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State Payment Integrity Day

September 2022

Agenda

- New Data Sources
- CAIA
- Portal and Bulk Record Matching
- Analytics
- Medicaid Screening Service
- API
- Feedback Loop

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DNP Data Sources

Presenter: Kelsey Cheng

Current Data Sources Available for State Programs

Death Data

- Social Security Administration (SSA) Death Master File (DMF): *Public Data Source*
  - *Full DMF expected late 2023*
- American InfoSource (AIS) Obituary and Probate Records: *Commercial Data Source*
- Department of Defense (DOD) Death: *Public Data Source*
- Department of State (DOS) Death: *Public Data Source*
- Electronic Verification of Vital Events Fact of Death (EVVE FOD): *Public Data Source*

Registered Entities/ Non-Profit

- General Services Administration (GSA) System for Award Management (SAM) Entity Registration Records: *Public Data Source*
- Internal Revenue Service (IRS)Tax Exemption Lists: *Public Data Source*
  - *990-N (e-postcard),*
  - *Publication 78 (Pub78),*
  - *Automatic Revocation of Exemption List*

Barred Foreign Entities

- Department of Treasury (TREAS) Office of Foreign Asset Controls (OFAC): *Public Data Source*

Debarment Data

- Department of Health and Human Services (HHS) List of Excluded Individuals and Entities (LEIE): *Public Data Source*
- General Services Administration (GSA) System for Award Management (SAM) Exclusion Records: *Public Data Source*

New Data Sources Coming Soon

- Department of Agriculture's National Disqualified List
- Health and Human Services National Plan & Provider Enumeration System
- Bureau of Prisons Incarceration Data
- DNP Adjudication Data

New Data Sources

Do Not Pay has received designation for new data sources:

- **Department of Agriculture's National Disqualified List (NDL):** Contains information on providers that are ineligible to receive federal funding for a meals program, including agencies, individuals, and institutions who have been found to have serious deficiencies in administration or documentation
- **HHS National Plan & Provider Enumeration System (NPPES):** Contains information on approved health care providers and health plans; data includes a National Provider Identifier which is unique to the business and is used across various government agencies
- **Bureau of Prisons Data (BOP)**: Contains information on incarcerated individuals under the jurisdiction of the U.S. Attorney General Does not contain state, county, local, or private incarceration records. Verifies eligibility for benefits which are prohibited or adjusted for prisoners (Veterans' Health Benefits, Social Security, Means-Based benefits).

New Data Sources – EVVE FOD

EVVE Fact of Death (EVVE FOD) is a NAPHSIS death matching system that matches against the death databases of 44/57 participating jurisdictions' (states and territories) vital records offices. EVVE FOD delivers death matches against databases from jurisdictions, indicating the existence of a death certificate, and providing related information on the deceased status specific records.

- Returned results indicate Match/No Match, State of Death, and Date of Death (Month, Day, Year)
- Returned results may also provide additional identifiers, such as: First Name, Middle Name, Last Name, Date of Birth (Month, Day, Year), and State of Birth

New Data Sources – EVVE FOD

- NAPHSIS has unique access to the vital records databases of jurisdictions participating in the EVVE FOD systems. The vital records databases for the participating jurisdictions contain information not readily available by other data sources such as state reported deaths which are currently excluded from the Death Master File – Public database.
  - EVVE is the sole source for this capability – no other private or federal database directly accesses vital records databases.

- EVVE FOD provides independent confirmation of death information received from other non-authoritative sources (e.g. DNP, Financial Institution, obituary, family member, etc.) - improving the confidence of matched records.

- EVVE FOD matched records are based on existence of a death certificate. This information can potentially be used by agencies when investigating the eligibility of payees receiving benefit payments. In addition to termination and recovery of benefit payments to the deceased, these services could also be used to:
  - Determine eligibility for survivor and burial benefits
  - Termination of benefit payments
  - Cancel scheduling of federally funded medical appointments and prescriptions

Upcoming Data Pilots

DNP has upcoming data pilots scheduled to be completed this fall to assess the viability of two commercial data services for potential future designation:

- **The Work Number (Equifax):** Verification of income and employment information provided by employers and payroll providers
- **Accurint (LexisNexis):** Identity validation/confirmation of essential personal information such as name, address and Social Security Number or Federal Identification number

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Common Approach to Identity Assurance (CAIA)

Presenter: Jon Ortiz

Overview

The Common Approach to Identity Assurance program seeks to establish a common approach for improving how users register and log into Fiscal Service's external-facing programs.

Scope

User populations

- Individual Citizens
- State and Local Governments*
- Business Entities**

** Opportunities to also serve Federal Government and FRI users are being evaluated.*

***Business Entity includes Businesses and Financial Institutions.*

Applications

In-flight project

TRIM

Future

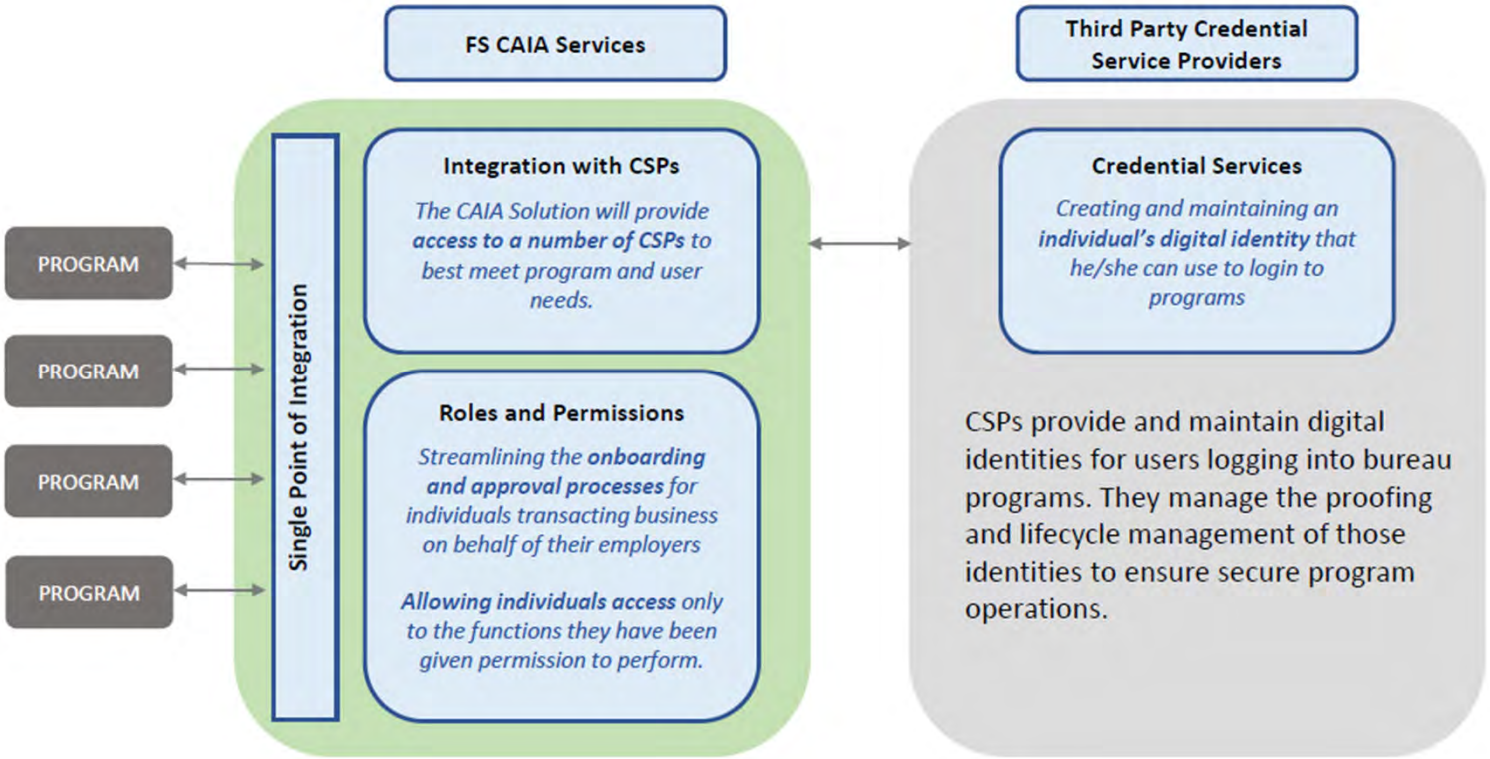
DNP	CMIAS	DSS
moveLINQ	EFTPS	SLGSafe
ASAP	Pay.gov	ECP
IPP	TOP	

Vision

Current State	Future State
Programs separately establish and manage identity solutions, resulting in **duplicative efforts** across the bureau.	A service that programs can leverage, getting them out of the business of identity management and re-focused on **transacting business with their customers**.
	An enterprise-wide service that achieves **economies of scale** and **operational efficiency**.
Programs are challenged with staying current with **evolving security standards.**	A solution that leverages up-to-date, commercially available credential service providers; **No need to manage updates** and ensure that technical requirements are met for identity proofing.
Enrollment for business entities include manual processes, resulting in an **inefficient customer experience and operations**	An online process, giving customers a **more seamless experience** and streamlining internal operations.
Lifecycle management of identities are inconsistently managed, resulting in **security risks.**	Tools that will more effectively manage identities and entitlements, **ensuring greater security.**

CAIA Program

The CAIA program delivers an enterprise-wide service that programs can leverage to create and manage digital identities via credential service providers.



DNP Login Experience

3 *CSP verifies end user and seamlessly redirects him/her back to the Fiscal Service Program*

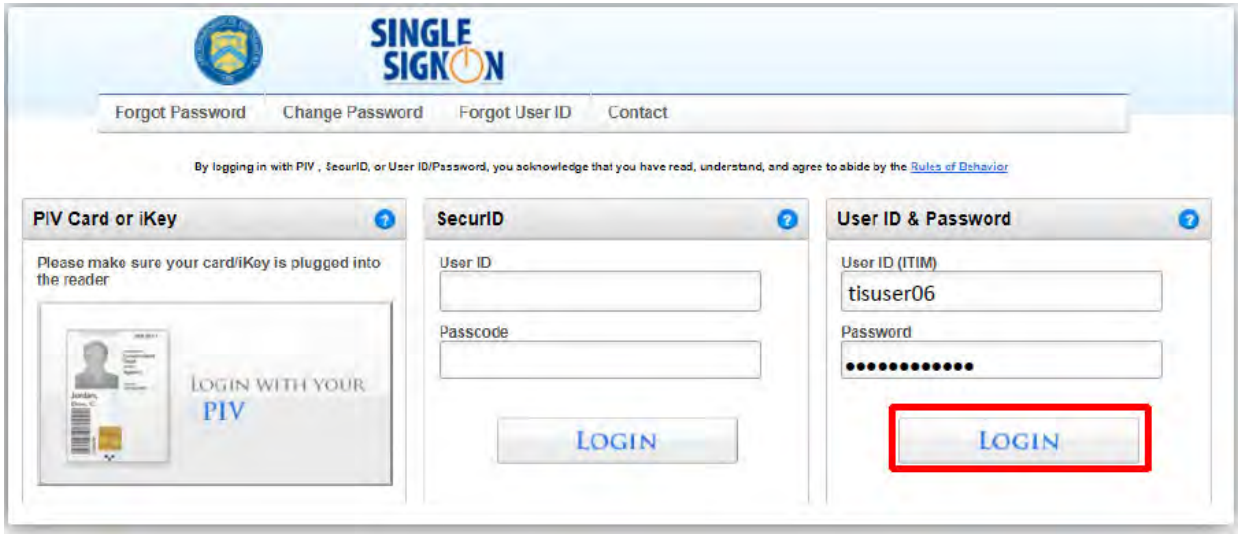
1 *Citizen navigates to Fiscal Service Program as they do today*

2 *Fiscal Service Landing page presents opportunity to login via a third-party CSP*

4 *As login via the CSP is complete, the citizen is able to securely transact business*

User ID and Password Solution

Until CAIA is implemented, users will have access to DNP using a User ID and Password combination. No tokens are required.



Tokens will be deactivated on October 1st, 2022. Please work with DNP to convert to this solution before September 30th.

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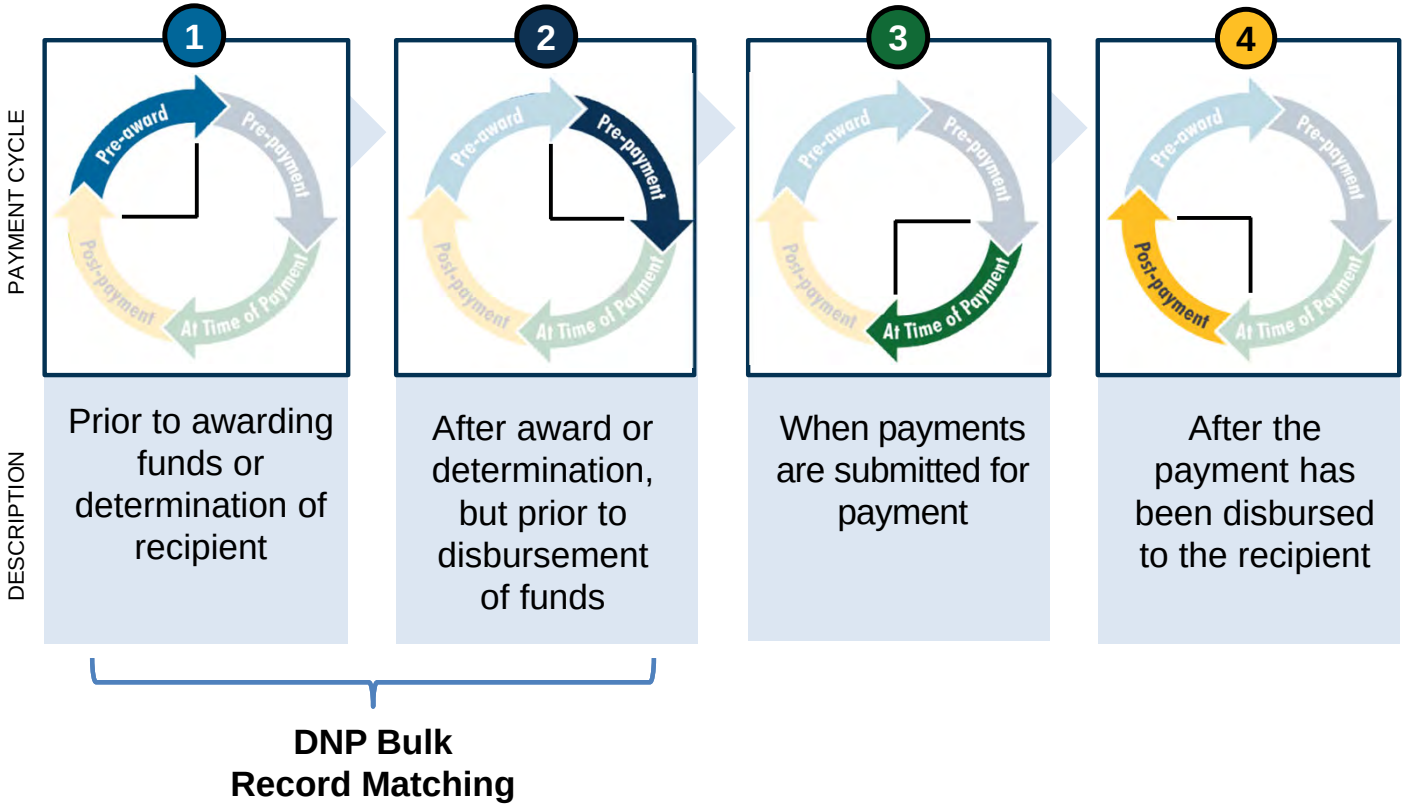
Portal and Bulk Record Matching

Presenter: Josh Stegemann

When Do Improper Payments Occur?



Advantages of Bulk Record Matching

- ✓ Check multiple data sources across all payments/payees at once
- ✓ Consolidated match results prioritized by match strength
- ✓ Ability to export match results for review phase
- ✓ Create API connection with your system and DNP for automation

DNP Portal Matching Options

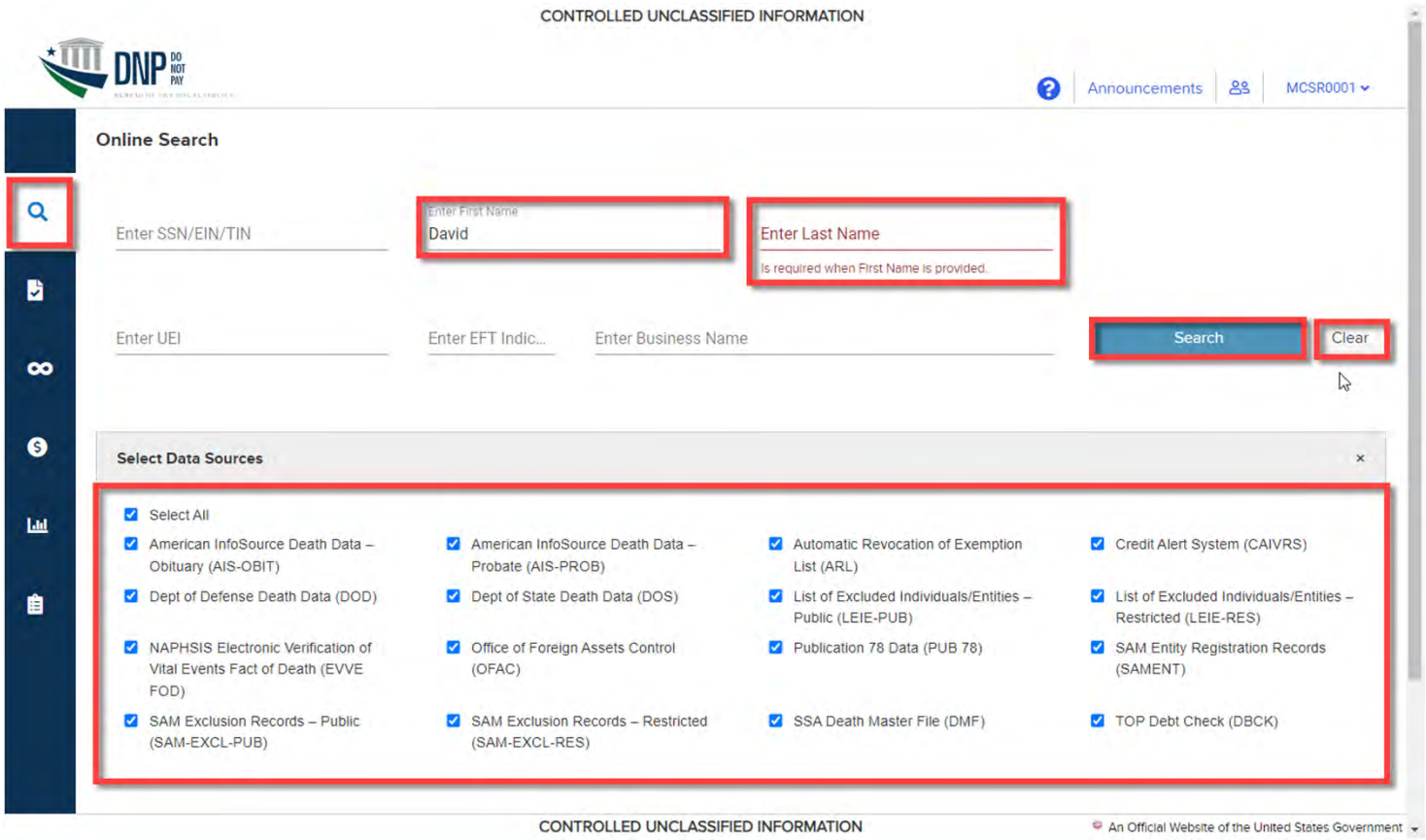
Online Search
User can search an individual or entity and view matching records instantly at the time of search

Batch Matching
One-time bulk submission for screening grants or loan payments against specified data sources

Continuous Monitoring
Continuous screening for eligibility verification against specified data sources using a grantee or loan recipient listing

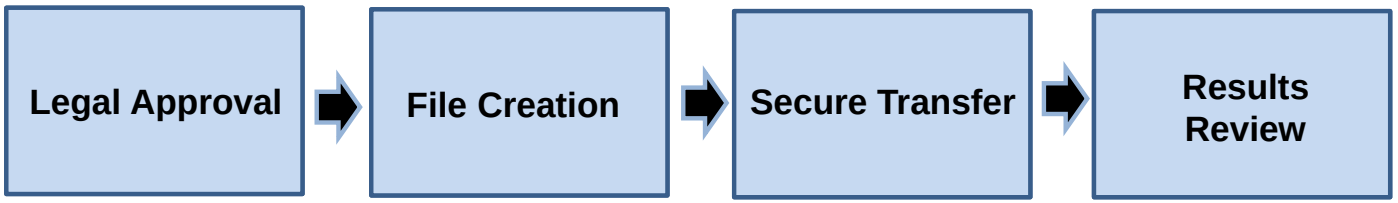
Web Service/API
A Web Service or Application Programming Interface (API) creates a connection with agency payment systems and the DNP Portal. This integrates the functionalities of the Portal within agency internal systems.

Online Search

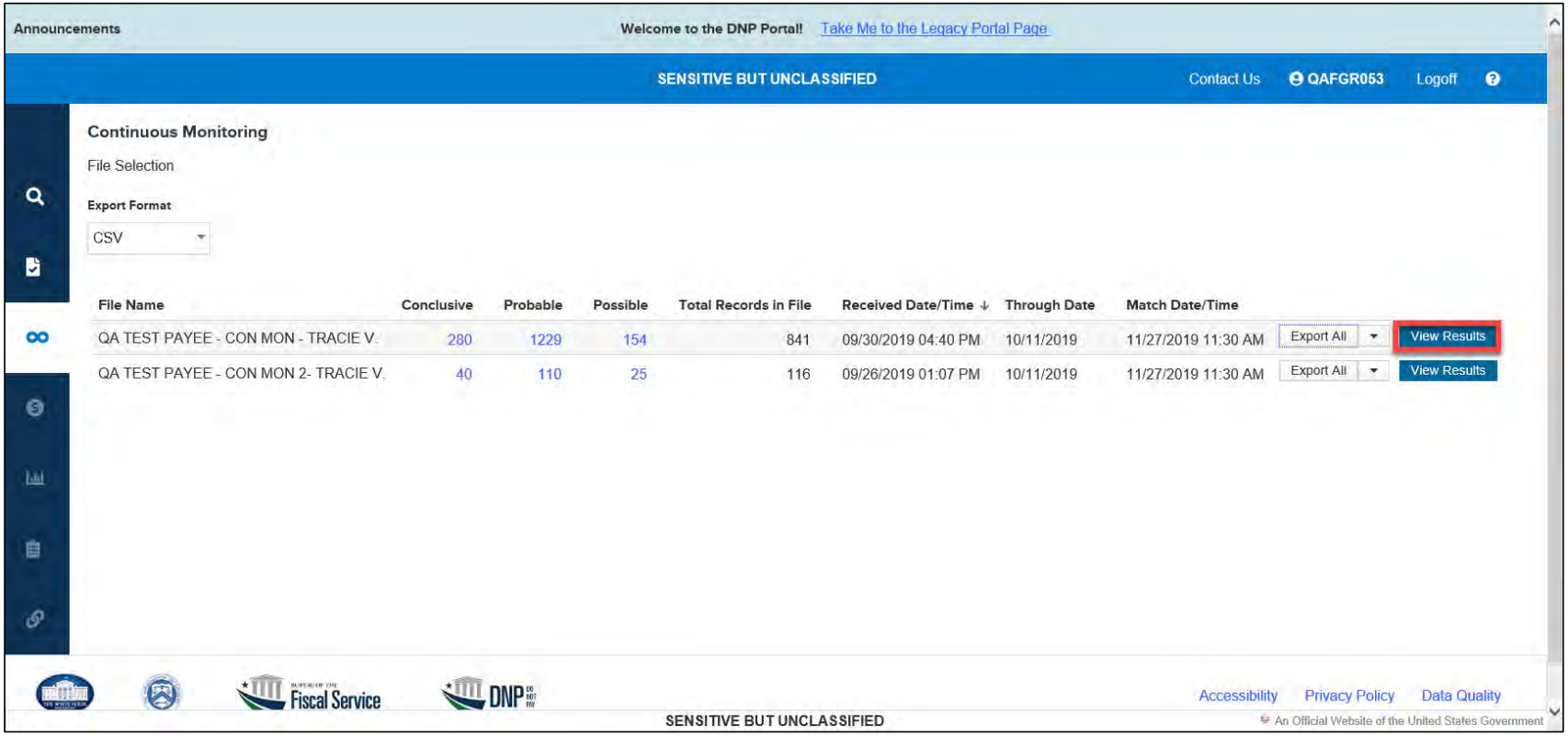


Bulk File Process

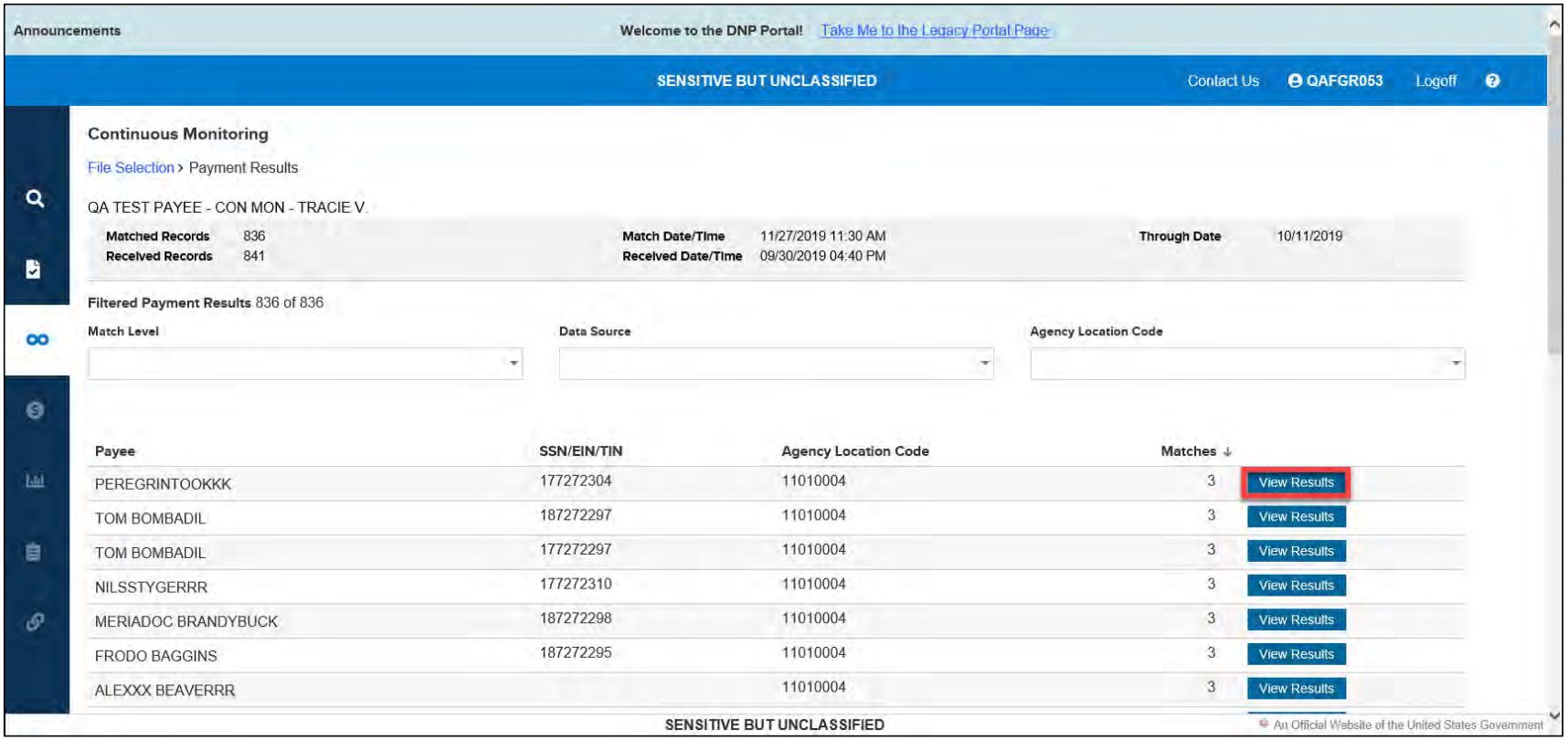
- **Legal Approval** – Complete Initial Questions and be approved for use of DNP data sources
- **File Creation** – Using a standard template guide, create file of your program's records
- **Secure Transfer** – Establish a safe, secure method of sending file to DNP for matching
- **Results Review** – Adjudicate matches and provide feedback to DNP



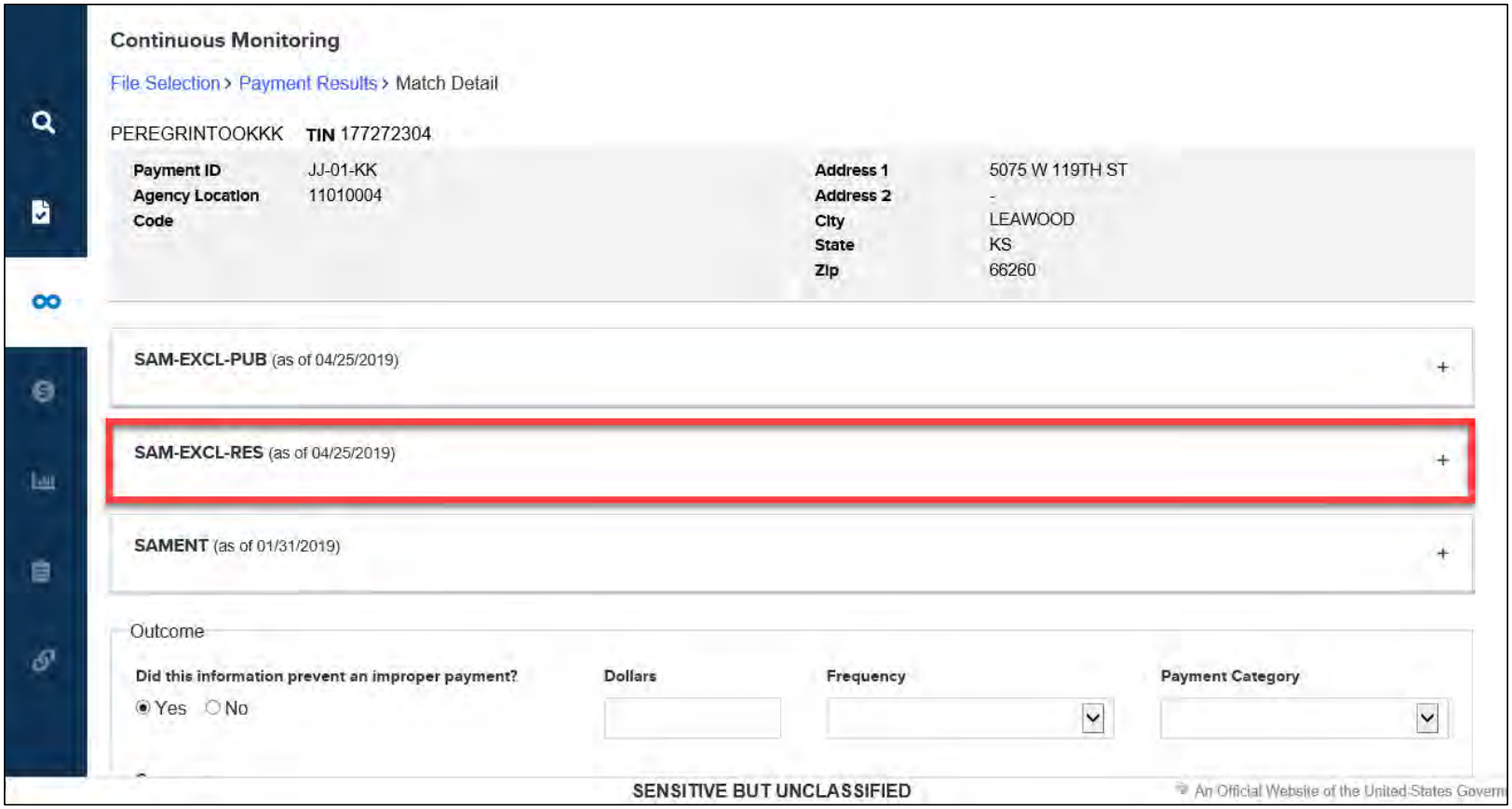
Matched File Summary



Matched File Records



Match Record Details

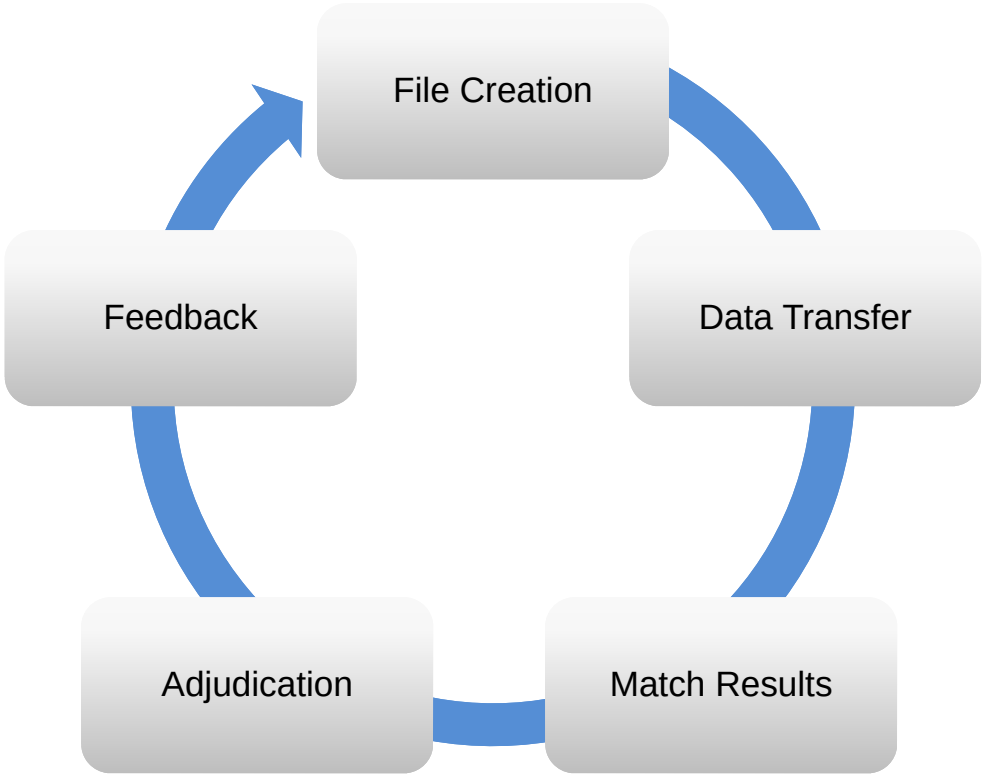


Continuous Monitoring Snapshot

State #1: Medicaid and SNAP

July 2021	158
August 2021	100
September 2021	29
October 2021	64
November 2021	73
~	~
May 2022	171
June 2022	75
Total Confirmed Deaths:	**1053**

Cost Avoidance	$2,230,844
Recovery	$801,198
Total	$3,032,042



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DNP Analytics Overview

Presenter: Kim Derleth

Introducing DNP Analytics

The **DNP Analytics Solutions Team** is dedicated to delivering **analytical insights** and **innovative data solutions** that help you improve your **payment integrity** and meet your mission.

Our team of professionals with extensive experience include:

- ☑ Analytics Consultants
- ☑ Data Scientists
- ☑ Data Analysts

Who can benefit from FREE DNP Services?

Oversight Offices
Unemployment Insurance
Medicaid
CHIP
SBP
SNAP
Federal Benefits
WIC
Office of the Comptroller

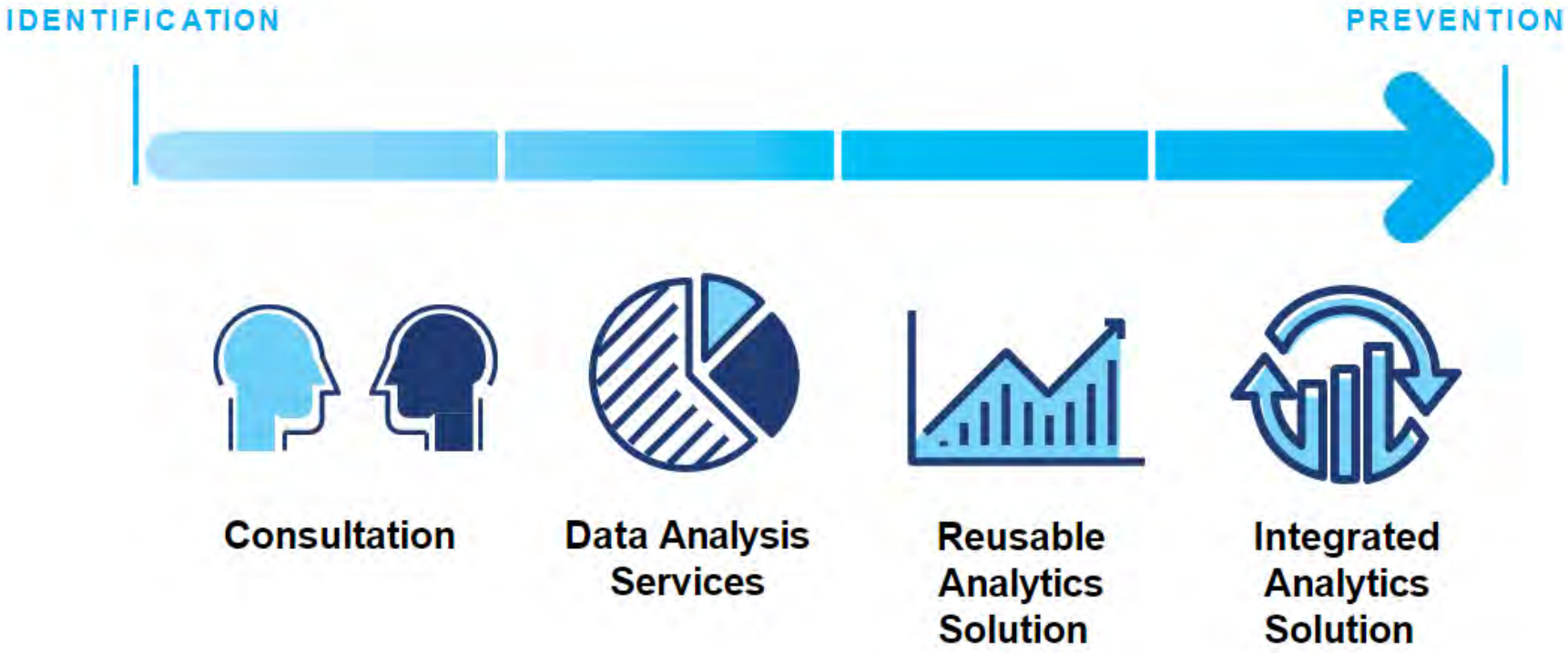
Federal and State Programs that administer Federal funds

can take advantage of the benefits!

Office of Audit General
CARES Act
Grants & Loans
LIHEAP
NSLP
TANF
Office of the Inspector General
Foster & Child Care
Vendor Payments

DNP Analytics Services

Analytic Solutions Team services range from consultation to fully-integrated data solutions that can be customized to your business.

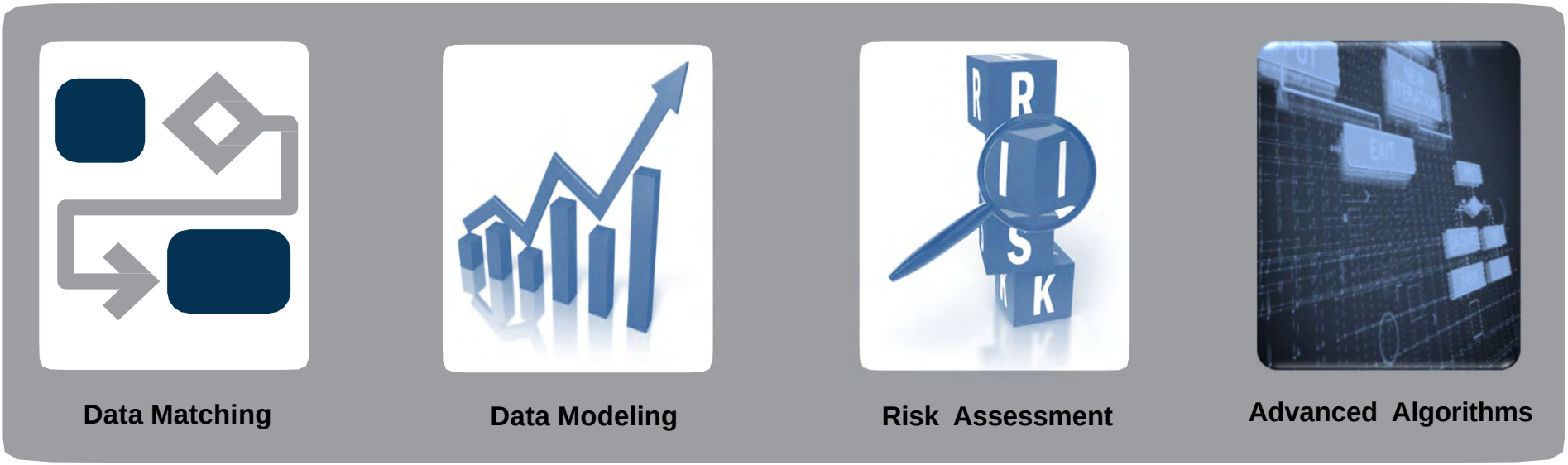


How can DNP Analytics help unlock benefits using your data?

- Support the Point-in-Time Prevention & Identification of Improper Payments
- Verify Payee Eligibility Throughout Payment Lifecycle
- Detect Fraudulent Activity Earlier
- Identify Overpayment Risks Associated with Duplicate Payments
- Ensure Screening Efficacy through the Review of Data Quality
- Gain Assurance of Internal Controls & Strengthen Their Effectiveness
- Provide Time, Resource, and Cost Savings through Quick Turnaround of Results & Access to Data at NO COST

Analytics Techniques

We employ advanced **data analysis techniques.**



Success Story: Oregon Audits Division

BACKGROUND

The State of Oregon's (OR) Audit Division partnered with DNP to test the **cost benefit of using DNP** services to support their efforts in the identification and prevention of improper payments.

DNP analyzed **over 1.4M records** of OR providers and beneficiaries to verify eligibility.

Programs Reviewed

- Medicaid, SNAP, TANF, and Unemployment Related Day Care

IMPACT

- DNP identified **$790,000 in recoupment, cost avoidance**, and improper payments
- "Using Do Not Pay generated a **return on investment of $286 in savings for every $1 spent**"
  - Oregon Secretary of State, Report 2020-05 (p.6)

FINDINGS

- DNP identified **98** additional cases of deceased participants/providers
- DNP identified **2** records with a typo in the end coverage date field "2108"
  - OR estimated this error had the potential to result in **$6M worth of improper payments** over 89 years

Success Story: Background

An oversight office partnered with DNP in its review of a Federal benefit program to identify the **value of using DNP services** to support their efforts in the identification and prevention of improper payments.

DNP analyzed **10M beneficiary records** to verify their eligibility and identify potentially fraudulent activity between 2020-2021 which includes COVID-19 relief funding.

The analysis included **data quality assessments**, **fraud risk assessments**, and **matching to death data sources** to verify whether beneficiaries were alive and/or eligible at the time of a payment.

Success Story: Analyses & Findings

Findings identified through individual analysis may not always appear suspicious on their own until compared to other records and/or analyses which could indicate a fraud network. As such, DNP compared the findings from five primary analyses to identify whether there were unexpected associations between the PII of different beneficiaries which may be a sign of potential fraud.

Five Primary Analyses

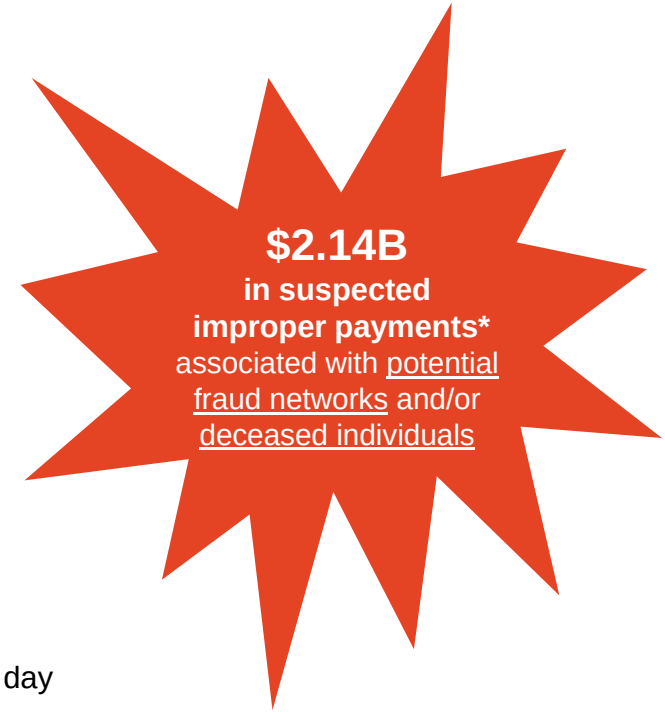
1. **Death Data Source Matching**
   Finding: $38.6M in benefits were awarded to 2.2K beneficiaries that appear to have been deceased before or on the payment or claim date.

2. **Age Assessment**
   Finding: $26M in benefits were awarded to 1.6K beneficiaries that appeared older than 100 which is outside of the expected age range associated with this benefit.

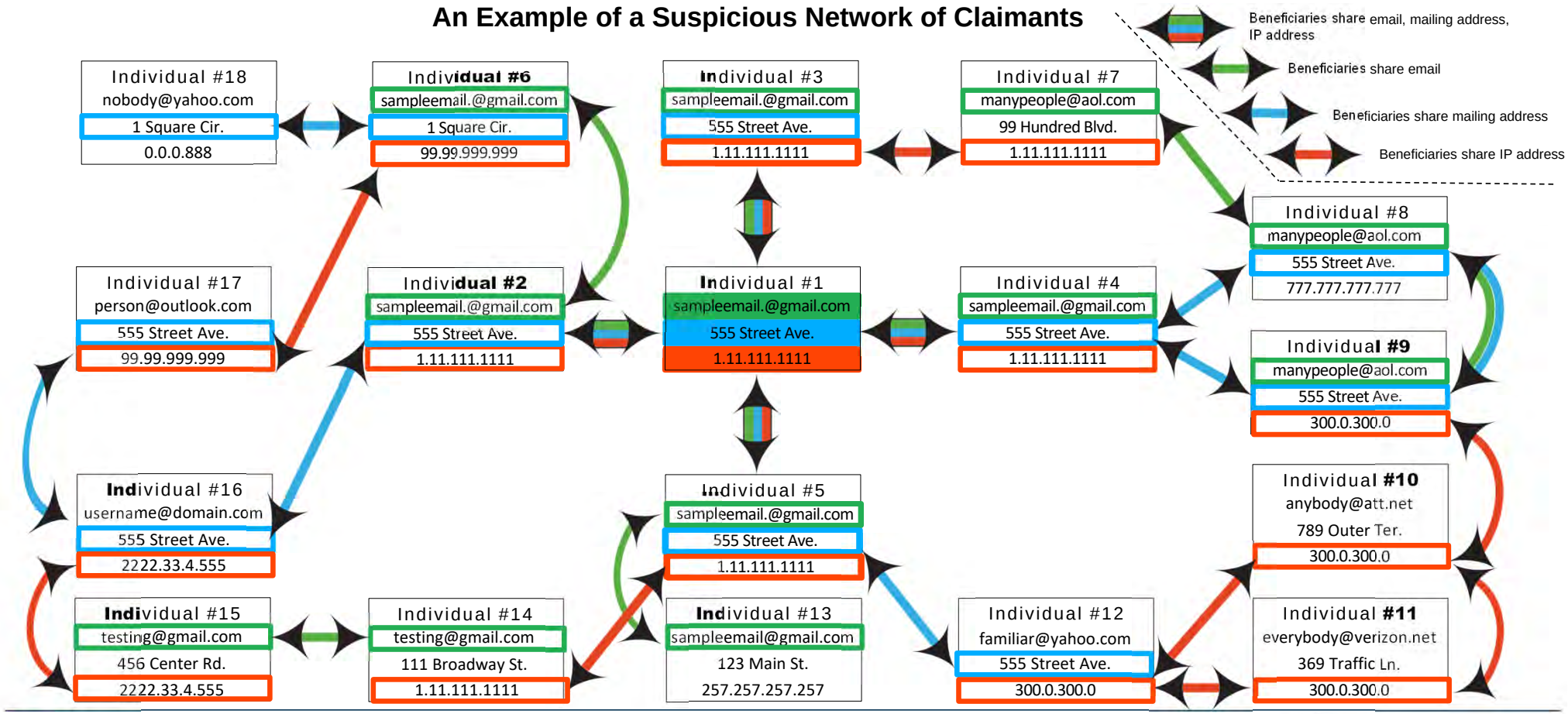
3. **Email Alias**
   $809M in benefits were awarded to 42K beneficiaries that shared an email username and/or alias with a significant number of other beneficiaries

4. **Mailing Address**
   $6.8B in benefits were awarded to 386K beneficiaries that shared a mailing address with 10 or more additional beneficiaries

5. **IP Address**
   1.4K distinct beneficiaries shared an IP address with at least 25 other beneficiaries on the same day



Fraud Network Example



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Medicaid Screening Service (MSS)

Presenter: Kelsey Cheng

What is the Medicaid Screening Service?

- According to Payment Accuracy.gov, improper payments within the Medicaid program exceeded $97B in FY 2021

- To help address this significant amount of improper payments, DNP has developed a new tool called the Medicaid Screening Service to aid program offices in identifying potentially deceased individuals
  - This is an eligibility verification tool that can be used to match a state's dataset against DNP's available death sources on a recurring basis to proactively identity and inform state offices of decedents before improper payments are disbursed
  - Data quality and integrity checks will also be run against the beneficiary list to determine potential issues

Current Medicaid Adjudication Flow

STATE PROCESS

BENEFICIARY SYSTEM

Program office has a system of beneficiaries currently on their rolls

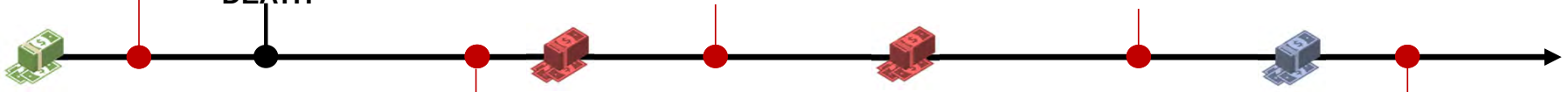
PAYEE DEATH

RESEARCH & VALIDATION

Program office has to research and validate suspected deceased payees through a manual and time intensive process

REMOVE PAYEE

Payees validated as deceased through research and adjudication are taken off payee rolls to prevent future improper payments



- In this example, there are two improper payments that would be reclaimed and one improper payment that is prevented by removing the payee from the beneficiary system.

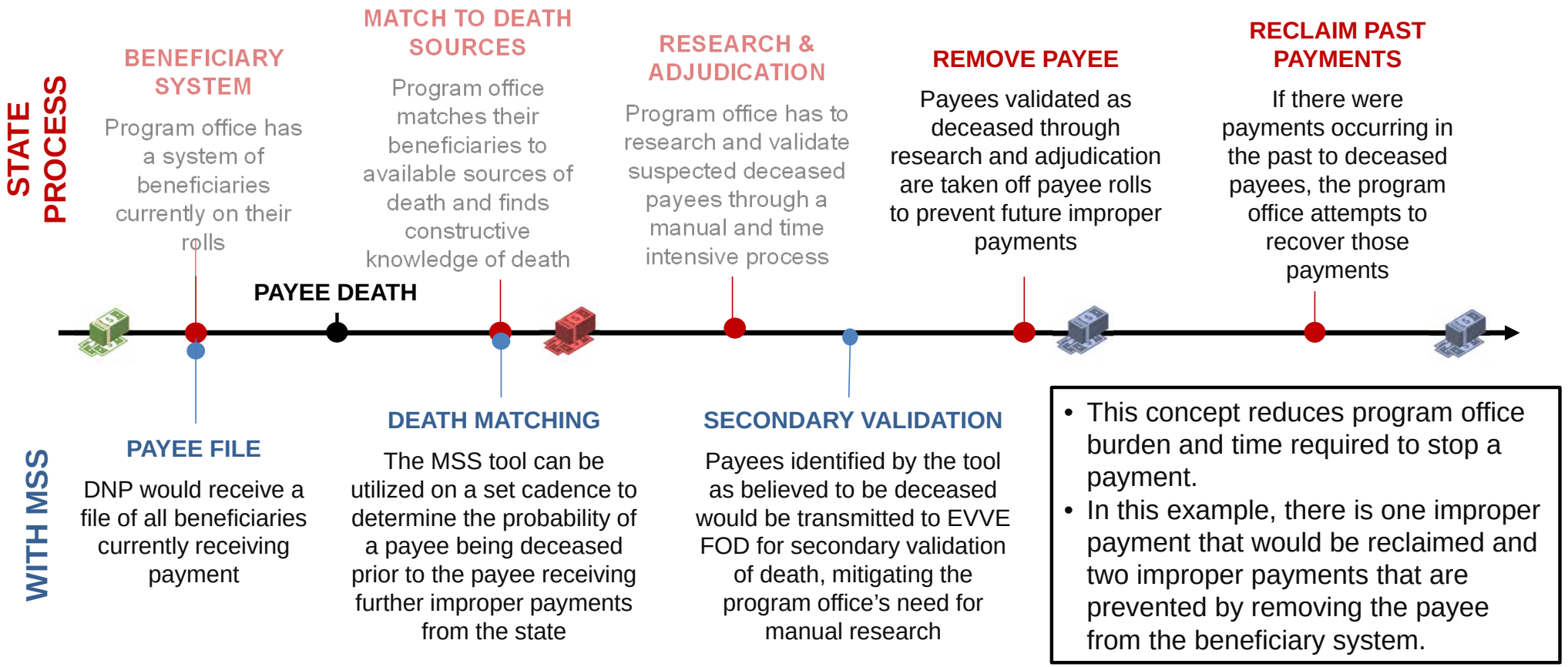
MATCH TO DEATH SOURCES

Program office matches their beneficiaries to available sources of death and find constructive knowledge of death on a recurring cadence

RECLAIM PAST PAYMENTS

If there were payments occurring in the past to deceased payees, the program office agency attempts to recover those payments

Proposed Medicaid Adjudication Flow



- This concept reduces program office burden and time required to stop a payment.
- In this example, there is one improper payment that would be reclaimed and two improper payments that are prevented by removing the payee from the beneficiary system.

Sources included in the Medicaid Screening Service

State Medicaid beneficiary files will be screened against all of DNP's available death data sources, including:

- Death Master File – Public
- American InfoSource- Probate
- America InfoSource – Obituary
- Department of Defense Death Data
- Department of State Death Data
- Electronic Verification of Vital Events Fact of Death system

Benefits of the Medicaid Screening Service

The Medicaid Screening Service analyzes your client data to support program efforts to prevent and recover improper payments

Some benefits of using the Medicaid Screening Service include:

- Identification of deceased clients and those who are ineligible to receive Managed Care payments
- Identification of any quality or integrity issues within customer data such as duplicate or invalid Social Security Numbers
- Continuous screening of clients at a frequency that suits customer needs for timely case development
- Prioritization of payments/payees based on the likelihood of the recipient being deceased and the suggested urgency of adjudication

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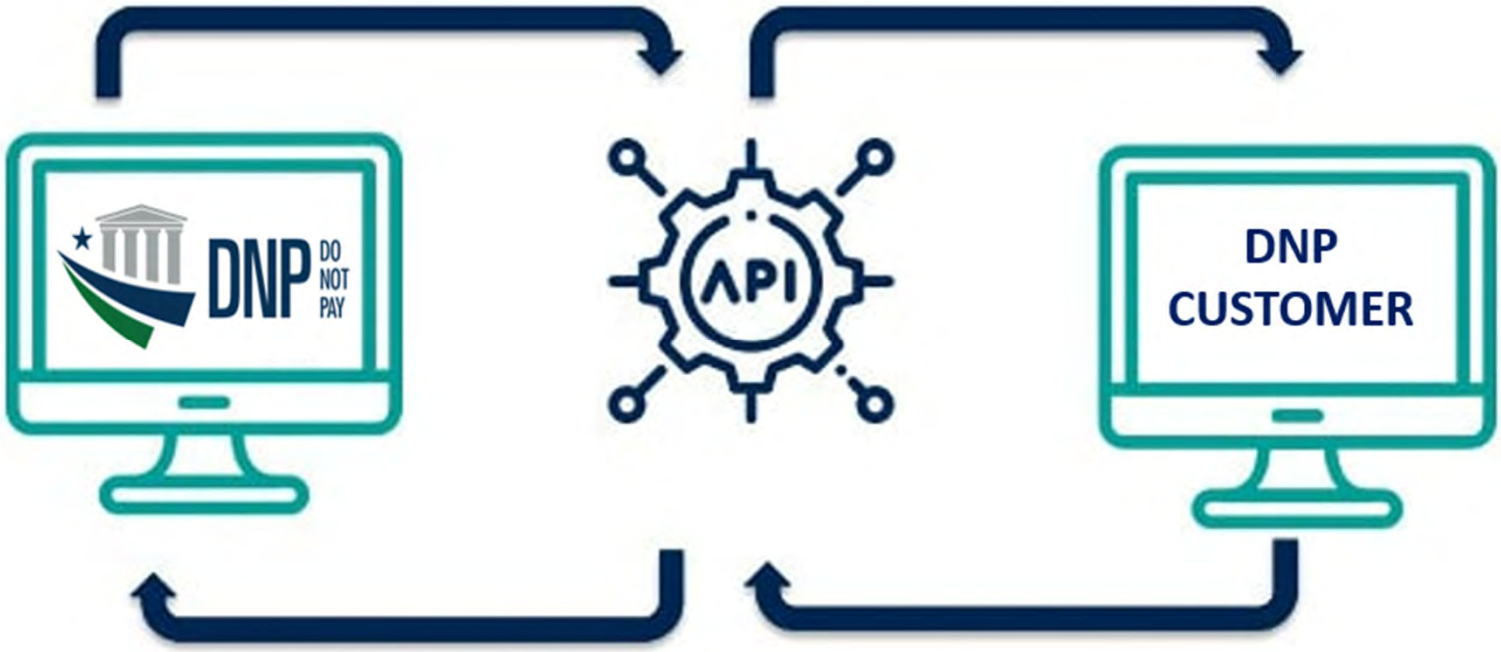
Application Programming Interface (API)

Presenter: Steve Burbank

What is an API?

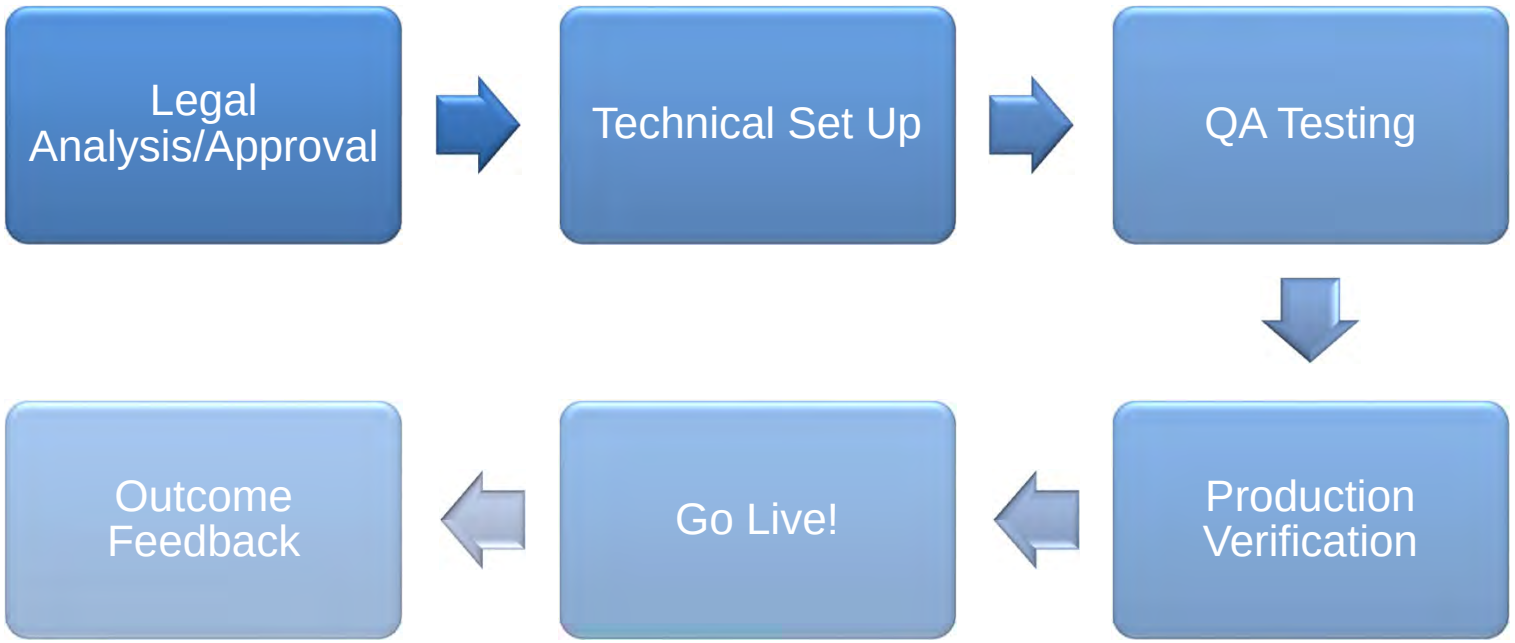


What is an API?

A machine-to-machine interaction that takes place over a network, typically using the Hypertext Transfer Protocol (HTTP) used on the web

- An API is a software intermediary that allows two applications to talk to each other
- In this case, your organization's software system would be the consumer of information and would be accessing information from DNP's databases – as we would be the provider
- Essentially, the consumer is integrating DNP data into their own system

Process – High Level

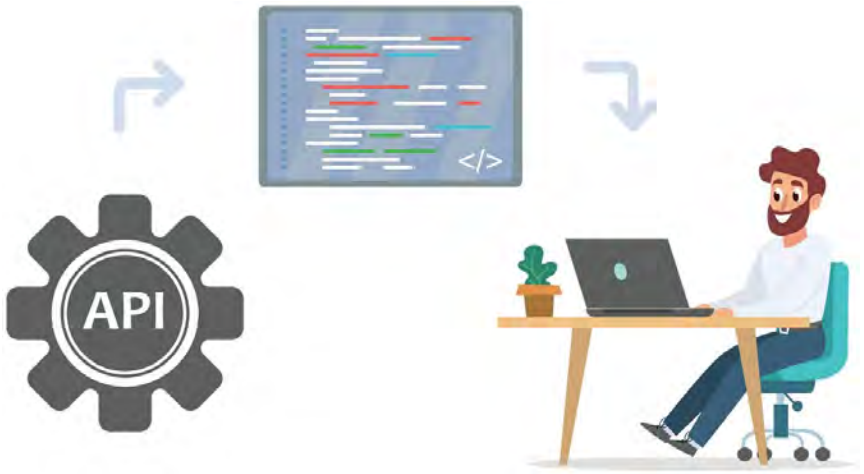


API vs. Do Not Pay Portal

- With the API, the consumer is integrating DNP data into their own system
- DNP would assess the needs of your organization to help you make the decision on API vs. Portal
  - Does the program need real time results or are daily results sufficient?
- Using the DNP Portal is a manual process of searching of DNP data sources
- Portal requires people to log in and retrieve results
- API does not require onboarding to the DNP Portal
- API can be an automated process
- API returns results without you having to navigate to the appropriate functionality

Query Options: Option 1 – Single Record

- Single API call contains the search criteria of one entity to be matched against your agency's approved data source(s). The DNP response will include data source match results(s) for that single entity.



Query Options: Option 2 – Multiple Record

- Multiple API call contains the search criteria of up to 100 entities to be matched against your agency's approved data source(s). The DNP response will include data source match result(s) for the searched entities.

API

What Does DNP Do to Set Up?

- Initial meeting to discuss expectations
- Initial Questions document and Legal Questionnaire sent to agency
- Garner legal approval
- Assist agency with technical questions during system buildout
- Issue client certificates (QA and Production)
- QA Testing
- Assist with go-live

What Will You Do to Set Up?

- Initial Meeting to discuss expectations
- Complete the Initial Questions document and Legal Approval forms (DNP will guide you through the process)
- Once legal approval is given, the agency will be responsible for developing or installing their software solution
- Test with DNP
- Go live and give feedback on decision made (functionality can be built into your software)

What Will DNP Do With Your Feedback?

- The API team can meet with Agency Outreach and discuss how agencies are using API to better serve the agency
- Technical team can watch for hiccups
- This helps your organization and DNP uncover our ROI
- Testimonials are good for business

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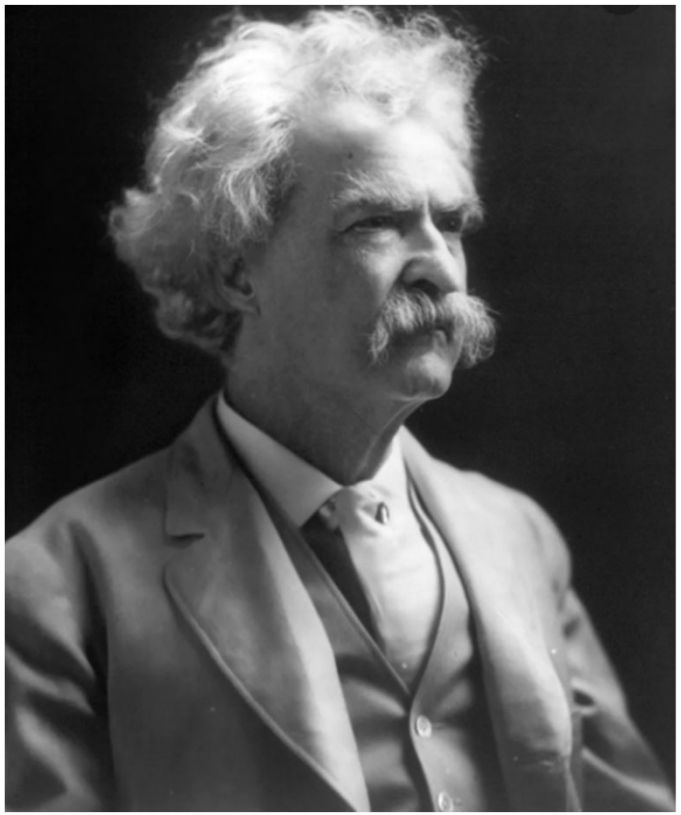
Establishing a Feedback Loop

Presenter: Josh Stegemann

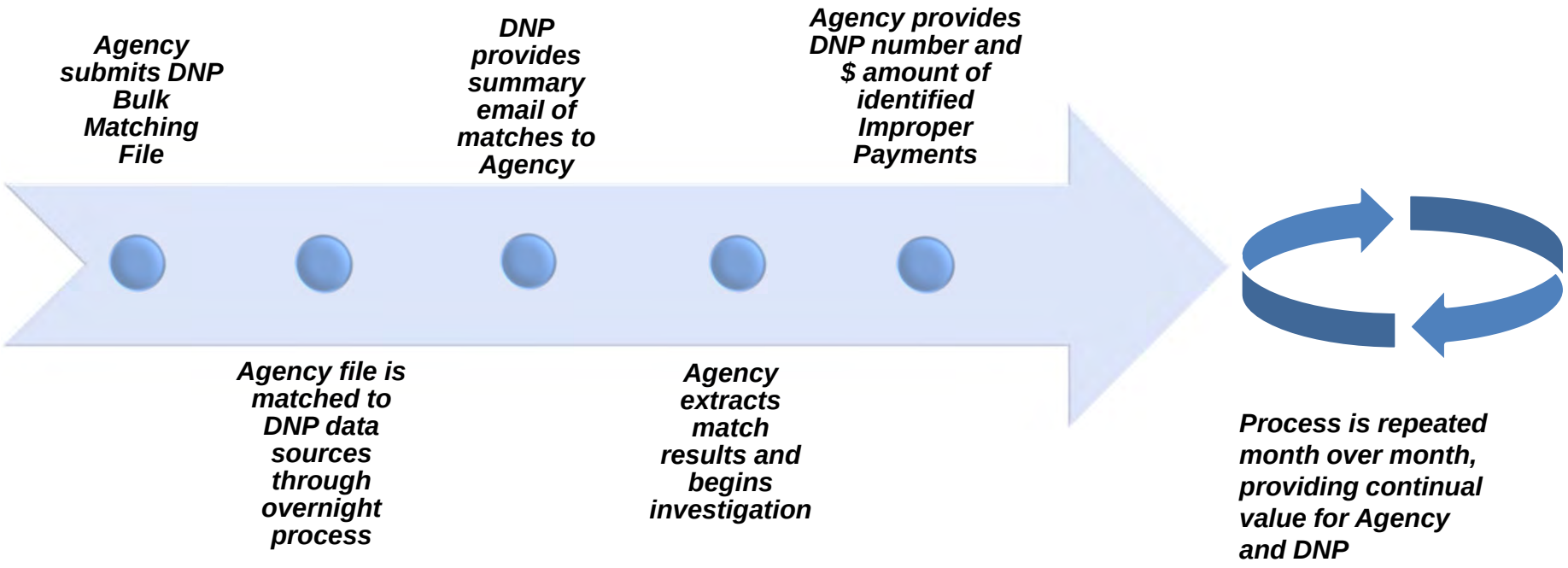


“Continuous improvement is better than delayed perfection”
– Mark Twain

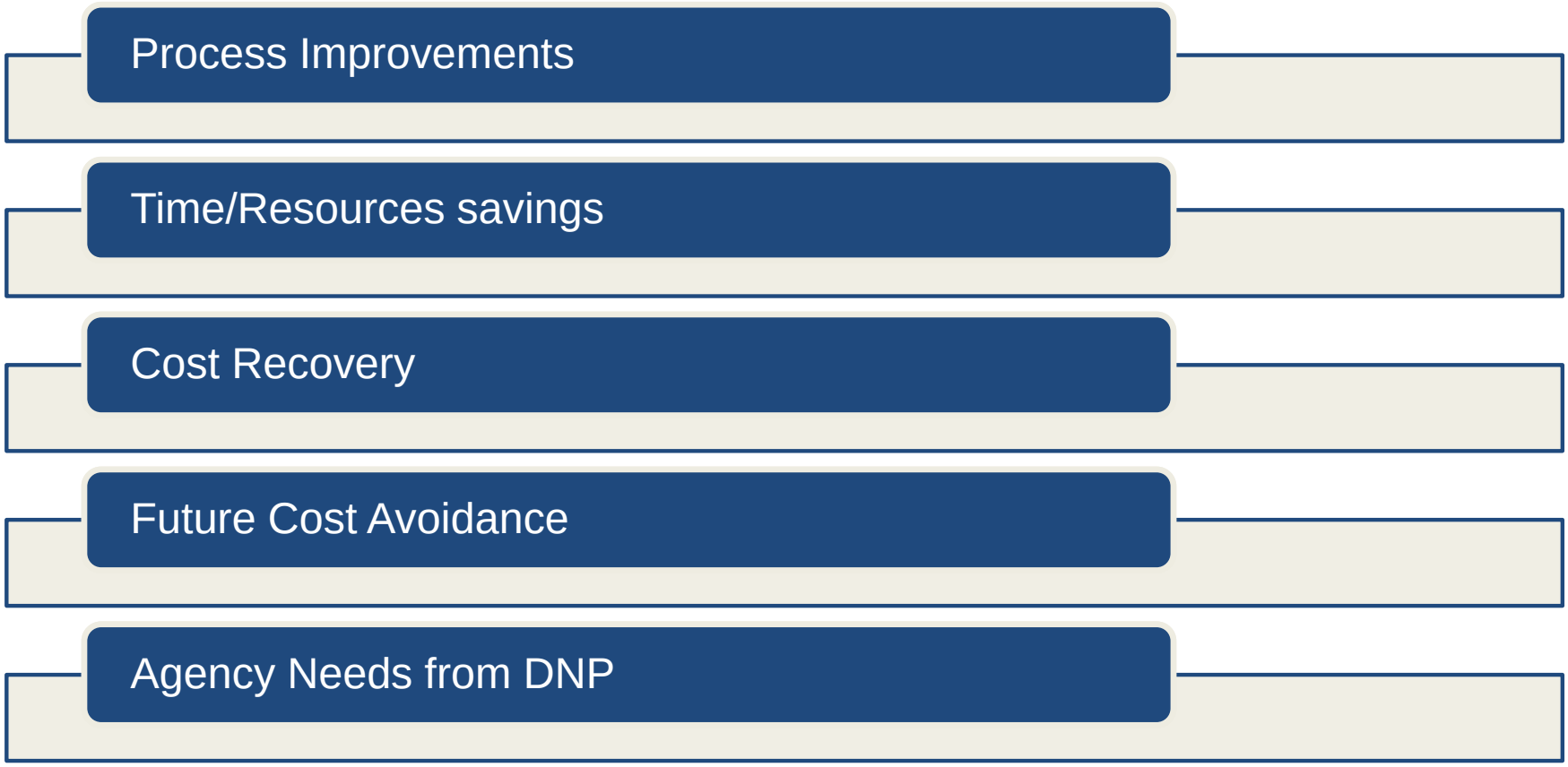
Why provide feedback on DNP matches?

- ✓Quantifies goal of payment integrity efforts
- ✓Identifies opportunities to refine DNP systems/sources
- ✓Discovers unknown agency needs
- ✓Provides insight into the value DNP is bringing to your agency

Feedback Loop Example



What feedback can be shared?



Mum’s the word…

Any feedback provided to DNP is never shared with any other party.

Custom reports on improper payments identified can be provided to your agency upon request.

Let's Get Started!

INITIATION

- **Meet with DNP**
  Schedule an Overview discussion
- **Initiate Request**
  Let DNP know that you are interested in an engagement
  – Portal
  – Analytics Project
- **Consultation/Scope**
  DNP will coordinate discussions to learn more about your eligibility requirements and data

PLANNING & INTAKE

- **Formal Request**
  Execution of:
  – Initial Questions Document (*Portal*)
  – Customer Acknowledgment Form (*Analytics*)
- **Legal Approval**
  – Review and approval by DNP and Fiscal Service Legal
- **Secure Connection**
  – Establish and test secure connection
  – Securely transfer customer data

EXECUTION

- **Kick-Off Discussions**
  – Portal Overview
  – Meet the Analytics team
- **Portal Engagement**
  – Online Search
  – Establish Bulk File submission
  – Web Services/ Application Programing Interface (API)
- **Perform Analytics**
  Analyses will be performed utilizing customer provided data

DELIVERY & FEEDBACK

- **Secure Delivery**
  Transfer results
  – Portal for Online Search and Bulk File match results
  – Analytics Deliverable
- **Overview of Results**
  Discussion of match results and findings
  – Online Search and Bulk File match results
  – Analytics Deliverable
- **Feedback Request**
  Discussion on actions taken, confirmed results, and overall experience

Customer Feedback

- "Utilizing DNP's risk scoring capabilities enhanced our planning activities and provided us with actionable results."
  --State Auditor's Office of Massachusetts

- "Direct benefits include authoritative sourcing that increases LAD's credibility with auditees. The DNP results alert agencies to data errors in their identification data. These skills and the DNP service can become part of our growing data analytic toolbox.

  For LAD, personnel costs were saved by using a single source, rather than manually compiling multiple years do death records the state death records. This saved time both in compiling and performing quality control checks. In addition, the DNP service provided a level of certainty about the death that the state source does not."
  --Montana Legislative Audit Division

- "Our partnership with DNP has resulted in an increase in cost avoidance and recovery dollars consistently every month. Additionally, it provides a resource to identify our clients who may have passed away out of state or out of country. We've had a positive experience working alongside the DNP team and encourage others to explore the benefits of this resource."
  --Oregon Department of Human Services, Data Match Unit Managers

Questions
Do Not Pay
Questions

Contact Us

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