DNP DO NOT PAY

BUREAU OF THE FISCAL SERVICE

Do Not Pay Business Center
"More Than Eligibility Verification"

Fiscal Service Payment Initiatives for Federal Agencies

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April 21, 2016

Agenda

- DNP Goals
- Background
- Unique Customer Service
- DNP Business Process Mapping (BPM)
- Analytics
- Questions

DNP Goals

Timely, Accurate, and Actionable Information

Provide timely, accurate, and actionable information, about payees and payments, to assist agencies with eligibility verification in order to reduce improper payments.

Clear and Concise Information

Provide clear and understandable information using data analytics, as appropriate, about the nature, causes, and magnitude of improper payments to a range of stakeholders to inform agency payment processing improvement.

Informed Decision Making

Provide timely, accurate, and actionable information about potential systemic improper payments to support activities by Federal oversight entities.

Background

- DNP has been established as a significant piece of the Do Not Pay Initiative to aid agencies in the reduction and monitoring of improper payments

- DNP assists agencies in becoming compliant according to the statutes of the **I**mproper **P**ayments **E**limination and **R**ecovery **I**mprovement **A**ct of 2012 (IPERIA)

- DNP offers the platform and customer service to support agencies in their efforts to prevent and detect improper payments

DNP Mission

- DNP is aggressively focused on protecting the integrity of the government's payment process.
- Through proactive agency partnerships, DNP assists agencies in mitigating and eliminating improper payments.
- DNP services are offered as a cost-effective mechanism, that securely safeguards the privacy of individuals.

Do Not Pay

Unique Customer Service Experience

Unique Customer Service

Listen

Understand

Propose Change/Action

Unique Customer Service

Unique Customer Service: **EFL**

Engagement

- Face-to-Face meeting with the agency
- Opportunity to build/strengthen relationship

Feedback

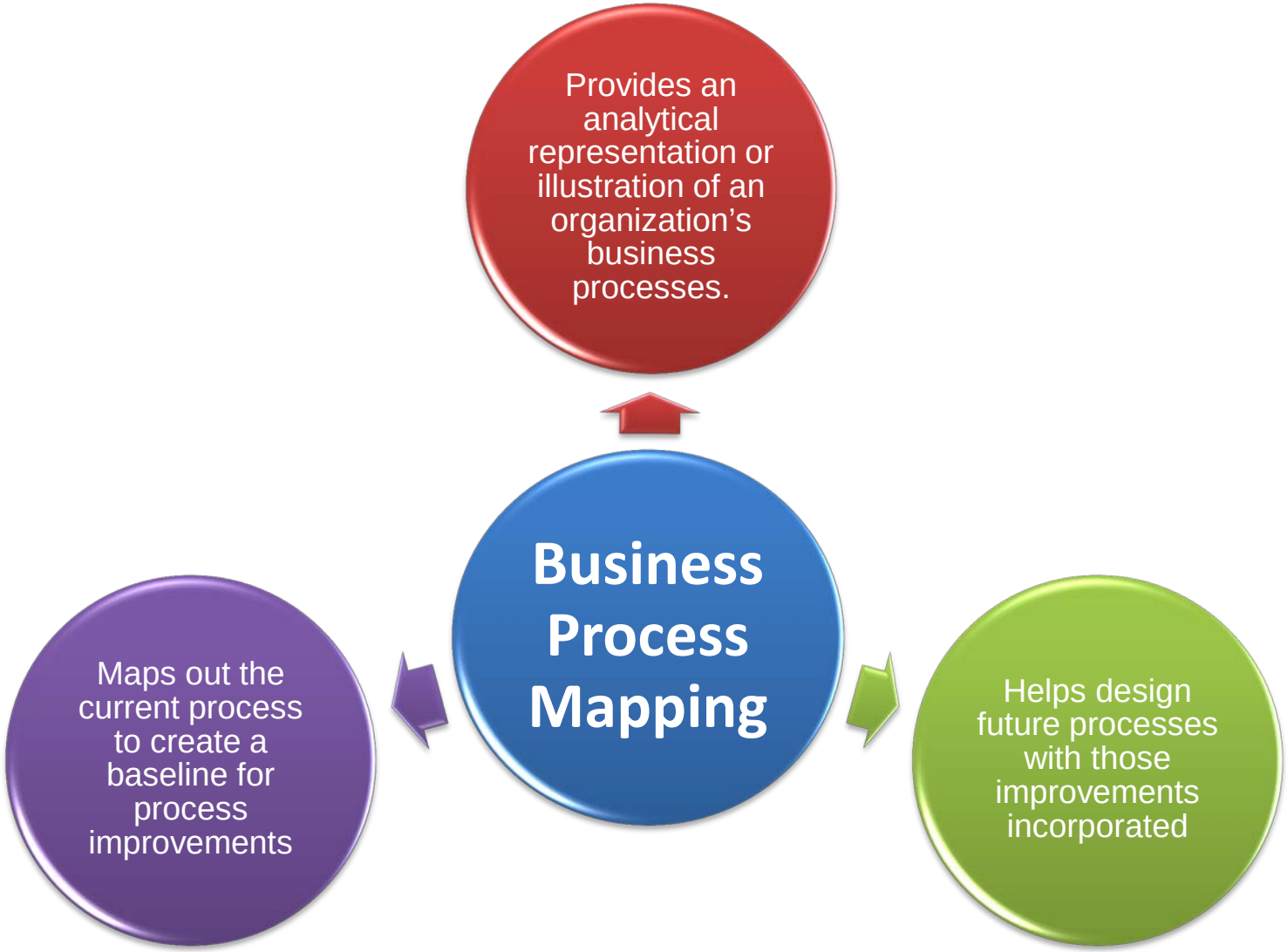
- Agency conveys how DNP works/does not work in their processes
- Agency communicates areas where DNP can play a more significant role
- Agency expresses a need for additional DNP services

Learning

- DNP ask specific questions to understand needs
- DNP offers additional services (where necessary) that will be beneficial to agency processes

Do Not Pay
Business Process Mapping

DNP Business Process Mapping (BPM)



Benefits of BPM

Streamline

- Streamlines processes by identifying and reducing number of manual handovers
- Automation of paper processes

Documentation

- Document Standard Operating Procedures to depict a process from start to finish
- Print outs, PDFs of modeled processes

Metrics

- Determine performance metrics based on measurable processes

DNP

- Identify where DNP can improve improper payments detection and internal controls
- Identify where DNP can assist with eligibility verification in the prevention of improper payments

Do Not Pay Analytics

Agency Insight Report (AIR)

- Report capturing **key insights and findings** from **exploratory data analytics**, which includes, but not limited to:
  - Data quality assessments
  - Data pattern analysis and profiling
  - Advanced matching
  - Anomaly detection and analysis

- Analytics focus project to assist in **identifying potential in-depth analytics projects** that could be of assistance to the agency
  - Approximately a three month turn around
  - Available upon request

Next Steps Following the AIR

- The Do Not Pay Business Center will provide recommendations for further investigation and possible next steps for continued research.
- Agencies may determine if findings and conclusions appear to be significant and require further investigation.
- Possible partnering with Payment Management with Fiscal Service further enhances research efforts performed and helps to build strong relationships that will only improve the detection of improper or erroneous payments in the future.
- Participation in information sharing and future projects is at the discretion of the agency. No additional payment information is needed.

Questions

Agency Success Stories

- In January 2016, an agency discovered a payee on the Death Master File by using DNP. Based on results of their investigation, the payee was confirmed deceased and since, $50,000 have been recuperated.

- An agency participated in a BPM project which examined their eligibility verification process. DNP identified additional data sources for their pre-award verification process to implement additional data sources for their payment verification process. The agency has contacted DNP conduct BPM projects other agency programs

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