and Documentation	See Notes Below Table	Collected in Full	See Notes Below Table
\$818,750.76	Entity	Palmer	AK	Incorrect Application of the Payment Methodologies	Administrative and Documentation		Collected in Full	

\$718,827.31	Entity	Marysville	CA	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Collected in Full
\$202,883.04	Entity	Dallas	TX	Incorrect Amount	Administrative and Documentation	Collected in Full
\$71,429.92	Entity	Hersey	PA	Data Entry Errors	Administrative and Documentation	Collected in Full
\$70,104.35	Entity	Bethlehem	PA	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Collected in Full
\$66,096.04	Entity	Waukesha	WI	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Collected in Full
\$64,319.25	Entity	Los Angeles	CA	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Collected in Full
\$59,620.35	Entity	Los Angeles	CA	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Collected in Full
\$54,911.68	Entity	West Plains	MO	Duplicate Payment	Administrative and Documentation	Collected in Full
\$51,849.57	Entity	Topeka	KS	Wrong Vendor Paid	Administrative and Documentation	Collected in Full
\$51,105.42	Entity	Cape Girardeau	MO	Incorrect Amount	Administrative and Documentation	Collected in Full
\$51,090.29	Entity	Largo	FL	Wrong Vendor Paid	Administrative and Documentation	Collected in Full
\$50,153.48	Entity	Travis Air Force Base	CA	Proper Payments Accounted for Inaccurately	Administrative and Documentation	Collected in Full
\$48,603.00	Entity	Louisville	KY	Duplicate Payment	Administrative and Documentation	Collected in Full
\$47,985.97	Entity	Louisville	LA	Duplicate Payment	Administrative and Documentation	Collected in Full
\$46,358.03	Entity	Los Angeles	CA	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Collected in Full
\$45,569.45	Entity	Farmington Hills	MI	Incorrect Amount	Administrative and Documentation	Collected in Full

\$45,515.63	Individual	Los Angeles	CA	Proper Payments Accounted for Inaccurately	Administrative and Documentation	Collected in Full
\$45,332.75	Entity	Lebanon	NH	Incorrect Amount	Administrative and Documentation	Collected in Full
\$44,956.04	Individual	Seattle	WA	Ineligible Recipient	Verification	Collected in Full
\$44,158.28	Entity	St. Paul	MN	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Collected in Full
\$42,904.71	Entity	Omaha	NE	Duplicate Payment	Administrative and Documentation	Collected in Full
\$40,715.27	Entity	Loma Linda	CA	Incorrect Amount	Administrative and Documentation	Collected in Full
\$39,549.00	Entity	Colton	CA	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Collected in Full
\$39,128.87	Entity	Muncie	IN	Proper Payments Accounted for Inaccurately	Administrative and Documentation	Collected in Full
\$38,485.95	Entity	Indianapolis	IN	Duplicate Payment	Administrative and Documentation	Collected in Full
\$37,299.39	Entity	Denver	CO	Ineligible Recipient	Verification	Collected in Full
\$32,962.89	Entity	Birmingham	AL	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Collected in Full
\$32,814.55	Entity	Sacramento	CA	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Collected in Full
\$32,433.27	Entity	Henderson	NV	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Collected in Full
\$31,995.31	Entity	Los Angeles	CA	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Collected in Full
\$31,890.46	Entity	Boston	MA	Wrong Vendor Paid	Administrative and Documentation	Collected in Full
\$31,844.51	Entity	Charlotte	NC	Duplicate Payment	Administrative and Documentation	Collected in Full

\$30,653.17	Entity	Portsmouth	OH	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Collected in Full
\$30,560.65	Entity	Cincinnati	OH	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Collected in Full
\$30,539.68	Entity	Groesbeck	TX	Failure to Verify Beneficiary Information	Verification	Collected in Full
\$30,275.74	Entity	Los Angeles	CA	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Collected in Full
\$30,060.05	Entity	Palmer	AK	Incorrect Amount	Administrative and Documentation	Collected in Full
\$29,828.38	Entity	St. Louis	MO	Incorrect Amount	Administrative and Documentation	Collected in Full
\$29,682.91	Entity	Lubbock	TX	Ineligible Recipient	Verification	Collected in Full
\$28,142.54	Entity	Roanoke	VA	Duplicate Payment	Administrative and Documentation	Collected in Full
\$27,091.53	Entity	Lincoln City	OR	Duplicate Payment	Administrative and Documentation	Collected in Full
\$26,816.15	Entity	Morgantown	WV	Incorrect Amount	Administrative and Documentation	Collected in Full
\$26,659.37	Entity	Oklahoma City	OK	Duplicate Payment	Administrative and Documentation	Collected in Full
\$26,295.92	Entity	Waterloo	IA	Proper Payments Accounted for Inaccurately	Administrative and Documentation	Collected in Full
\$26,104.95	Entity	Houston	TX	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Collected in Full
\$25,989.11	Entity	Jacksonville	FL	Incorrect Amount	Administrative and Documentation	Collected in Full
\$25,775.01	Entity	Chicago	IL	Failure to Verify Beneficiary Information	Verification	Collected in Full
\$25,453.00	Entity	Atlanta	GA	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Collected in Full
\$22,437.32	Entity	Ft. Worth	TX	Duplicate Payment	Administrative and Documentation	Collected in Full

\$22,273.26	Entity	Germantown	TN	Incorrect Amount	Administrative and Documentation	Collected in Full
\$21,920.00	Entity	Cherry Hill	NJ	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Collected in Full
\$20,650.00	Entity	Jacksonville	FL	Incorrect Amount	Administrative and Documentation	Collected in Full
\$20,379.59	Entity	Sonora	CA	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Collected in Full
\$19,923.29	Entity	New Orleans	LA	Duplicate Payment	Administrative and Documentation	Collected in Full
\$19,508.05	Individual	Portland	OR	Duplicate Payment	Administrative and Documentation	Collected in Full
\$17,494.77	Individual	Portland	OR	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Collected in Full
\$16,904.20	Entity	Utica	NY	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Collected in Full
\$13,362.69	Entity	Monroe County	FL	Incorrect Application of the Payment Methodologies	Administrative and Documentation	Collected in Full
\$12,632.42	Entity	Sulpher Springs	TX	Duplicate Payment	Administrative and Documentation	Collected in Full
\$11,026.22	Individual	Dallas	TX	Proper Payments Accounted for Inaccurately	Administrative and Documentation	Collected in Full
\$9,202.54	Individual	Chicago	IL	Duplicate Payment	Administrative and Documentation	Collected in Full
\$6,717.33	Individual	Salt Lake City	UT	Duplicate Payment	Administrative and Documentation	Collected in Full
\$2,813.67	Individual	Philadelphia	PA	Duplicate Payment	Administrative and Documentation	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 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. Fee Supervisor providing ongoing education to staff.
  - b. Advised Staff to be more careful and attentive in processing claims for payment.
  - c. Service to develop procedures for duplicate/erroneous payment prevention.

## 12. Other Services

VHA identified 22 high-dollar overpayments made by Other Services during the third quarter of 2014. These overpayments consisted of both singular and cumulative overpayments caused by Administrative and Documentation errors, and Verification errors.

- 21 Overpayments (95%) totaling \$1,410,819.44 are Administrative and Documentation errors where the amount was incorrect, a duplicate payment was issued, or wrong vendor was paid.
- 1 Overpayment (5%) totaling \$7,148.03 is a Verification error where a payment was issued to an ineligible recipient.

Total Other Services Payments made this quarter: \$ 1,182,010,786.24

Total High-Dollar Overpayments identified this quarter: \$1,417,967.47

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
\$414,662.86	Entity	Washington	DC	Incorrect Amount	Administrative and Documentation	See Notes Below Table	Collected in Full	See Notes Below Table
\$185,476.62	Entity	Chantilly	VA	Duplicate Payment	Administrative and Documentation		Collected in Full	
\$177,677.40	Entity	Lebanon	TN	Duplicate Payment	Administrative and Documentation		Collected in Full	
\$134,353.64	Entity	Piscataway	NJ	Duplicate Payment	Administrative and Documentation		Collected in Full	
\$61,297.41	Entity	Tampa	FL	Duplicate Payment	Administrative and Documentation		Collected in Full	
\$55,010.90	Entity	Burlington	NC	Duplicate Payment	Administrative and Documentation		Collected in Full	
\$39,038.14	Entity	Dublin	OH	Duplicate Payment	Administrative and Documentation		Collected in Full	
\$36,500.00	Entity	Tempe	AZ	Duplicate Payment	Administrative and Documentation		Collected in Full	
\$35,150.00	Entity	Minneapolis	MN	Wrong Vendor Paid	Administrative and Documentation		Collected in Full	
\$31,635.21	Entity	Cleveland	OH	Duplicate Payment	Administrative and Documentation		Collected in Full	
\$29,326.64	Entity	Knoxville	TN	Incorrect Amount	Administrative and Documentation		Collected in Full	
\$28,822.04	Entity	Fort Belvoir	VA	Wrong Vendor Paid	Administrative and Documentation		Collected in Full	
\$27,447.16	Entity	San Francisco	CA	Duplicate Payment	Administrative and Documentation		Collected in Full	
\$27,306.00	Entity	Muldrough	KY	Duplicate Payment	Administrative and Documentation		Collected in Full	
\$26,599.96	Entity	Cleveland	OH	Duplicate Payment	Administrative and Documentation	Collected in Full		

\$23,418.08	Entity	Charleston	WV	Duplicate Payment	Administrative and Documentation		Collected in Full
\$17,600.00	Entity	Moline	IL	Duplicate Payment	Administrative and Documentation		Collected in Full
\$17,452.45	Entity	Burlington	NC	Duplicate Payment	Administrative and Documentation		Collected in Full
\$15,888.00	Entity	Farmingdale	NY	Duplicate Payment	Administrative and Documentation		Collected in Full
\$13,407.17	Entity	Palo Alto	CA	Duplicate Payment	Administrative and Documentation		Collected in Full
\$12,749.76	Entity	Alpharetta	GA	Duplicate Payment	Administrative and Documentation		Collected in Full
\$7,148.03	Individual	Niagara Falls	NY	Ineligible Recipient	Verification		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 the Treasury Offset Program (TOP).
2. Provide ongoing training to staff to ensure payments are processed properly.

### 13. Payroll

VHA identified one high-dollar overpayment made by Payroll during the third quarter of 2014. This overpayment consisted of a cumulative overpayment caused by a Verification error.

- 1 Overpayment (100%) totaling \$5,451.43 is a Verification error caused by issuing payment for an ineligible good or service.

Total Payroll Payments made this quarter: \$ 6,758,067,768.37

Total High-Dollar Overpayments identified this quarter: \$5,451.43

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
\$5,451.43	Individual	West Palm Springs	FL	Ineligible Good or Service	Verification	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 the Treasury Offset Program (TOP).
2. Provide ongoing training to staff to ensure payments are processed properly.

### 14. Pharmacy - Medical Facilities

VHA identified two high-dollar overpayments made by Pharmacy - Medical Facilities during the third quarter of 2014. These overpayments consisted of both singular and cumulative overpayments caused by Administrative and Documentation errors.

- 2 Overpayments (100%) totaling \$172,572.29 are Administrative and Documentation errors where a duplicate payment was issued.

Total Pharmacy - Medical Facilities Payments made this quarter: \$ 621,536,455.88

Total High-Dollar Overpayments identified this quarter: \$172,572.29

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
\$159,924.97	Entity	San Francisco	CA	Duplicate Payment	Administrative and Documentation	See Notes Below Table	Collected in Full	See Notes Below Table
\$12,647.32	Entity	Dallas	TX	Duplicate Payment	Administrative and Documentation		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 the Treasury Offset Program (TOP).
2. Establish management reviews prior to approval of payments.
3. Establish primary and secondary levels of review prior to issuing payments.

**15. Purchased Long Term Services and Supports**

VHA identified four high-dollar overpayments made by Purchased Long Term Services and Supports during the third quarter of 2014. These overpayments consisted of both singular and cumulative overpayments caused by Administrative and Documentation errors.

- 4 Overpayments (100%) totaling \$206,812.70 are Administrative and Documentation errors where duplicate payments were issued or incorrect application of the payment methodologies was used.

Total Purchased Long Term Services and Supports Payments made this quarter: \$ 368,770,896.19

Total High-Dollar Overpayments identified this quarter: \$206,812.70

Percentage of High-Dollar Overpayments: 0.06%

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
\$161,616.08	Entity	Tucson	AZ	Duplicate Payment	Administrative and Documentation	See Notes Below Table	Collected in Full	See Notes Below Table
\$25,742.11	Entity	Fitchburg	MA	Incorrect Application of the Payment Methodologies	Administrative and Documentation		Collected in Full	
\$13,014.51	Individual	Grants Pass	OR	Duplicate Payment	Administrative and Documentation		Collected in Full	

\$6,440.00	Individual	White River Junction	VT	Duplicate Payment	Administrative and Documentation		Collected in Full	
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**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. Establish management reviews prior to approval of payments.
3. Establish primary and secondary levels of review prior to issuing payments.
4. Provide ongoing training to staff to ensure payments are processed properly.

## 16. Supplies and Materials

VHA identified three high-dollar overpayments made by Supplies and Materials during the third quarter of 2014. These overpayments consisted of both singular and cumulative overpayments caused by Administrative and Documentation errors.

- 3 Overpayments (100%) totaling \$85,763.86 are Administrative and Documentation errors where duplicate payments were issued or an incorrect amount was paid.

Total Supplies and Materials Payments made this quarter: \$ 581,623,058.10

Total High-Dollar Overpayments identified this quarter: \$85,763.86

Percentage of High-Dollar Overpayments: 0.01%

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
\$47,493.24	Entity	Carlisle	PA	Duplicate Payment	Administrative and Documentation	See Notes Below Table	Collected in Full	See Notes Below Table
\$20,000.00	Entity	Aberdeen	SD	Incorrect Amount	Administrative and Documentation		Collected in Full	
\$18,270.62	Entity	Dallas	TX	Duplicate Payment	Administrative and Documentation		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 the Treasury Offset Program (TOP).
2. Establish management reviews prior to approval of payments.
3. Provide ongoing training to staff to ensure payments are processed properly.

## 17. Transportation of Persons and Things

VHA identified two high-dollar overpayments made by Transportation of Persons and Things during the third quarter of 2014. These overpayments consisted of cumulative overpayments caused by Administrative and Documentation errors, and Verification errors.

- 1 Overpayment (50%) totaling \$20,604.59 are Administrative and Documentation error where a duplicate payment was issued.
- 1 Overpayment (50%) totaling \$5,656.30 are Verification error where there was lack of documentation to support the payment.

Total Transportation of Persons and Things Payments made this quarter: \$ 52,443,115.80

Total High-Dollar Overpayments identified this quarter: \$26,260.89

Percentage of High-Dollar Overpayments: 0.05%

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
\$20,604.59	Entity	Atlanta	GA	Duplicate Payment	Administrative and Documentation	See Notes Below Table	Collected in Full	See Notes Below Table
\$5,656.30	Individual	Medford	MA	Lack of Documentation	Verification		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. Establish management reviews prior to approval of payments.

**Veterans Benefits Administration – VBA**

**18. Compensation Program**

VBA identified 10,287 compensation overpayments in the third quarter of FY 2014 and reviewed a stratified and statistically valid random sample of 385 such overpayments. The review revealed that 63 (16%) were compensation high-dollar overpayments, and 322 (84%) were compensation payments that did not meet the high-dollar overpayment criteria. Based on these results, VBA projected that 1,646 overpayments originally identified were high-dollar compensation overpayments, and an estimated 8,641 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% interval.

The Compensation Service identified 63 high-dollar compensation overpayments: nine are due to Administrative and Documentation errors, and five are due to Authentication and Medical Necessity errors and 49 are due to Verification errors,

- 9 overpayments (14%) totaling \$122,406.88 were Administration and Documentation errors due to processing errors, adjustment of military retired or separation pay, and/ or month of death payment to the surviving spouse.
- 5 additional overpayments (8%) totaling \$72,284.36 were 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.
- 49 overpayments (78%) totaling \$690,678.46 were Verification Errors caused 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, and/or by the hospitalization of a Veteran at VA expense.

Total Compensation Obligations made this quarter: \$16,129,559,330.36

Projected High-Dollar Overpayments for this quarter: \$28,944,485.41

Percentage of High-Dollar Overpayments to Compensation payments: 0.18%

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
\$85,687.46	Individual	Cedar Hills	UT	Veterans Hospitalized at VA Expense	Verification	See Notes Below Table	Collection in Progress	See Notes Below Table
\$59,829.65	Individual	Crossville	TN	Veterans Hospitalized at VA Expense	Verification		Collection in Progress	
\$50,136.27	Individual	San Antonio	TX	Returned to Active Duty	Verification		Collection in Progress	
\$40,478.00	Individual	Port Washington	NY	Processing Error	Administrative and Documentation		Collection in Progress	
\$39,066.68	Individual	Jacksonville	FL	Income Change	Authentication and Medical Necessity		Collection in Progress	
\$30,212.76	Individual	Salem	OR	Incarcerated Beneficiary	Verification		Collection in Progress	
\$27,954.38	Individual	Atlanta	GA	Death of Beneficiary	Verification		Collection in Progress	
\$26,646.60	Individual	St. Petersburg	FL	Death of Beneficiary	Verification		Collection in Progress	
\$23,391.04	Individual	San Diego	CA	Incarcerated Beneficiary	Verification		Collection in Progress	
\$23,209.50	Individual	Birmingham	AL	Dependency Issue	Verification		Collection in Progress	
\$22,635.20	Individual	Fort Walton Beach	FL	Returned to Active Duty	Verification		Collection in Progress	
\$21,221.75	Individual	Taylors	SC	Death of Beneficiary	Verification		Collected in Full	
\$20,545.95	Individual	Grand Rapids	MI	Returned to Active Duty	Verification		Collection in Progress	
\$16,983.84	Individual	Enterprise	AL	Processing Error	Administrative and Documentation		Collection in Progress	
\$16,799.76	Individual	Albany	NY	Income Change	Authentication and Medical Necessity		Collection in Progress	
\$16,073.67	Individual	Clarksville	TN	Processing Error	Administrative and Documentation		Collected in Full	
\$14,917.77	Individual	Powell	TN	Incarcerated Beneficiary	Verification		Collection in Progress	
\$13,218.33	Individual	Syracuse	UT	Returned to Active Duty	Verification		Collection in Progress	
\$13,040.40	Individual	Stafford	VA	Returned to Active Duty	Verification		Collection in Progress	

\$12,574.56	Individual	Saint Joseph	MN	Dependency Issue	Verification	Collected in Full
\$12,259.38	Individual	Akron	OH	Dependency Issue	Verification	Collection in Progress
\$11,652.00	Individual	Alexandria	KY	Incarcerated Beneficiary	Verification	Collected in Full
\$11,325.54	Individual	Camp Douglas	WI	Military Retired Pay	Administrative and Documentation	Collection in Progress
\$10,837.57	Individual	Caro	MI	Incarcerated Beneficiary	Verification	Collection in Progress
\$10,474.10	Individual	Concord	CA	Returned to Active Duty	Verification	Collection in Progress
\$9,631.44	Individual	Ontario	CA	Death of Beneficiary	Verification	Collection in Progress
\$9,153.30	Individual	Apache	OK	Death of Beneficiary	Verification	Collection in Progress
\$8,926.40	Individual	Bryan	TX	Death of Beneficiary	Verification	Collection in Progress
\$8,879.22	Individual	Oklahoma City	OK	Death of Beneficiary	Verification	Collection in Progress
\$8,584.79	Individual	San Antonio	TX	Processing Error	Administrative and Documentation	Collection in Progress
\$8,574.72	Individual	New Orleans	LA	Death of Beneficiary	Verification	Collection in Progress
\$8,365.00	Individual	South Korea		Death of Beneficiary	Verification	Collection in Progress
\$8,356.24	Individual	High Springs	FL	Income Change	Authentication and Medical Necessity	Collection in Progress
\$8,024.20	Individual	Chesapeake	VA	Dependency Issue	Verification	Collected in Full
\$7,879.92	Individual	Connell	WA	Incarcerated Beneficiary	Verification	Collection in Progress
\$7,852.15	Individual	Fort Knox	KY	Returned to Active Duty	Verification	Collection in Progress
\$7,407.48	Individual	Dewitt	MI	Processing Error	Administrative and Documentation	Collected in Full
\$7,399.38	Individual	Ticonderoga	NY	Death of Beneficiary	Verification	Collected in Full
\$7,290.76	Individual	Clearwater	SC	Month of Death	Administrative and Documentation	Collection in Progress
\$7,221.77	Individual	Mobile	AL	Incarcerated Beneficiary	Verification	Collection in Progress
\$7,131.40	Individual	Lawrence	KS	Month of Death	Administrative and Documentation	Collection in Progress
\$7,131.40	Individual	Max Meadows	VA	Month of Death	Administrative and Documentation	Collected in Full

\$6,920.28	Individual	Missouri City	TX	Death of Beneficiary	Verification		Collection in Progress
\$6,428.11	Individual	St. Cloud	MN	Returned to Active Duty	Verification		Collection in Progress
\$6,398.56	Individual	El Paso	TX	Death of Beneficiary	Verification		Collected in Full
\$6,238.20	Individual	Peru	IN	Death of Beneficiary	Verification		Collected in Full
\$6,238.20	Individual	Alexandria	LA	Death of Beneficiary	Verification		Collection in Progress
\$6,202.20	Individual	Warwick	RI	Death of Beneficiary	Verification		Collection in Progress
\$6,166.15	Individual	Los Angeles	CA	Death of Beneficiary	Verification		Collected in Full
\$6,147.92	Individual	Lithia	FL	Death of Beneficiary	Verification		Collection in Progress
\$6,035.20	Individual	Brenham	TX	Death of Beneficiary	Verification		Collection in Progress
\$6,035.20	Individual	Marlton	NJ	Death of Beneficiary	Verification		Collected in Full
\$5,988.60	Individual	Aiken	SC	Returned to Active Duty	Verification		Collection in Progress
\$5,980.40	Individual	Mooresville	IN	Death of Beneficiary	Verification		Collection in Progress
\$5,980.40	Individual	Edison	NJ	Death of Beneficiary	Verification		Collection in Progress
\$5,975.00	Individual	Italy		Death of Beneficiary	Verification		Collection in Progress
\$5,716.48	Individual	Gilman City	MO	Death of Beneficiary	Verification		Collection in Progress
\$5,105.98	Individual	Rochester Hills	MI	Death of Beneficiary	Verification		Collection in Progress
\$4,177.23	Individual	La Follett	TN	Returned to Active Duty	Verification		Collection in Progress
\$4,098.00	Individual	Long Beach	CA	Income Change	Authentication and Medical Necessity		Collection in Progress
\$3,963.68	Individual	La Follett	TN	Income Change	Authentication and Medical Necessity		Collection in Progress
\$3,341.81	Individual	Windsor	CT	Returned to Active Duty	Verification		Collection in Progress
\$3,250.37	Individual	Jacksonville	NC	Returned to Active Duty	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, including referral to the Treasury Offset Program, as appropriate.
2. VBA manages timeliness of completing action on issues involving potential overpayments by using special controls such as the workload End Product 690.

3. 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.
4. 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.
5. 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.

## 19. Pension Program

VBA uses analytical procedures to improve the statistical validity of the high-dollar overpayment review. These procedures require a review of a stratified random sample of the total number of overpayments. There were 8,643 pension overpayments identified in the third quarter of FY 2014.

A random sample of 385 pension overpayments was reviewed. The review revealed that 30 (8%) were pension high-dollar overpayments, and 355 (92%) were pension payments that did not meet the high-dollar overpayment criteria. Based on these results, we projected that 691 overpayments originally identified were high-dollar VA pension overpayments, and an estimated 7,952 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.

Pension Program identified 30 high-dollar pension overpayments: two overpayments are due to Administration and Documentation errors and 28 overpayments are due to Verification errors.

- 2 overpayments (7%) totaling \$46, 693.12 are due to an Administrative and Documentation errors caused by the claimant's renouncement of benefits and accrued payment being made to the incorrect payee.
- 28 overpayments (93%) totaling \$630,600.64 are Verification errors caused by delayed notification of the beneficiary's death, retroactive adjustments for incarceration or fugitive felon status, and dependency changes.

Total Pension Payments made this quarter: \$1,331,117,108.88  
 Projected High-Dollar Overpayments for this quarter: \$15,240,856.08  
 Percentage of High-Dollar Overpayments to Pension: 1.14%

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
\$167,964.60	Individual	Fairmount	GA	Incarceration	Verification	See Notes Below Table	Collection in Progress	See Notes Below Table
\$84,795.00	Individual	Chester	TX	Dependency	Verification		Collection in Progress	
\$43,979.77	Individual	Bronx	NY	Incarceration	Verification		Collection in Progress	
\$35,104.00	Individual	Griffin	GA	Dependency	Verification		Collection in Progress	
\$33,103.12	Individual	Cincinnati	OH	Renouncement of Benefits	Administrative and Documentation		Collection in Progress	

\$33,035.00	Individual	Apollo Beach	FL	Death of Beneficiary	Verification		Collection in Progress
\$30,487.47	Individual	Erie	PA	Incarceration	Verification		Collection in Progress
\$29,335.90	Individual	Vernon	TX	Incarceration	Verification		Collection in Progress
\$28,855.00	Individual	Porcupine	SD	Death of Beneficiary	Verification		Collected in Full
\$19,493.00	Individual	Grand Meadow	MN	Dependency	Verification		Collection in Progress
\$16,763.00	Individual	Jamesville	NY	Death of Beneficiary	Verification		Collected in Full
\$14,554.00	Individual	South Hadley	MA	Death of Beneficiary	Verification		Collected in Full
\$13,590.00	Individual	Los Angeles	CA	Payment of Accrued Benefit to Incorrect Claimant	Administrative and Documentation		Collection in Progress
\$11,198.00	Individual	Coral Springs	FL	Death of Beneficiary	Verification		Collection in Progress
\$10,476.00	Individual	Detroit	MI	Death of Beneficiary	Verification		Collection in Progress
\$10,313.67	Individual	Santa Maria	CA	Incarceration	Verification		Collection in Progress
\$9,468.00	Individual	Fernley	NV	Dependency	Verification		Collection in Progress
\$8,972.00	Individual	Houston	TX	Death of Beneficiary	Verification		Collected in Full
\$8,790.00	Individual	Pelham Manor	NY	Death of Beneficiary	Verification		Collection in Progress
\$8,384.00	Individual	Fresno	CA	Death of Beneficiary	Verification		Collection in Progress
\$7,032.00	Individual	Portland	OR	Death of Beneficiary	Verification		Collection in Progress
\$6,843.00	Individual	Dedham	MA	Death of Beneficiary	Verification		Collection in Progress
\$6,472.00	Individual	Milton	FL	Dependency	Verification		Collection in Progress
\$6,255.00	Individual	PT Angeles	WA	Death of Beneficiary	Verification		Collected in Full
\$5,633.00	Individual	Jacksonville	FL	Death of Beneficiary	Verification		Collected in Full
\$5,393.23	Individual	Conway	SC	Incarceration	Verification		Collection in Progress

\$5,340.00	Individual	Pilot Point	TX	Dependency	Verification		Collection in Progress
\$5,270.00	Individual	Chicago	IL	Death of Beneficiary	Verification		Collection in Progress
\$5,270.00	Individual	Austin	TX	Death of Beneficiary	Verification		Collection in Progress
\$5,124.00	Individual	Orem	UT	Death of Beneficiary	Verification		Collection in Progress

**Notes:**

1. Develop specific guidance on pension benefit adjustments.
2. 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.
3. Continue to provide feedback to field employees, through PMC conference calls. VBA is establishing performance measures to address timeliness of processing maintenance workload.
4. Share the findings from this review with the field, so they can implement local reviews and address local high-dollar overpayment issues.
5. Include matching program training in the mandatory topics for the FY 2014 National Pension Training Curriculum.
6. On July 7, 2014, VBA instituted automatic suspension of a benefit payment upon receipt of the SSA death match notification.
7. Overpayments are routinely recovered from future benefits awarded. If not received, further actions are then taken by the VA Debt Management Center, including referral to the Treasury Offset Program as appropriate.

## 20. 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 18,688 Education overpayments identified in the 3<sup>rd</sup> quarter of FY 2014 with a total value of \$70,524,362.04.

A random sample 251 overpayments was reviewed. The review revealed that 34 (13.6%) were Education high-dollar overpayments, and 86.4 percent where Education did not meet the high dollar overpayment criteria. Based on these results, we projected that 2,531 of 18,688 overpayments originally identified were high dollar Education overpayments, and an estimated 16,157 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.

Education Service identified 34 high-dollar Education overpayments, of which all 34 were Administration and Documentation errors.

- 34 overpayments (100%) totaling \$178,803.97 were due to Administrative and Documentation errors caused by data input errors and incorrect reporting of tuition and fees by schools.

Total Education Payments made this quarter was: \$2,398,744,847.52  
 Projected High-Dollar Overpayments for this quarter is: \$12,604,712.06  
 Percentage of High-Dollar Overpayments to Education payments is 0.53%

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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\$23,644.00	Individual	Santa Ans	CA	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation	See Notes Below Table	Collected in Full	See Notes Below Table
\$19,198.31	Entity	Hampton Bays	NY	VA Data Input Error	Administrative and Documentation		Collection in Progress	
\$14,596.00	Entity	Medford	NY	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Collected in Full	
\$12,704.00	Entity	Venice	FL	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Collected in Full	
\$11,907.48	Individual	Chandler	AZ	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Collection in Progress	
\$5,940.00	Entity	Glendale	CA	VA Data Input Error	Administrative and Documentation		Collected in Full	
\$5,366.45	Entity	Robins AFB	GA	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Collected in Full	
\$5,314.80	Entity	Las Vegas	NV	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Collected in Full	
\$5,296.50	Individual	Stoneridge	VA	VA Data Input Error	Administrative and Documentation		Collected in Full	
\$4,500.00	Entity	Cleveland	MS	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Collected in Full	
\$4,489.96	Individual	Dover	DE	VA Data Input Error	Administrative and Documentation		Collection in Progress	
\$4,416.90	Individual	Round Hill	VA	VA Data Input Error	Administrative and Documentation		Collection in Progress	
\$4,331.50	Entity	Oviedo	FL	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Collected in Full	
\$4,228.00	Entity	Waukee	IA	VA Data Input Error	Administrative and Documentation		Collection in Progress	
\$4,158.00	Entity	Plant City	FL	VA Data Input Error	Administrative and Documentation	Collected in Full		

\$4,103.08	Entity	Saint Pauls	NC	VA Data Input Error	Administrative and Documentation		Collection in Progress
\$4,100.00	Entity	South Hadley	MA	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Collected in Full
\$3,980.34	Individual	Arlington	VA	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Collection in Progress
\$3,325.00	Entity	Virginia Beach	VA	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Collected in Full
\$3,000.00	Entity	Parker	CO	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Collected in Full
\$2,959.15	Entity	Chicago	IL	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Collection in Progress
\$2,766.85	Entity	Fremont	CA	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Collection in Progress
\$2,602.50	Entity	Cedar City	UT	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Collection in Progress
\$2,496.00	Entity	Safford	AZ	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Collected in Full
\$2,192.50	Entity	Adams	NY	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Collected in Full
\$2,120.62	Individual	Waldorf	MD	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Collection in Progress

\$2,084.97	Entity	Woodcliff Lake	NJ	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Collection in Progress
\$1,999.39	Entity	Columbus	OH	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Collection in Progress
\$1,964.00	Entity	Philomath	OR	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Collection in Progress
\$1,872.00	Entity	Jefferson	GA	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Collection in Progress
\$1,824.19	Individual	Phoenix	AZ	VA Data Input Error	Administrative and Documentation		Collected in Full
\$1,803.00	Entity	Virginia Beach	VA	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Collection in Progress
\$1,796.98	Entity	Plymouth	MN	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Collection in Progress
\$1,721.50	Entity	Brandon	FL	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Collected in Full

**Notes:**

1. Most of VA Data Input Error (administrative and documentation) errors identified were a result of human error. To decrease the potential for human error, VA continues to take a two-step approach of focusing on remedial individualized training to prevent future errors and field improvements with the Long Term Solution (LTS) to decrease human intervention. In addition, each Regional Processing Office established a required training curriculum for all employees. Supervisory officials also monitor individual employee performance and provide additional individualized training as necessary.
2. VBA published a nationwide School Certifying Official (SCO) Handbook, which establishes common requirements and detailed instructions for SCO to prepare and submit enrollment and attendance information to VBA. In addition, recent statutory changes authorized State Approving Agencies to conduct school Compliance Surveys, which will increase VBA's presence on campuses to ensure SCO remain compliant.
3. Overpayments are routinely recovered from future benefits awarded. If not received, further actions are then taken by the VA Debt Management Center, including referral to the Treasury Offset Program as appropriate.

## 21. Insurance Program

VBA identified eight high-dollar overpayments made by Insurance Program during the third quarter of FY 2014. These overpayments consisted of both singular and cumulative payments caused by Administrative and Documentation errors.

- 8 overpayments (100%) totaling \$111,570.76 are Administrative Documentation errors caused when the death claim award shares were distributed incorrectly, incorrect beneficiary, and when the Board of Veterans Appeals upheld a contested death claim.

Total Insurance Program Payments made this quarter: \$337,333,425.00

Total High-Dollar Overpayments identified this quarter: \$111,570.76

Percentage of High-Dollar Overpayments to Insurance Program payments is: 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
\$5,155.37	Individual	Reno	NV	Incorrect Beneficiary Shares Paid	Administrative and Documentation	See Notes Below Table	Collected in Full	See Notes Below Table
\$5,000.00	Individual	Ronald	OK	Incorrect Beneficiary Shares Paid	Administrative and Documentation		Collected in Full	
\$16,071.75	Individual	Bend	OR	Death of Employee/Beneficiary	Administrative and Documentation		Collection in Progress	
\$10,000.00	Individual	Baltimore	MD	Incorrect Beneficiary Shares Paid	Administrative and Documentation		Collection in Progress	
\$10,000.00	Individual	Baltimore	MD	Incorrect Beneficiary Shares Paid	Administrative and Documentation		Collection in Progress	
\$9,875.54	Individual	Fontana	CA	Contested Claim Appeal upheld	Administrative and Documentation		Collection Terminated	
\$44,947.96	Individual	Byrn Mawr	PA	Incorrect Beneficiary Shares Paid	Administrative and Documentation		Collected in Full	
\$10,520.14	Individual	Charlock	IL	Incorrect Beneficiary Shares Paid	Administrative and Documentation		Collected in Full	

**Notes:**

1. Account receivables have been established and further action will be taken by VA DMC.
2. Other actions to prevent reoccurrence include improving documentation and providing training.
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 period by two additional months. One exception to this requirement is when VA is notified of a beneficiary's death.

**22. Vocational Rehabilitation & Employment (VR&E):**

VBA identified 11 high-dollar overpayments made by VR&E Service during the third quarter of FY 2014. These overpayments were caused by Administrations and Documentation errors, and Verification errors.

- 5 overpayments (45%) totaling \$31,768.82 are Administration and Documentation errors as a result of VA Data Input error made by the Vocational Rehabilitation Counselor when the award was processed.
- 6 overpayments (55%) totaling \$61,542.87 are Verification errors as a result of the Veteran withdrawing from classes and the Vocational Rehabilitation Counselor did not receive timely notification from the school or Veteran, VA Certifying Official certifying the Veteran under Chapter 31 and Chapter 33 for the same term, employer's delay in submitting wage information for a Veteran participating in an On-The-Job (OJT) program, and purchased of Veteran's unauthorized equipment.

Total VR&E Obligated Payments made this quarter was: \$267,559,870.45

High-Dollar Overpayments for this quarter is: \$93,311.69

Percentage of High-Dollar Overpayments to VR&E payments is: 0.04%

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
\$28,682.93	Individual	Missoula	MT	Vendor supplied Veteran with unauthorized equipment	Verification	See Notes Below Table	Collection in Progress	See Notes Below Table
\$9,894.22	Individual	Logan	UT	Veteran received both journeyman wages & subsistence allowance.	Verification		Collected in Full	
\$7,927.50	Individual	Winston-Salem	NC	VA Data Input Error	Administrative and Documentation		Collection in Progress	
\$6,862.00	Individual	Oreland	PA	VA Data Input Error	Administrative and Documentation		Collection in Progress	
\$6,659.33	Individual	Fort Collins	CO	VA Data Input Error.	Administrative and Documentation		Collected in Full	
\$6,644.40	Individual	Kingston	RI	Veteran withdrew from training but failed to inform the VRC.	Verification		Collection in progress	
\$5,769.32	Individual	Marshall	MN	Veteran withdrew from training but failed to inform the VRC.	Verification		Collection in Progress	
\$5,337.30	Individual	North Canton	OH	VA Data Input Error	Verification		Collection in Progress	
\$5,304.59	Individual	Saint Peters	MO	VA Data Input Error	Administrative and Documentation		Collection in Progress	

\$5,214.70	Individual	East Orange	NJ	Veteran withdrew from training but failed to inform the VRC.	Verification		Collection in Progress	
\$5,015.40	Individual	Gainesville	FL	VA Data Input Error	Administrative and Documentation		Collection Terminated	

**Notes:**

1. The VA DMC is responsible for Collection of overpayments.
2. Veteran has been informed to provide the VA Certifying Official with timely enrollment changes.
3. Veteran counseled again on notifying Vocational Rehabilitation Counselor (VRC) and VA Certifying Official of course withdrawals in a timely manner to avoid future overpayments.
4. Provide ongoing training to staff to ensure payments are processed properly. Actions being taken to work with Finance to establish RC 03 when warranted.
5. Establish primary and secondary levels of review prior to issuing payments.
6. Repayment Notification letter sent to Veteran, awaiting due payment process period.
7. Repayment Plan for Veteran to reimburse VBA.

### 23. VACO Staff Offices

VACO identified eight high-dollar overpayments. These overpayments consisted of both singular and cumulative overpayments caused by Administrative and Documentation errors.

- 8 Overpayments (100%) totaling \$1,824,072.32 are Administrative and Documentation errors where vendor billing error and/or duplicate payments were made.

Total VACO payments made this quarter: \$1,276,470,285.00

Total High-Dollar Overpayments identified this quarter: \$1,824,072.32

Percentage of High-Dollar Overpayments: 0.14%

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
\$1,448,326.00	Entity	Central Islip	NY	Duplicate Payment	Administrative and Documentation	See Notes Below Table	Collected in Full	See Notes Below Table
\$93,850.89	Entity	St. Louis	MO	Duplicate Payment	Administrative and Documentation		Collection in Progress	
\$62,264.00	Entity	Mclean	VA	Duplicate Payment	Administrative and Documentation		Collected in Full	
\$57,164.75	Entity	Chicago	IL	Duplicate Payment	Administrative and Documentation		Collection in Progress	
\$48,097.96	Entity	San Antonio	TX	Duplicate Payment	Administrative and Documentation		Collection in Progress	
\$43,000.00	Entity	Ontario	CA	Duplicate Payment	Administrative and Documentation		Collection in Progress	

\$38,746.22	Entity	Amityville	NY	Duplicate Payment	Administrative and Documentation		Collected in Full	
\$32,622.50	Entity	Fairfax	VA	Vendor Billing Error	Administrative and Documentation		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 the Treasury Offset Program (TOP).
2. VACO Staff Offices will match and reconcile vendor information to original obligations prior to approval of payment. VACO Staff Offices will work with field offices to perform reconciliations.
3. Future plans to provide additional training to Certifiers and a second level review on invoices over a certain threshold to determine whether the invoice has already been paid.
4. Future payments will be verified in FMS prior to invoice certification.
5. Pending verification of valid application to future invoices on accounts.
6. Provide ongoing training to staff to ensure payments are processed properly. Proper verification and document matching.