

\$5,565.00	Individual	New York	NY	Death of Beneficiary	Verification		In Collection Status
\$5,334.00	Individual	Parowan	UT	Death of Beneficiary	Verification		In Collection Status
\$5,196.00	Individual	Orange Park	FL	Death of Beneficiary	Verification		In Collection Status

Notes:

- 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.
- Develop specific guidance on pension benefit adjustments.
- 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.
- Continue to provide feedback to field employees, through PMC conference calls. VBA is establishing performance measures to address timeliness of processing maintenance workload.
- Share the findings from this review with the field, so they can implement local reviews and address local high-dollar overpayment issues.
- Include matching program training in the mandatory topics for the FY 2014 National Pension Training Curriculum.

15. Education 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 2,097 Education overpayments identified in the 1st quarter of FY 2014 with a total value of \$78,691,451.78.

A random sample of 251 overpayments was reviewed. The review revealed that 10.0 percent (25) were Education high dollar overpayments and 90.0 percent were Education payments that did not meet the high dollar overpayment criteria. Based on these results, we projected that 2,097 of 20,971 overpayments originally identified were high dollar Education overpayments and an estimated 18,874 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 confidence interval.

Education Service identified 25 high-dollar Education overpayments, of which all 25 were Administrative and Documentation errors. Extrapolating from the sample review results, an estimated total of \$9,027,366.66 in high dollar overpayments were made in the first quarter.

- 25 overpayments (100%) totaling \$106,492.58 were due to Administrative and Documentation Errors caused by VA issuing duplicate payments and/or data input errors or incorrect reporting of tuition and fees by schools.

Total Education Obligated Payments made this quarter was: \$3,350,224,181.87

Projected High-Dollar Overpayments for this quarter is: \$9,027,366.66

Percentage of High-Dollar Overpayments to Education payments is: 0.27%

Amount of Overpayment	Entity or Individual	City	State	Cause of Overpayment	OMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$12,375.00	Entity	Alpine	CA	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation	See Notes Below Table	Paid In Full	See Notes Below Table
\$10,022.90	Entity	Shelbyville	IN	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		In Collection Status	

\$9,650.00	Entity	Hopkins	SC	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		In Collection Status
\$8,564.00	Entity	South Gate	CA	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Paid In Full
\$7,209.50	Entity	Lindenhurst	NY	VA Data Input Error	Administrative and Documentation		In Collection Status
\$5,500.00	Entity	Chicago	IL	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		In Collection Status
\$4,531.20	Entity	Pendleton	SC	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		In Collection Status
\$4,500.00	Entity	Daphne	AL	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		In Collection Status
\$4,093.84	Entity	Fayetteville	NC	VA Data Input Error	Administrative and Documentation		Paid In Full
\$3,459.53	Entity	Edwardsville	IL	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		In Collection Status
\$3,200.00	Entity	Hudson	FL	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		In Collection Status
\$3,070.20	Individual	Manassas	VA	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		In Collection Status
\$3,057.14	Entity	Scotch Plains	NJ	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Paid In Full
\$3,006.12	Individual	Valdosta	GA	VA Data Input Error	Administrative and Documentation		In Collection Status
\$3,000.00	Entity	Los Angeles	CA	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		In Collection Status
\$2,700.00	Entity	California City	CA	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		In Collection Status
\$2,499.12	Individual	Richmond	VA	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		In Collection Status
\$2,310.93	Individual	Charleston	MS	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		In Collection Status
\$2,199.00	Entity	Syracuse	NY	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Paid In Full

\$2,111.11	Entity	Davison	MI	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		In Collection Status	
\$2,110.12	Entity	Norwalk	CA	VA Data Input Error	Administrative and Documentation		Paid In Full	
\$1,996.65	Entity	Homestead	FL	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Paid In Full	
\$1,791.65	Entity	Middleburg	FL	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		In Collection Status	
\$1,783.57	Individual	Hilliard	OH	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		In Collection Status	
\$1,751.00	Entity	Angie	LA	Incorrect Reporting of Tuition/Fees by School	Administrative and Documentation		Paid In Full	

Notes:

- 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.
- 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.
- Each Regional Processing Office and the Central Office have established required training that employees must attend.
- Supervisory officials also monitor individual employee performance and provide additional training as necessary.
- 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.
- 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 four high-dollar (administrative/documentation) overpayments totaling \$30,314.33. All were caused by Administrative and Documentation errors.

- 4 overpayments (100%) totaling \$30,314.33 are Administrative Documentation errors caused when the death claim award shares were distributed incorrectly, incorrect beneficiary, and insurance policy matured as an endowment and was paid to the insured after the death of the insured.

Total Insurance Obligated Payments made this quarter was: \$296,985,481.02.

Total High-Dollar Overpayments identified this quarter: \$30,314.33

Percentage of High-Dollar Overpayments to Insurance Service payments is: 0.01%.

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
\$10,142.22	Individual	Tucson	AZ	Incorrect beneficiary shares paid	Administrative and Documentation	See Notes Below Table	Collected in Full	See Notes Below Table
\$9,983.30	Individual	Silver Pring	MD	Incorrect beneficiary paid	Administrative and Documentation		Collected in Full	

\$5,177.00	Individual	Lawrenceville	GA	On 11-1-13, the insurance policy matured as an endowment and the proceeds were sent to the insured. The insured died on 10-27-13.	Administrative and Documentation	Collected in Full
\$5,011.81	Individual	Kennewick	WA	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.

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

VBA identified nine (13%) high-dollar overpayments made by VR&E Service during the first quarter of FY 2014. These overpayments were caused by Verification errors.

- 9 overpayments (100%) totaling \$59,658.48 are Verification errors as a result of the Veteran withdrawing from classes and the Vocational Rehabilitation Counselor not receiving timely notification from the school or Veteran, VA Certifying Official certifying the Veteran under CH31 and CH33, and dependency change.

Total VR&E Obligated Payments made this quarter was: \$279,254,899.91

High-Dollar Overpayments for this quarter is: \$59,658.48

Percentage of High-Dollar Overpayments to VR&E payments is: 0.02%

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OME Error Type	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$8,194.77	Individual	Lucama	NC	Veteran stopped attending school and failed to notify VA.	Verification	See Note Below Table	Collection in Progress	See Notes Below Table
\$8,134.40	Individual	Topsham	ME	Veteran received benefits under incorrect programs resulting in a payment.	Verification		Collection in Progress	
\$7,610.40	Individual	New Bedford	MA	Veteran stopped attending school and failed to notify VA.	Verification		Collection in Progress	
\$7,509.00	Individual	Hanahan	SC	Veteran stopped attending school and failed to notify VA.	Verification		Collection in Progress	
\$6,527.57	Individual	Denver	CO	Veteran received benefits under incorrect programs resulting in payment.	Verification		Collection in progress	

\$5,641.39	Individual	McDonough	GA	Veteran received benefits under incorrect programs resulting in payment.	Verification		Collection in progress
\$5,457.90	Individual	Zimmerman	MN	Veteran stopped attending school and failed to notify VA.	Verification		Collection in Progress
\$5,431.45	Individual	Blairsville	GA	Overpayment was created as a result of a dependency change.	Verification		Collection in Progress
\$5,151.60	Individual	Catonsville	MD	Veteran stopped attending school and failed to notify VA.	Verification		Collection in Progress

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 was reminded that he is not allowed to participate in both benefit programs at the same time.
4. Veteran counseled again on notifying VRC and VA Certifying Official when changes are made to schedule.
5. Veteran notified and reminded of reporting requirements for training changes.
6. VRC and entire staff have been reminded of the illegality of dual receipt of benefits. Staff reminded to use SHARE frequently for verification purposes, and encouraged to coordinate early with RPOs.
7. VRC was reminded to monitor SHARE for duplication of benefits. Veteran was reminded of the inability to participate in both programs simultaneously.
8. Training was provided to the VRC to code the change as Collect All in BDN. Veteran reminded of the need to provide timely updates to his VRC on dependency changes.

National Cemetery Administration (NCA)

18. Burial Services

NCA identified one high-dollar overpayments during the first quarter of FY 2014 in Burial payments.

- 1 overpayment (100%) totaling \$90,440.00 due to Administrative and Documentation errors caused by issuing duplicate payments. The vendor submitted invoice twice and it was subsequently certified and paid twice.

Total Payments made this quarter: \$97,183,081.84

Total High-Dollar Overpayments identified this quarter: \$90,440.00

Percentage of Overpayments: 0.09%

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	GMB Error Type	Action/Plans to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$90,440.00	Entity	Pittsburg	PA	Duplicate Payment	Administrative and Documentation	See Notes Below Table	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. NCA has established internal controls and database for tracking invoices by orders to assure no further duplicates move forward.

19. VACO Staff Offices

VACO Staff Offices identified 13 high-dollar overpayments made during the first quarter of 2014. These overpayments consisted of single overpayments. All overpayments were caused by Administrative and Documentation errors.

- 13 overpayments (100%) totaling \$750,215.45 were Administrative and Documentation errors caused by duplicate payments.

Total VACO Staff Offices Payments made this quarter was: \$1,166,328,094.49

Total High-Dollar Overpayments for this quarter is: \$750,215.45

Percentage of High-Dollar Overpayments to VR&E payments is: 0.06%

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	OMB Error Type	Action/Plan to Recover Overpayment	Status of Overpayment	Overall Actions/Plans to Prevent Re-occurrence
\$309,354.13	Entity	Fairfax	VA	Duplicate	Administrative and Documentation	Recovered	Collection in full	See Notes Below Table
\$282,319.10	Entity	Mclean	VA	Duplicate	Administrative and Documentation		Collection in full	
\$84,548.67	Entity	Fairfax	VA	Duplicate	Administrative and Documentation		Collection in full	
\$17,032.35	Entity	Rockville	MD	Overpayment	Administrative and Documentation		Collection in full	
\$12,623.79	Entity	Rockville	MD	Overpayment	Administrative and Documentation		Collection in full	
\$11,599.55	Entity	Rockville	MD	Overpayment	Administrative and Documentation		Collection in full	
\$10,197.18	Entity	Rockville	MD	Overpayment	Administrative and Documentation		Collection in full	
\$6,092.47	Entity	Rockville	MD	Overpayment	Administrative and Documentation		Collection in full	
\$6,032.85	Entity	Rockville	MD	Overpayment	Administrative and Documentation		Collection in full	
\$5,381.08	Entity	Rockville	MD	Overpayment	Administrative and Documentation		Collection in full	
\$2,022.03	Entity	Rockville	MD	Overpayment	Administrative and Documentation		Collection in full	
\$1,533.44	Entity	Rockville	MD	Overpayment	Administrative and Documentation		Collection in full	
\$1,478.81	Entity	Rockville	MD	Overpayment	Administrative and Documentation		Collection 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.