PAYMENT INTEGRITY JOURNAL

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

CONTENTS

The Future of Payment Integrity

Did you notice the new name – *Payment Integrity Journal*? More change, ugh. The past few years have been a period of unprecedented change in our society and in most of our professional lives while we deal with the COVID-19 pandemic and its effects.

To quote the Greek philosopher Heraclitus, "Change is the only constant in life." Many of us agree with this statement now more than ever. Change can be good, bad, sometimes annoying - and it is easy to be resistant to more change when so much change is already happening. **But forward-looking leadership requires embracing that change is a constant.**

I am fortunate to get to write about a change that should be incredibly positive for DNP customers. In the coming months, The Do Not Pay (DNP) Business Center and the Payment Integrity Center of Excellence (PICOE) will be aligning our offices to offer services as a collective payment integrity office from the Bureau of the Fiscal Service.

What does this mean to our customers? Your DNP access will not change. But we envision being able to offer you access to more payment integrity services, being able to help you have a greater impact, and being able to offer you more partnership opportunities. As we evolve our payment integrity solutions to better serve your needs, you will notice a commitment to change - change with the goal of continued progress. We hope the name change, from *DNP Digest* to *Payment Integrity Journal*, reflects this larger vision.

You will also see this larger vision reflected in the content of the Payment Integrity Journal. Included in this issue you will learn about a new death data source now being offered through DNP - the Electronic Verification of Vital Events Fact of Death service (EVVE FOD), an update about how the Account Verification Service (AVS) is now being offered as a program by PICOE, a new outcome tool available through DNP to help you provide feedback, a new service approach for Medicaid program customers, and much more.

Lots of change! It really is unavoidable - but in this case it's also exciting and, we think, incredibly positive for our customers.

Marshall Henry
Director of the Do Not Pay Business Center

Beta Testing EVVE FOD Data Source in the DNP Portal

Do Not Pay (DNP) is pleased to announce that access to the Electronic Verification of Vital Events Fact of Death (EVVE FOD); a new death data source will be available in the DNP Portal for Online Search soon. We are currently beta testing this data source with select agencies.

EVVE FOD is a data service provided by the National Association of Public Health Statistics and Information Services that contains information to verify identities by matching against death record databases of vital records offices in participating jurisdictions (states and U.S. territories). Vital records offices maintain records of births and deaths, including certified copies of birth and death certificates.

EVVE FOD has a few unique attributes compared to the other death data sources offered in the DNP Portal. First, a match against EVVE FOD means that a reporting jurisdiction has a death certificate on file for the searched payee. Although a death certificate may be on file for a match, users will not be able to see the actual death certificate in the DNP Portal.

Second, there are nine states that currently do not provide death certificate information within the EVVE FOD data source; however, it is anticipated that these states will be included by the end of the summer 2022.

Finally, when users conduct a search for a payee against EVVE FOD, it is possible that one or more participating jurisdictions may be unavailable at the time of the search. An indicator will appear in the match results to identify which jurisdictions were unavailable when the search was conducted. DNP Portal users may search for the payee again at a later time to ensure that previously unavailable jurisdictions are included in their next search.

DNP is offering access to EVVE FOD in Online Search to expand its portfolio of death data and to provide agencies with additional data for payment eligibility activities. DNP currently offers six types of death data: 1) American InfoSource Probate records, 2) American InfoSource Obituary records, 3) Social Security Administration Death Master File Public data, 4) Department of Defense Death Data, 5) Department of State Death Data, and 6) EVVE FOD. EVVE FOD is also available in analytics services.

If you are interested in learning more about EVVE FOD or participating in the beta testing, please contact your Agency Lead and Agency Specialist for more details.

To see the EVVE FOD Quick Reference Card, click HERE.

Fiscal Service Unanimously Approves Use of the Account Verification Service (AVS)

On March 23, 2022, the Enterprise Investment and Architecture Boards unanimously approved the Account Verification Service (AVS) to exercise the Bureau of the Fiscal Service's last option year with PNC Bank and commence the Financial Agent Selection Process. This new development paves the way for AVS on its journey from a pilot to an official Fiscal Service program. The AVS pilot, conducted with PNC as our Financial Agent, began in September of 2020 to evaluate pre-payment information regarding account status and to validate the account owner information in preparation for Economic Impact Payments. The pilot also enabled compliance with the National Automated Clearing House Association requirements for web debits for Revenue Collection Management (RCM).

The pilot has allowed the team to assess coverage, effectiveness, accuracy, cost, and responsiveness, while still delivering value. Since the pilot began, a clear return on investment has been realized, including opportunities to reduce fraud and improper payments, improved payee experience in the way of fewer delays from situations like closed accounts, and reduction of paper checks.

PICOE is fully operational within the Internal Revenue Service, Federal Emergency Management Agency, and Treasury. Each of these agencies utilize AVS to assist with

Pandemic Relief programs. From the perspective of customer agencies, AVS eliminates payment integrity challenges such as lack of real-time information on bank account status and ownership, slow resolution of potential false positives, delayed receipt of funds due to incorrect bank account information, and enrollment errors in payee claim/benefit applications.

As an established program, AVS stands to improve payment integrity by ensuring payments are delivered in a timely manner and accurately. In addition, the team looks forward to other enterprise-wide operational opportunities to partner on AVS throughout the Bureau, such as partnering with Rich Site Syndication on a microdeposit solution.

Special thanks to Mark Stromer for his leadership and guidance throughout the entire pilot and RCM for their partnership in making AVS a reality for Fiscal Service!

Are You Using the Unique Entity Identifier (UEI) in the DNP Portal?

On April 4, 2022, the Data Universal Numbering System (DUNS) was replaced by the General Services Administration Unique Entity Identifier (UEI) through SAM.gov. The UEI consists of 12 alphanumeric characters and is assigned by the System for Award Management (SAM) when a vendor registers with SAM to conduct business with the federal government. To align with this change, the Do Not Pay (DNP) Portal updated several features to help users match on the UEI to support their payment eligibility verification activities.

Within the Online Search functionality, authorized users may search an entity's UEI and EFT Indicator against the SAM Exclusion Records and SAM Entity Registration Records. Agencies that send a Batch Matching or Continuous Monitoring file and transitioned to the new file format may also see match results for the UEI against these data sources. Agencies that have not yet transitioned their bulk record file to the new UEI-updated format can still test and transition their file anytime.

Your DNP Outreach Team can assist you with how to use UEI data in the Portal, interpret match results with UEI, and test/transition a bulk record file to the new UEI-updated format. For further assistance related to the UEI in the DNP Portal, please contact your Agency Lead and Agency Specialist.

Maximize Your Return on Investment with DNP!

In August 2019, Do Not Pay (DNP) implemented the capability of capturing Search Outcome information (adjudication information) on matches returned in the redesigned DNP Portal. This effort was the result of a Government Accountability Office report recommendation for DNP to offer users the ability to provide feedback on matches found in DNP modules outside of Payment Integration.

The process to capture this information requires a Portal User to manually enter data into the following optional fields:

FIELD NAME	DATA TO ENTER
Dollar Saving Flag	Yes or No
Dollar Saving Amount	Enter any amount
Dollar Saving Frequency	Daily, Weekly, Monthly, One-Time, etc.
Payee Category	Vendor, Grant, Loan, etc.
Comment Text	Enter any comments that would be helpful to keep with this record

For matches found while using the Online Search, Batch Matching, and Continuous Monitoring functionalities, you can use the Search Outcome tool feature to record whether the DNP Portal helped to prevent an improper payment. For matches identified while adjudicating within the Payments functionality, you may add a comment next to each match to describe why a particular payment was proper or improper. Additionally, for feedback containing Personally Identifiable Information, your agency program may consider establishing a secure file transfer connection with Fiscal Service in order to download and view results.

As an added benefit to utilizing the Search Outcome tool, agencies can also request custom data extracts from inputs to the Outcome section in the Portal. Once your agency has access to the Portal and the ability to conduct searches, by using matched information, you can determine if a payment/payee is proper or improper. There are options available to provide feedback on whether these matches helped your agency program to identify or prevent an improper payment.

Using the Outcome feature is not a requirement for using the Portal; however, using this feature allows agencies to gather additional data regarding the amount of potential improper payments that were identified using DNP. This information can be helpful with year-end reporting, as it includes data from the pre-award and pre-payment stages of the payment lifecycle on whether a match prevented an improper payment, the dollar amount of the improper payment avoided, the payment frequency, and the payment category. It may be beneficial for your agency to require completion of the Outcome section, to obtain data to assist with financial reporting for FY2022. If you are interested in learning more about the **Outcome tool**, please contact your Agency Lead and Agency Specialist for more information.

DNP Medicaid Screening Service to Assist State Medicaid Offices

According to Payment Accuracy. gov, improper payments within the Medicaid program exceeded $97B in fiscal year 2021.[1] To help address this significant amount of improper payments, Do Not Pay (DNP) has developed a new tool to assist state Medicaid program offices with identifying potential improper payments made to deceased individuals.

DNP understands that many federally funded, state-administered programs are burdened with researching and attempting to stop payments to deceased individuals. The amount of time and effort required to continuously monitor their dataset is significant, and many program offices struggle with the lack of resources needed to identify deceased individuals in a timely fashion. Because of this delay and despite their best efforts, many programs unknowingly make payments to deceased individuals.

To assist with this need, DNP is creating the DNP Medicaid Screening Service (MSS) to help state offices reduce their burden of identifying deceased Medicaid clients. The MSS is designed to analyze a state's dataset on a recurring basis to proactively identify and inform state offices of decedents before improper payments are disbursed.

Program offices that want to partner with DNP can choose a one-time submission or a recurring analysis to identify decedents within their Medicaid data files. The MSS utilizes all the death data sources currently available to DNP, which include the Death Master File – Public, American InfoSource – Probate and Obituary, Department of Defense Death Data, Department of State Death Data, and the Electronic Verification of Vital Events Fact of Death service.

Death matches are ranked in order of priority, helping customers prioritize their review towards the most impactful cases. The combination of increased death identification and results prioritization is designed to assist in research efforts—helping partnering program offices save time and resources and reduce improper payments.

DNP designed this tool to accept a variety of file formats. This ensures that any state program office wanting to partner with DNP can do so with minimal effort. The tool also incorporates various data quality and integrity checks to flag any potential issues in customer data and provides insights to help enhance internal data processes.

If you are interested in learning more about the new DNP MSS or any other DNP resources, please contact Jon Ortiz at Jon. Ortiz@fiscal.treasury.gov.

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[1]   https://www.paymentaccuracy. gov/payment-accuracy-the-numbers/FY2021Payment AccuracyDataset_3_14_2022.xlsx

Improper Payments Prevented by States with DNP

The purpose of payment integrity efforts is preventing payments before they are made avoiding the costly "pay and chase" process of reclamation. Do Not Pay (DNP) can help by quickly and accurately identifying potential improper payments. Here are some success stories that federally funded, state-administered programs have had using DNP services.

- By using DNP's Continuous Monitoring services, one state was able to recover $125,000 in the past six months. More importantly, over $780,000 of future improper payments were identified and avoided during the same period! This is significant savings, not only in actual dollars but also time.

- Another state agency reported that using state resources would have taken 60 hours of effort to match payments against data sources. Alternatively, by using DNP resources, it only took ten hours of effort, saving them 50 hours which translated into almost $1,400 in savings!

- Finally, DNP helped a third state not only identify over $400,000 in improper payments, but also uncover an internal control breakdown affecting millions of dollars of payments.

These successes highlight how our no-cost DNP services can help your agency save time and money, especially before payments are made!

ANNOUNCEMENTS

- **June 29-30, 2022**
  We are hosting The Fiscal Service Advisory Council (FSAC) Payments Forum.

  Click here to register.

  Please contact PICOE.Outreach@Fiscal.Treasury.gov with any questions.

- **July 13, 2022**
  Payment Integrity Day

  Please contact donotpay@fiscal.treasury.gov for further details about this event.

- Do Not Pay (DNP) will conduct a data pilot on an employment and income verification data source. DNP will use the pilot to understand how this data source can benefit DNP customers.

DNP Questions and Answers

Q. *Where can I find out more information about how to use the Do Not Pay (DNP) Portal, how to complete Recertification, and how to adjudicate Payments matches?*

A: The DNP website has a [Training page](#) where you can access videos, quick reference cards, and other resources that will help you get the most out of the Portal and DNP services. For personalized help, you can always contact your Agency Lead or Agency Specialist. You can also call the Do Not Pay Agency Support Center at 855-837-4391, or email the Do Not Pay Mailbox at donotpay@fiscal.treasury.gov.

Q. *I read about Electronic Verification of Vital Events Fact of Death (EVVE FOD) being available to limited agencies. When will the data be available in the Portal to all DNP users?*

A: After beta testing is complete, EVVE FOD will be made available to all agencies for Online Search only in the near future. Your agency will need to request access by contacting your Agency Lead or Agency Specialist.

Q. *How does my agency get access to additional data sources in the DNP Portal?*

A: You will need to be approved to match against additional data sources. Contact your Agency Lead or Agency Specialist or call 855-837-4391 and someone will help you begin the approval process.

Q. *If there is a feature currently not in the DNP Portal that would be beneficial to my agency, how can I request that feature be added?*

A: Contact your Agency Lead or Agency Specialist. They keep track of requested features and will help prioritize requests that are frequently mentioned and that can have a big cost/time savings impact for you.

Q. *How can I learn more about how to use the Outcome section in the DNP Portal to keep track of our research into improper payments?*

A: Watch the [Search Outcome training video](#) from the DNP website.

Q. *What should I do if an entity contacts our agency saying that DNP has listed their name in error?*

A: DNP does not own the data that agencies match against in the Portal or for analytics projects. Requests for correcting the original source agency's data should be submitted to the corresponding original source agency or service. Data correction contact information is available on the [DNP website](#).

Q. *What must I do to maintain access to the DNP Portal?*

A: In order to maintain access to the DNP Portal, you must reset your ISIM password and log in to the Portal within 120 days of your last log in.

Q. *How do I adjudicate payments?*

A: Watch the How To Adjudicate in the Portal video from the [DNP website](#).

Survey

Help us improve the Payment Integrity Journal by taking this short survey!
We want to make sure this publication is helpful in providing information to help
you achieve your goal of identifying, preventing, and reducing improper payments.

Click HERE.