



PAYMENT INTEGRITY JOURNAL



BUREAU OF THE Fiscal Service
U.S. DEPARTMENT OF THE TREASURY

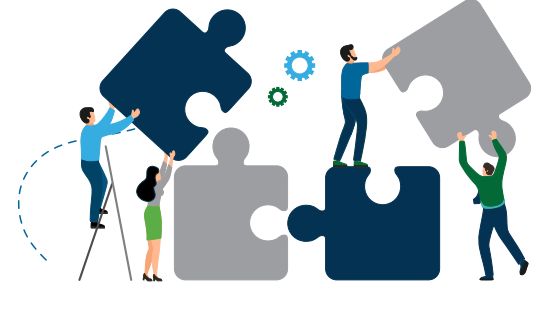
KEY UPDATES

LOOKING AHEAD

OTHER INFO

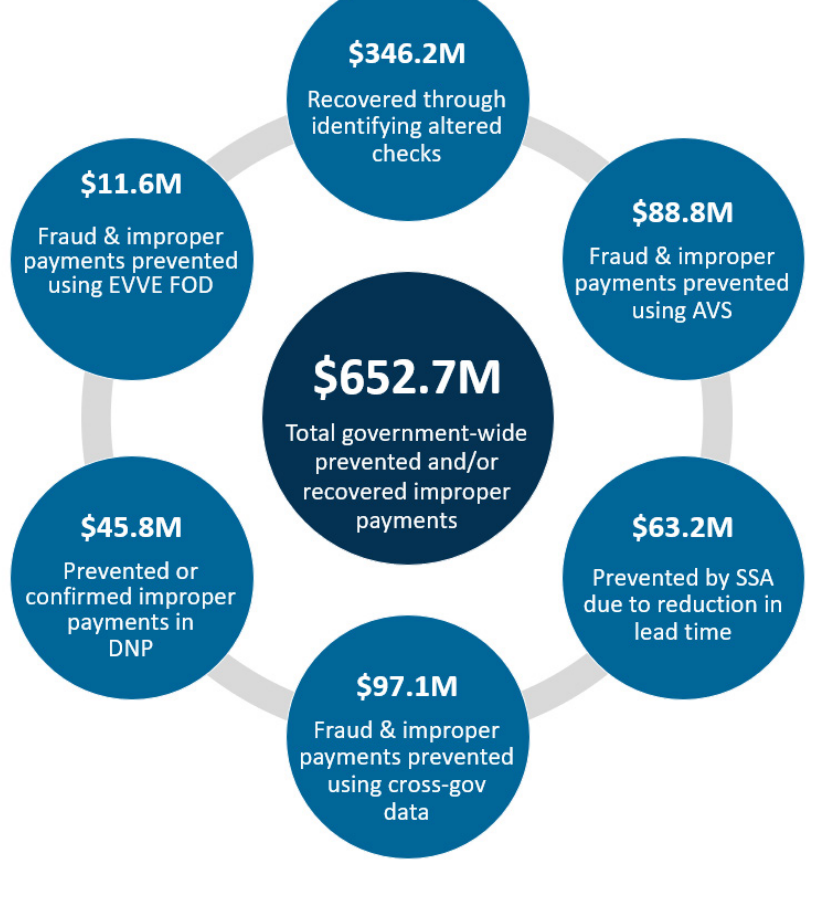
Welcome

The Office of Payment Integrity (OPI) is excited about all we accomplished in 2023! We could not have done it without the collaborative efforts of our agency partners. As we look forward to 2024, we will continue providing our customers with meaningful community events that highlight our products and services that support all of your agency's payment integrity needs. With your help, OPI will continue to provide guidance and comprehensive payment integrity services to identify, prevent, recover, and eliminate improper payments, fraud, waste, and abuse.



KEY UPDATES

Fiscal Service's Office of Payment Integrity Impact- Fiscal Year 2023



Key Portal Achievements in FY2023:

- Completed the Common Approach to Identity Assurance to the Do Not Pay (DNP) Portal
- Integrated the Form 990-N data source into the DNP Portal and Analytics
- Integrated Death Master File-Full into the DNP Portal.

Key Data Analytics Achievements in FY2023:

- Delivered recurring analyses to three agencies using the Death Record Confidence Scoring Tool, identifying more than **\$5.3M** in improper payments, and prevented an additional **\$3.7M** in improper payments.
- Collaborated with the Pandemic Response Accountability Committee on oversight of the Paycheck Protection Program (PPP) and Economic Impact Disaster Loans from the Small Business Administration (SBA), identifying up to **\$38M** in potential improper pandemic loans.
- Performed recurring Cross-Government analysis for one agency that informs the customer agency of beneficiaries receiving simultaneous benefits from multiple federal programs.

Key Outreach Achievements in FY2023:

- Onboarded multiple programs in nine Inspectors General Offices (IGs) to the DNP Portal to provide resources for audits, investigations, and data analytics.
- Onboarded nine states, 14 state programs, and four state IGs in DNP, resulting in 23 analytics projects that identified over **\$28.3M** in potential improper payments (**\$6.4M confirmed as improper**).
- Onboarded 28 new programs to the DNP Portal and facilitated 24 Portal additions to existing access groups, including bulk record files and data sources.

- Partnered with the Internal Revenue Service to expedite release of eligible tax refunds for 1.12M taxpayers totaling **\$7.08B** as part of the Taxpayer Protection Program, via the Account Verification System (AVS) and Cross-Government analytics.
- Provided payment integrity support to the Federal Emergency Management Agency for two programs through AVS, Electronic Verification of Vital Events Fact of Death (EVVE FOD), and Cross-Government analytics resulting in **\$88.9M** in improper payments prevented.
- Partnered with the Social Security Administration (SSA) to reduce the lead time for Title II, Cycle 2 and 3 payments on receipt from SSA from four business days to three business days prior to disbursement resulting in preventing **\$63.2M** in improper payments.
- The Proactive Fraud Pipeline has identified over 22K altered checks and recovered and refunded over 21K payments valued at over **\$346M** since it began in October 2022 through September 2023.
- Processed **\$43.47B** in Post Payment Activity including returned payments, payee claims of non-receipt, and non-entitlement death claims.
- Handled 1,213 investigative support interactions with nationwide law enforcement communities which resulted in 139 formal requests for information to support payment fraud investigations.
- Collaborated with SBA OIG to assess improper payments in the PPP, resulting in approximately 319K loans totaling more than **\$6.7B** identified as disbursed to potentially ineligible recipients.
- Prevented **\$37M** in improper payments on behalf of the Office of Personnel Management.

**The most up-to-date data available is provided.*

1,516



Agency Daily Interactions

350



Agency Meetings

3,543



Portal Users

15



Agency Forums and Conferences

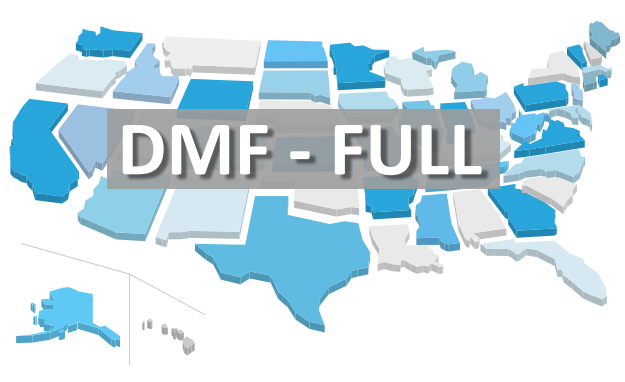
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DNP Applications

DMF-Full Is Here at Do Not Pay!

Do Not Pay (DNP) was given access to the Death Master File-Full (DMF-Full) by the [Consolidated Appropriations Act, 2021](#)—Title VIII-Access to Death Information Furnished to or Maintained by the Social Security Administration (SSA)— which states it provides information furnished to the SSA to the agency operating the DNP working system. **On December 29, 2023, access to the DMF-Full was made available to all agencies that already had access to the DMF-Public in the DNP Portal.** DMF-Full is also available through DNP Analytics for reoccurring and custom projects.



The DMF from SSA contains records of deaths reported to SSA. The deaths reported to SSA come from many sources, including family members, funeral homes, financial institutions, postal authorities, state information, and other federal agencies. The difference in the DMF-Public and the DMF-Full is the state vital records; DMF-Full does contain state vital records while DMF-Public does not.

As with all data sources and services offered through DNP, DMF-Full will be available at no cost, but all data and services accessed through DNP must be used to identify and prevent improper payments. If you have questions or are interested in expanding your use of DNP in anticipation of gaining access to DMF-Full, please contact your appointed Agency Lead and Agency Specialist or email OPI.outreach@fiscal.treasury.gov for assistance.

For more information on all DNP death data sources, please view the [Death Data Quick Reference Card](#).

CAIA Aging Rules: Impacts to DNP Portal Users

To ensure that individuals are granted access to the Do Not Pay (DNP) Portal on a need-to-know basis for work activities, the Common Approach to Identity Assurance (CAIA) team activated Aging Rules for DNP Portal Users on August 31, 2023.

After 120 days of no login activity to the DNP Portal, the CAIA Aging Rules deactivates the user, revoking DNP Portal access immediately. CAIA uses your last login date as your most recent "active usage" date.

To avoid account deactivation, we recommend setting a reminder to log in to the DNP Portal at least once every 120 days to keep your account active. DNP Authorizing Officials, Local Security Administrators, and Primary Local Security Administrators can also encourage Portal Users to log in to the Portal on a regular basis to avoid account deactivation.

If your account is deactivated and you still require access, or you have additional questions about the impacts of the CAIA Aging Rules, please contact your Agency Lead and Agency Specialist or email OPI.outreach@fiscal.treasury.gov for additional assistance.

LOOKING AHEAD

New Data Sources

Do Not Pay (DNP) will add several new data sources:

- Bureau of Prisons Data- contains information on incarcerated individuals under the jurisdiction of the U.S. Attorney General.
- Department of Agriculture's National Disqualified List- contains information on providers that are ineligible to receive federal funding for a meals program.
- HHS National Plan & Provider Enumeration System- contains information on approved health care providers and health plans.

For more information on the databases available for use in the DNP Portal, please view the [DNP database table](#).



DNP Annual Recertification

The annual DNP Recertification period is opening on March 5, 2024 and closing on April 5, 2024. As a reminder, the purpose of Recertification is to determine whether each user's DNP Portal access is still required and whether the respective levels of that access are appropriate. Keep an eye out for upcoming communications regarding the annual Recertification.

SUCCESS STORIES

Death Record Confidence Scoring Tool - DOL FECA

Do Not Pay (DNP) partnered with the Department of Labor Federal Employees' Compensation Act (DOL FECA) to use our Death Record Confidence Scoring Tool (DRCST) to identify deceased beneficiaries. The DRCST enables agencies to prioritize their research efforts, improve their adjudication processes, and make informed decisions regarding payment eligibility.

Here is what DOL FECA had to say about it:

"The DRCST has been incredibly helpful for our program identifying deceased beneficiaries more effectively. The confidence score allows us to prioritize payment reviews and utilize our research tools more efficiently. As many of our payments are automated, without DRCST reporting it may have taken weeks or months to identify some of the deceased payees by relying on individual reporting and research. Receiving DRCST reports has prevented tens of thousands of dollars from being paid improperly to deceased beneficiaries. The DNP analytics team brings a customer-first attitude and has been great to work with."



Account Verification Service - FEMA

In September of 2022, Hurricane Fiona took its toll on Puerto Rico, among other locations, and the Federal Emergency Management Agency (FEMA) immediately reached out to the Office of Payment Integrity (OPI) for support to help prevent improper payments. One of the tools OPI had to offer was our Account Verification Service (AVS), which authenticates bank accounts and evaluates payee eligibility prior to submission of payments. Upon examination of the data, OPI immediately noticed a significant gap in AVS coverage as many queries were for a specific third-party verifier.

Due to this gap in data responses noted above, OPI reached out to the third-party verifier to inquire about whether we could execute AVS directly with them. They accepted OPI's inquiry which led to accelerated Critical Needs Assistance to disaster survivors and mitigated fraud risk. FEMA was able to determine the eligibility of just over 375,000 individuals and provide \$262.9 million in emergency needs assistance.

OPI wanted to uncover how we might further build upon this achievement. Therefore, OPI and FEMA collaborated to enhance the data sharing agreement to permit this new type of data sharing directly with financial institutions. The Bureau of the Fiscal Service (Fiscal Service) developed a Verifier Agreement between Fiscal Service and a partnering financial institution to govern any data exchange. The new agreement was approved by Fiscal Service as well as FEMA legal counsel in late August of 2023.

With this new legal framework, OPI is now able to offer this service for any willing partner financial institution to further enhance our AVS coverage. This new development will further strengthen and expand our abilities to prevent improper payments. If you would like more information about OPI's data analytics and identity verification services, please contact your Agency Lead and Agency Specialist or email OPI.outreach@fiscal.treasury.gov



EVENT RECAP

OPI Hosted Its Annual Payment Integrity Day Event

The Office of Payment Integrity (OPI) held its annual Payment Integrity Day event, "Helping to Support Your Payment Integrity Efforts," on August 30, 2023. The event included more than 200 attendees from various federal agencies, state agencies that manage federally funded state-administered programs, and members of the Inspectors General community. OPI discussed an array of services and resources available for agencies to use as part of their goal of identifying and preventing improper payments. This included an examination of the Do Not Pay Initiative (DNP), data sources and pilot projects, the Account Verification Service, Cross Government Payment Information, and the Death Record Confidence Scoring Tool.

David Lebryk, the Fiscal Assistant Secretary of the Department of the Treasury, highlighted all the extraordinary work that OPI has done and will continue doing to support payment integrity efforts across the federal government. During his opening remarks, he also outlined OPI's vision and mission for the future and how relationships with our agency partners plays an integral role in our payment integrity efforts moving forward.



As part of our customer experience segment, guest speakers from the Department of Energy Payment Services Team and the Department of Homeland Security - Federal Emergency Management Agency (FEMA) spoke about their own successes using OPI resources to strengthen payment integrity. In addition, attendees had the opportunity to ask probing questions about how FEMA uses OPI services.

OPI concluded the event with a round table discussion focused on gathering feedback and learning more from attendees to help guide the strategic direction of OPI. OPI sought to learn more about attendees' thoughts and perspectives on challenges with using the DNP Portal, sharing feedback on Portal results, and potential enhancements for improving the Portal experience. Based on polling question feedback, attendees highlighted potential growth areas for the DNP Portal, including expanding available data sources for reference in payment eligibility activities, improving match results, and offering more real-time data for matches. As part of OPI's ongoing effort to improve our agency partners' customer experience, the Outreach Team plans to schedule future engagement and feedback sessions.

If you would like to share your thoughts about how OPI can improve its service offerings and resources to better meet your needs, please contact your Agency Lead and Agency Specialist or email OPI.outreach@fiscal.treasury.gov.

OPI Hosted Successful Data Analytics Event

On December 5, 2023, the Office of Payment Integrity (OPI) hosted the "Customized Data Analytics Solutions to your Payment Integrity Challenges" event to highlight the data analytics services we offer to assist our agency partners with identifying, preventing, and responding to improper payments as well as combating fraud.

For approximately 125 attendees, the OPI Data Analytics team discussed a wide range of predictive, operational, and retrospective analytic methodologies such as the Death Record Confidence Scoring Tool and the Eligibility Tool, both of which can provide agencies with data results that can streamline their review process to provide more accurate and conclusive results. They also discussed the Account Verification System and Cross Governmental Services we offer to assist agencies with addressing fraud risk by verifying the authentication of banking information.



In addition, OPI conducted several polls to gauge how our agency partners use many of our services and if they would benefit from the of the other services we offer. Based on the polling results, over 60% of respondents indicated that the identity verification services, which included Social Security Numbers and Taxpayer Identification Numbers, would benefit their agency. On the other hand, over 65% of respondents indicated that they either didn't have or were unsure if they had any banking verification processes in place, which gives OPI the opportunity to further discuss how our services could help in this area.

Overall, the event was well-received. For instance, one participant noted, "Thank you! It was a very informative presentation," while another attendee said, "Thank you, the information was valuable, and I enjoyed the event." In fact, multiple participants have expressed interest in scheduling follow-up meetings to learn more about our services.

If you would like more information about OPI's data analytics and identity verification services, please contact your Agency Lead and Agency Specialist or email OPI.outreach@fiscal.treasury.gov.



Contact Information

Learn more about DNP here: www.fiscal.treasury.gov/DNP/
 Learn more about PICOE here: www.fiscal.treasury.gov/payment-integrity-center/
 Customer Experience Management, Office of Agency Outreach: agency.outreach@fiscal.treasury.gov