

JUNE 2020



BUREAU OF THE

**Fiscal Service**

U.S. DEPARTMENT OF THE TREASURY

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# Do Not Pay Digest

Newsletter

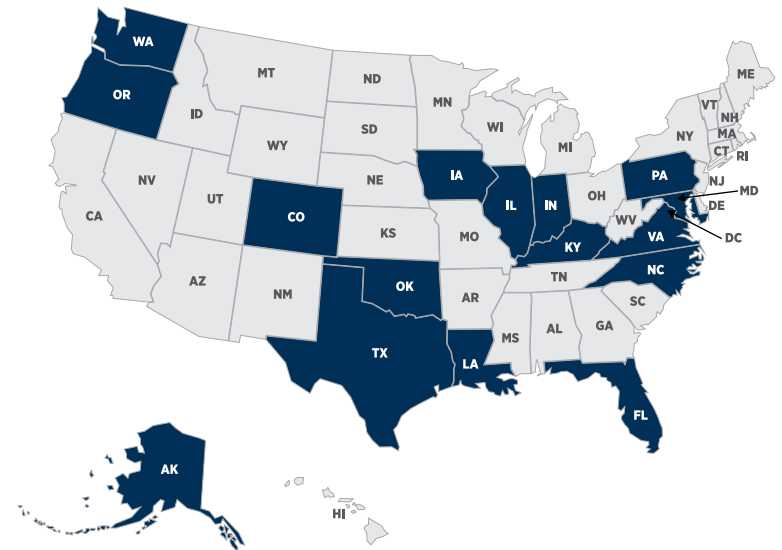
## DO NOT PAY (DNP) DAY GOES VIRTUAL!

The DNP Business Center conducted its first virtual DNP Day on April 14, 2020 with great success, given mandates to stay at home and observe social distancing.

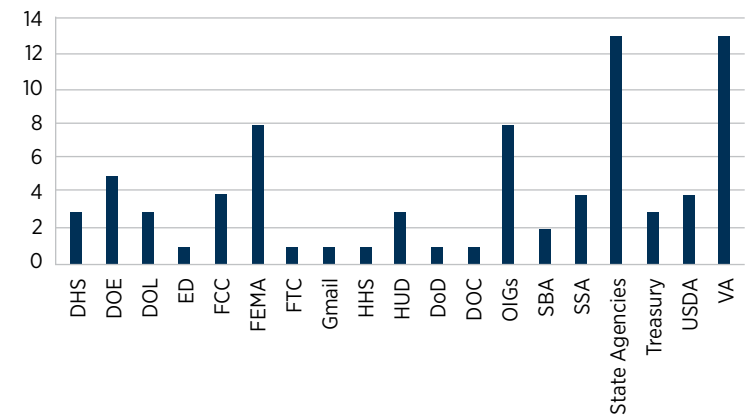
There were more than 80 attendees who represented varying sectors of the improper payments community, including states, federal agencies, and offices of inspectors general. In six hours, DNP provided two sessions. The morning session included an Introduction to DNP, a Website Walk-Through, the Computer Matching Agreement Process, and a States Overview. The afternoon session focused on Analytics, Portal Enhancements, a Portal Demonstration, and an Overview of the Payment Integrity Center of Excellence. [Please click here to view the DNP Day Presentation.](#)

Feedback from attendees of DNP Day indicates that a virtual delivery of DNP Day is the preferred method of delivery and that, while attendees would recommend it to their colleagues, DNP would benefit from adjusting the time of day to appeal to a wider audience in different time zones.

If you would like to be added to the next DNP virtual event, please send an email to [donotpay@fiscal.treasury.gov](mailto:donotpay@fiscal.treasury.gov).



DNP DAY ATTENDEES BY AGENCY



## DNP GOES TO AUSTIN

DNP traveled to Austin in February 2020 for a two-day onsite meeting at the Department of Veterans Affairs (VA) Financial Services Center (FSC). From the moment DNP arrived, FSC was ready to hit the ground running to collaborate on improper payment reducing initiatives for Fiscal Year (FY) 2020.

FSC walked DNP through its payment processes and identified areas of risk. DNP discussed potential solutions it could offer to help mitigate improper payment risks, increase data quality, and enhance internal controls. DNP provided FSC with a Portal demonstration and assessed their current usage of the DNP Program. FSC was eager to discuss ways to expand use of DNP throughout the agency, and to move into using DNP in the pre-award and pre-payment phases of the payment lifecycle for its programs. By the end of day two, FSC agreed to move forward on all the DNP initiatives proposed for FY 2020.

Not only was the onsite meeting extremely productive, but it helped strengthen the relationship between FSC and DNP. FSC invited DNP to a live jazz band performance and food tasting in celebration of Black History Month. DNP is excited to continue to meet in-person with FSC on a quarterly basis going forward.



Pictured above are Shannon Alkhalaf, DNP FRB St. Louis, Dominique McCreary, Manager DNP Business Center, Jeremy Johnson, VA FSC

## DNP FINDS SUCCESS WORKING WITH OREGON'S SECRETARY OF STATE AUDITS DIVISION

In 2018, DNP engaged the Oregon Secretary of State Audits Division (OSSAD) to understand Oregon's business processes to identify areas of opportunity and improper payment challenges with the state's Medicaid, Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), and Employment Related Day Care (ERDC) programs. Through this engagement, DNP developed a series of analyses to evaluate the effectiveness of Oregon's programs in preventing improper payments, and to determine other areas of opportunity to strengthen. With more than 1.4 million records transmitted from OSSAD, DNP Analytics reviewed active beneficiaries and providers, and assessed the overall data integrity of these records. This engagement produced two analytics projects for the State of Oregon.

According to the Secretary of State's press release outlining the state's publicly released audit report, DNP identified a process weakness that put Oregon, and the rest of the nation, at risk of automatically renewing Medicaid coverage for deceased individuals. The analysis also found that using DNP would help mitigate the risk of improper payments being made on behalf of deceased individuals. The analysis identified more than \$790,000 in savings; generating a return on investment of \$286 in savings for each \$1 spent researching data matches. In addition, DNP discovered a data entry error that, if left unnoticed, could have caused more than \$6 million in potential improper payments.

Due to the success of these projects, Oregon continues to advocate for DNP as a viable tool

for preventing and identifying improper payments across states. As part of the OSSAD recommendation, individual programs within the state have been encouraged to begin collaborating with DNP.

"I am encouraged to see the Department of Human Services and Oregon Health Authority working to gain access to these important tools that will help our state save money and resources. In programs like Medicaid, every penny counts, and I am glad that Do Not Pay has helped identify these savings," said Secretary of State Bev Clarno.

You can read the full report, which highlights our engagement with Oregon, and the analytics projects produced for the Oregon Secretary of State by [clicking on this link](#).

## YOU SPEAK, DNP LISTENS – 6.2 ENHANCEMENTS AND BEYOND

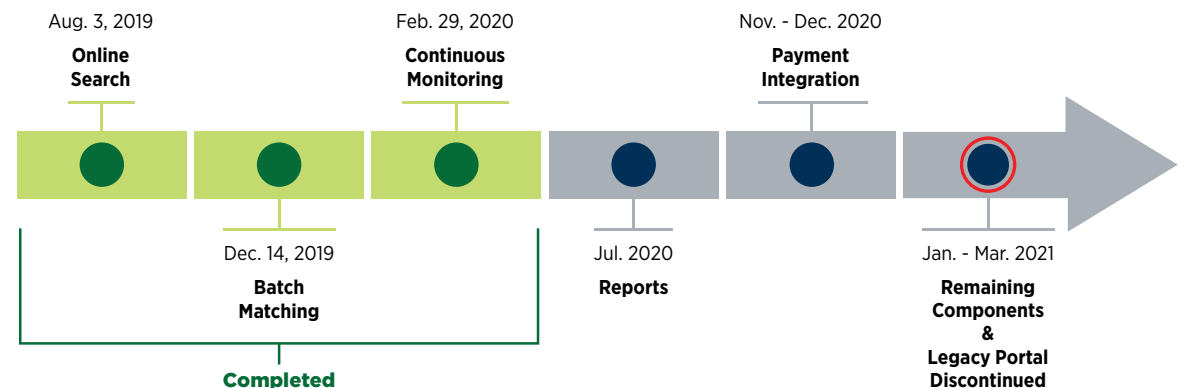
DNP continues to move forward with implementing the redesign of the DNP Portal which includes many enhancements that have been suggested by our users.

Implemented on February 29, Release 6.2 redesigned the Continuous Monitoring function within the Portal to match the previously transitioned modules (Online Search and Batch Matching). This redesign also increased the ease of navigation and presentation of the information found on the page. The New File indicator is an example of new functionality that helps ensure that any new matches to an agency's Continuous Monitoring file is highlighted. In addition, new prompts appear when agencies attempt to export or view matches that exceed the number of matches the system can display.

With the new Search Outcome feature, agencies can indicate whether the DNP match assisted in saving federal dollars, and the amount saved. This feature provides an excellent way to create metrics for pre-award and pre-payment eligibility verification that can be shared with the agency.

Coming soon in summer of 2020, DNP will implement the Reports module redesign that will increase the ease of readability and accessibility of the Payment Activity and Adjudication Summary Reports.

If you have an idea for an enhancement to the DNP Portal that could benefit your agency, please contact the DNP Business Center at [donotpay@fiscal.treasury.gov](mailto:donotpay@fiscal.treasury.gov).

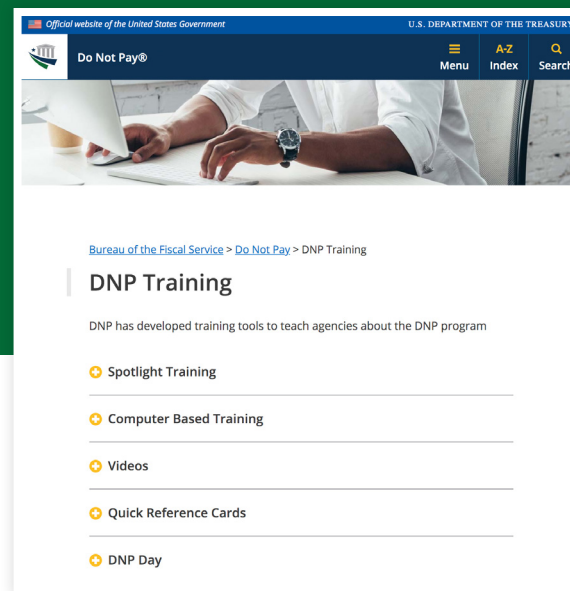


## HAVE YOU HEARD? DNP HAS DEVELOPED A TRAINING PAGE

DNP has taken our customer education to the next level and launched a new [training page](#) on the public [DNP website](#). This page allows you access to training when you need it; you no longer must wait for the next available webinar. The convenience of on-demand training resources allows you to have access to tools that can help you get your work done quickly and efficiently.

Our vision is for our customers to feel that they are proficient in their use of DNP. We will be continuously adding training materials designed to help you learn about topics quickly. Whatever stage you are in learning regarding DNP and its services, you can come to the training page anytime of the day.

You will find available Spotlight Training, DNP Quick Reference Cards, and How-to Videos. We are excited to provide videos\* that cover not only Spotlight Training topics, but also tutorials on using a variety of functionalities within the DNP Portal. We have also added Portal Release videos so that you can follow the migration of enhancements to the Portal.



These videos take the place of our traditional weekly Thursday Spotlight Training sessions; however, we will continue to schedule special sessions to provide information on enhancements or updates.

We want to keep learning from you. Your feedback will help us directly shape the future of DNP and the training sessions we create. So, let us know what you want to learn about DNP – including how you use specific features and master specific functionalities.

We hope use of our training resources offers you another way to increase learning.

\*Videos are designed to play within your browser window. If the video fails to play when you click on it, for best results use the Google Chrome browser.

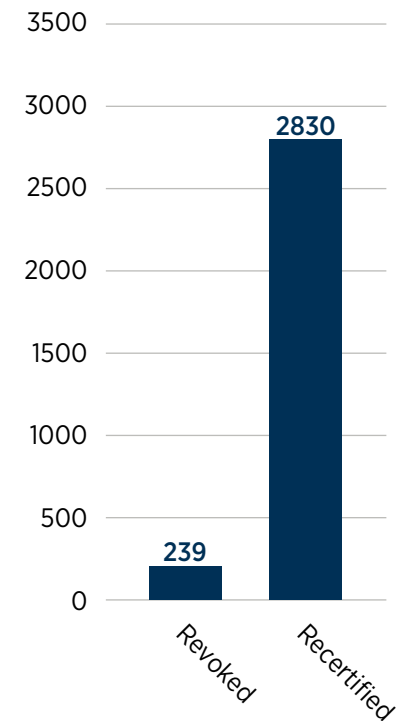
## RECERTIFICATION IS CRUCIAL TO DNP ...AND YOU!

Annual End-user Recertification is a required initiative that allows Authorizing Officials to determine whether a user continues to require access, and if levels of access are accurate in the DNP Portal. There were 3,069 user roles to be recertified. As part of its mission to provide agencies access to data for the purpose of identifying and preventing improper payments, DNP is responsible for safeguarding sensitive personally identifiable information. Recertification ensures the correct individuals retain access to this data exclusively for work related to improper payments and payment eligibility.

The 2020 DNP Recertification window opened on March 3 and closed on April 3; there were no user roles labeled “no action taken” and all recertification activities were completed prior to closing.

Do you have any feedback on the DNP Recertification process? Your feedback helps to improve the process to make it a better experience for everyone involved. With your help, we can work to make early Recertification completions a regular occurrence. Please contact us at [donotpay@fiscal.treasury.gov](mailto:donotpay@fiscal.treasury.gov) with any comments or feedback.

### USER ROLES



# ANNOUNCEMENTS

## JUNE 2020

- 9** | Portal URL Address is changing to [dnp.for.fiscal.treasury.gov](https://dnp.for.fiscal.treasury.gov). Here are a few actions you may need to take:
- Update favorites link and any internal documents with links to the Portal.
  - Outbound IP Whitelist needs to be updated to approve the new URL.

## JULY 2020

- 11** | Release 6.3 Reports Module Upgraded to the Redesigned Portal
- 21** | Best Practices — Analytics 2:00 – 4:00 p.m. EDT
- 22** | The Association of Government Accountants will feature Do Not Pay in one of its sessions during the July 22, 2020 Professional Development Conference. This panel will explore the potential benefits of collecting specific accounting and auditing data elements in a central secure database, and then sharing this data with state and federal agencies to use for payment validation purposes. The Oregon State Audits Division will sit on this panel with other Department of the Treasury representatives and discuss the DNP/Oregon Pilot Analytics Project. [Click here to view AGA Do Not Pay Page.](#)

## AUGUST 2020

- 25** | DNP Day 1:00 – 5:00 p.m. EDT