

Department of Veterans Affairs (VA) Executive Order 13520 – Reducing Improper Payments FY 2012 First Quarter High-Dollar Overpayments Report

The President signed Executive Order 13520, “Reducing Improper Payments” on November 20, 2009. On March 22, 2010, the Office of Management and Budget (OMB) issued government-wide guidance on the implementation of the Executive Order. The guidance is under Part III, Appendix C of OMB Circular A-123. This guidance requires agencies with programs susceptible to significant improper payments to submit to the agency’s Inspector General and the Council of Inspectors General on Integrity and Efficiency, and make available to the public, a quarterly report on any high-dollar overpayments identified by the agency.

In its 2011 Performance and Accountability Report, VA reported five programs under the Veterans Benefits Administration (VBA) and four programs under the Veterans Health Administration (VHA) that meet the Improper Payments Elimination and Recovery Act of 2010 (IPERA) thresholds for susceptibility to significant improper payments. These programs are Compensation, Pension, Education, Insurance, Vocational Rehabilitation and Employment (VR&E), Non-VA Care Fee, Other Contractual Services, State Home Per Diem Grants, and Supplies and Materials.

In accordance with OMB Circular A-123, Appendix C, Part III, VBA and VHA reviewed the nine programs susceptible to significant improper payments. The OMB guidelines define a high-dollar improper payment as any payment in excess of 50 percent of the correct amount of the intended payment under the following circumstances:

1. Where the total payment to an individual exceeds \$5,000 as a single payment or in cumulative payments for the quarter; or
2. Where a payment to an entity exceeds \$25,000 as a single payment or in cumulative payments for the quarter.

The OMB guidelines require that agencies submit, on a quarterly basis, a report to:

1. List all high-dollar overpayments identified by the agency during the quarter;
2. Describe whether each high-dollar overpayment was made to an entity or individual, and the city/county and state where that entity or individual was located;
3. List the program responsible for each high-dollar overpayment error;
4. Describe any actions the agency has taken or plans to take to recover high-dollar overpayments; and
5. Describe any actions the agency will take to prevent overpayments from occurring in the future.

The report is divided into eight parts (Compensation and Pension Programs are combined in part 1) for each program area, and the high-dollar overpayments are identified from the highest to lowest overpayments within each program area. In addition to OMB’s guidelines, our report includes two additional categories: the cause of overpayment and the status of overpayment. The status of an overpayment will be “collection in progress,” “collection in full,” or “collection terminated” for a deceased beneficiary. Collection in progress is defined as actions taken by VA to recover from future benefit awards or payments, referral to the Treasury Offset Program, or request to return money that was paid after the death of a beneficiary through reclamation procedures. Veterans also have dispute and waiver request rights during the collection processes.

1. Compensation and Pension Programs

VBA uses its analytical procedures to improve the statistical validity of the high dollar overpayment review. This procedure requires a review of a stratified random sample of the total number of Compensation and Pension overpayments. There were 14,918 overpayments identified in the first quarter of FY 2012. A random sample of 385 Compensation and Pension overpayments was reviewed. The review revealed that 46 (12 percent) were Compensation overpayments, 64 (17 percent) were Pension overpayments, and 275 (71 percent) were payments that did not meet the high dollar overpayment criteria because the total payments to each individual were less than \$5,000. Based on these sampling results, we projected that 1,782 of 14,918 overpayments originally identified were high dollar Compensation overpayments, 2,480 were

high dollar Pension overpayments, and 10,656 were payments to beneficiaries each with less than \$5,000 total payments. These results are based on estimates at a 95 percent confidence level with a ± 4.4 percent interval.

1a. Compensation Program

The Compensation and Pension Service identified 46 high-dollar compensation overpayments.

Fourteen overpayments (30 percent) were created due to the death of the beneficiary. Entitlement to benefits ceases effective the first day of the month in which death occurs. These overpayments are caused when a beneficiary dies too late in a month to stop the release of the payment for the month of death, or when VA is not timely notified of the death of a beneficiary. While VA has a death match program with the Social Security Administration (SSA), the match is received once monthly from SSA, and usually after a benefit payment has been released. The number of overpayments following death has been reduced as a result of VA's VETSNET "real time" processing technology.

Nine overpayments (20 percent) were caused by retroactive adjustments due to incarceration or fugitive felon status. Notification of incarceration is a function of agreements made with states, the Bureau of Prisons, and other law enforcement agencies. Once notified of a beneficiary's incarceration, VA must provide due process notice to the beneficiary before any adjustment may occur. Law enforcement agencies notify VA when a beneficiary has been identified as a fugitive felon. Once notified, VA must provide due process notice to the beneficiary before any adjustment may occur.

Nine overpayments (20 percent) were caused when Veterans returned to Active Duty status. The Department of Defense runs a quarterly match of the active duty and VA disability files to identify persons who are receiving active duty pay and VA disability benefits concurrently. Once notified of active duty status, VA must provide due process notice to the beneficiary before any adjustment may occur.

Five overpayments (11 percent) were caused by changes in dependency. VA beneficiaries may receive additional monetary allowance for eligible dependents. In some cases, VA is not notified timely when there is a change in dependency status due to circumstances such as divorces or a school-aged child who is no longer attending school. If we receive first-party information from the beneficiary indicating the change in dependency status, VA will adjust the award to reflect the change. When this type of information is received from a third-party source, VA must provide due process notice to the beneficiary before any adjustment may occur.

An additional six potential high-dollar overpayments (13 percent) were identified, but there was insufficient information available electronically to determine the period covered by the overpayment and/or the propriety or cause of the overpayment.

The overpayments listed below attributed to approximately 6 percent of the compensation records identified as high dollar overpayments.

- Two overpayments due to military retired pay adjustments.
- One overpayment due to an administrative error involving Dependency and Indemnity Compensation (DIC) payments to a surviving spouse of a Philippine Veteran with incorrect service.

An adjustment to benefits payable may be warranted when a Veteran is in receipt of military retired pay. When VA receives third-party information indicating a Veteran is in receipt of military retired pay, Veterans must be provided with a 60-day "due process" before any reduction in benefits can occur.

Surviving spouses of special Philippine Scouts are only entitled to DIC at the half-dollar rate when they are not U.S. citizens or permanent resident aliens. This rate also applies when the surviving spouse does not reside in the U.S., or they resided outside the U.S. or its territories at the time of the Veteran's death.

Total Compensation Payments made this quarter: \$12,788,848,725

Random sample total of High-Dollar Overpayments identified in this quarter: \$504,324.14
Percent of random sample Overpayments: 0.0040

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$51,410.70	Individual	St Augustine	FL	Fugitive Felon	Overpayments are routinely recovered from future benefits awarded. If not recovered, further actions are then taken by the VA Debt Management Center, including referral to the Treasury Offset Program, as appropriate.	Collection in Progress	See combined note after the Pension program table
\$35,786.00	Individual	Philippines	N/A	Administrative Decision		Collection Terminated	
\$24,164.00	Individual	Corvallis	OR	Unknown		Collection in Progress	
\$23,666.00	Individual	Greenwood	SC	Returned to Active Duty		Collection in Progress	
\$22,027.87	Individual	Elgin	SC	Returned to Active Duty		Collection in Progress	
\$16,771.00	Individual	Richmond	VA	Returned to Active Duty		Collection in Progress	
\$16,615.80	Individual	Wichita	KS	Military Retired Pay		Collection in Progress	
\$15,660.00	Individual	Bladenboro	NC	Unknown		Collection in Full	
\$15,236.10	Individual	Cincinnati	OH	Fugitive Felon		Collection in Progress	
\$13,801.00	Individual	Sallisaw	OK	Dependency Issue		Collection in Progress	
\$13,430.00	Individual	St Petersburg	FL	Incarcerated Beneficiary		Collection in Progress	
\$13,397.00	Individual	Ferry	RD	Dependency Issue		Collection in Progress	
\$11,800.27	Individual	Moss Point	MS	Incarcerated Beneficiary		Collection in Progress	
\$11,200.00	Individual	Augusta	ME	Death of Beneficiary		Collection in Progress	
\$11,172.73	Individual	Newport News	VA	Returned to Active Duty		Collection in Progress	
\$10,116.00	Individual	Russellville	AR	Death of Beneficiary		Collection in Full	
\$10,000.00	Individual	Las Vegas	NV	Returned to Active Duty		Collection in Progress	
\$9,514.00	Individual	Greensboro	NC	Dependency Issue		Collection in Progress	
\$8,792.00	Individual	Bessemer	AL	Military Retired Pay		Collection in Progress	
\$8,469.00	Individual	Vacherie	LA	Death of Beneficiary		Collection in Progress	
\$8,406.00	Individual	Chicago	IL	Dependency Issue		Collection in Progress	
\$8,307.00	Individual	Harlan	IA	Death of Beneficiary		Collection in Full	
\$8,080.00	Individual	Upper Marlboro	MD	Death of Beneficiary		Collection in Progress	
\$8,078.00	Individual	Cayey	PR	Death of Beneficiary		Collection in Progress	
\$7,988.00	Individual	West Valley	UT	Returned to Active Duty		Collection in Progress	
\$7,904.00	Individual	Murrieta	CA	Unknown		Collection in Progress	
\$7,800.00	Individual	Byron	GA	Death of Beneficiary		Collection in Full	
\$7,049.00	Individual	Bountiful	UT	Death of Beneficiary		Collection in Progress	
\$7,000.00	Individual	Sumter	SC	Death of Beneficiary		Collection in Progress	
\$6,924.00	Individual	Maricopa	AZ	Death of Beneficiary		Collection in Progress	
\$6,600.53	Individual	Spanaway	WA	Returned to Active Duty	Collection in Progress		
\$6,560.00	Individual	Hardesty	OK	Fugitive Felon	Collection in Progress		
\$6,236.00	Individual	Gardnerville	NV	Dependency Issue	Collection in Progress		
\$6,230.40	Individual	Greensboro	NC	Unknown	Collection in Progress		
\$6,178.00	Individual	Springfield	MO	Death of Beneficiary	Collection in Progress		
\$6,174.67	Individual	Tempe	AZ	Returned to Active Duty	Collection in Progress		

\$5,968.00	Individual	Seattle	WA	Death of Beneficiary	Overpayments are routinely recovered from future benefits awarded. If not recovered, further actions are then taken by the VA Debt Management Center, including referral to the Treasury Offset Program, as appropriate.	Collection in Progress	See combined note after the Pension program table
\$5,646.00	Individual	Winslow	ME	Death of Beneficiary		Collection in Full	
\$5,458.57	Individual	Sioux Falls	SD	Unknown		Collection in Progress	
\$5,420.07	Individual	Charlotte	NC	Incarcerated Beneficiary		Collection in Progress	
\$5,384.17	Individual	Kailua	HI	Returned to Active Duty		Collection in Progress	
\$4,902.23	Individual	Sumter	SC	Incarcerated Beneficiary		Collection in Progress	
\$4,422.70	Individual	Shoemakersville	PA	Unknown		Collection in Progress	
\$3,436.33	Individual	Sonora	CA	Incarcerated Beneficiary		Collection in Progress	
\$2,769.00	Individual	Carrollton	KY	Death of Beneficiary		Collection in Progress	
\$2,372.00	Individual	Corcoran	CA	Incarcerated Beneficiary		Collection in Progress	

1b. Pension Program

The Compensation and Pension Service identified 64 high-dollar pension overpayments:

Fifty-two overpayments (81 percent) were created due to a change in countable income or a change in unreimbursed medical expenses. Increases in countable income may result in high dollar overpayments when there are not enough medical expenses to reduce the countable income, or if the income itself has increased.

Five overpayments (8 percent) were due to the death of the beneficiary. Entitlement to benefits ceases effective the first day of the month in which death occurs. These overpayments occur when a beneficiary dies too late in the month to stop the release of the payment for the month of death, or when VBA is not timely notified of the death of the beneficiary. While VBA has a death match program with SSA, it is a monthly match regarding prior benefit payments.

Two overpayments (3 percent) were due to retroactive adjustments because of incarceration or fugitive felon status. Notification of incarceration is a function of agreements made with state and local law enforcement agencies. VA must provide due process when notified by law enforcement agencies of the beneficiary's incarceration or fugitive felon status.

Two overpayments (3 percent) were due to hospitalization of Veterans at VA expense. This occurs due to adjustments in benefits when a Veteran is furnished hospital, domiciliary, or nursing home care by Department of Veterans Affairs, or at VA expense. VA must provide due process when notified by a medical facility or other third-party of the Veteran's hospitalization.

One overpayment (2 percent) was due to dependency changes. VA beneficiaries may receive additional monetary allowances for eligible dependents. In some cases, VA is not notified timely of a change in the dependency status due to the death of or divorce from a dependent spouse, or a school-age child who is no longer attending school. First-party information received from a beneficiary indicating a change in dependency status will result in a change to their award. VA must provide due process when notified by a third-party before adjusting the beneficiary's benefits.

Another two overpayments (3 percent) were identified, but information was not available electronically to determine the overpayment and/or the propriety or cause of the overpayment.

Beneficiaries who are in receipt of pension before the end of August and who are not exempt from reporting their income under Public Law 103-271, will receive an Eligibility Verification Review (EVR) form in January of the following year. This form is used to report income for the prior calendar year, and claimants have 60 days to return the form. If the information received within this time frame is insufficient, an additional 60 days will be given to submit the required information.

Increases in countable income may result in high dollar overpayments when there are not enough medical expenses to reduce the countable income. VA receives information on a regular basis from several Federal agencies and compares it to information used to determine the status of VA beneficiaries. The matches identify cases where there are apparent contradictions between information contained in VA records and information furnished by other Federal agencies that affect entitlement. Some matching data, such as that received from the SSA and the Internal Revenue Service (IRS), is usually received after the increase in countable income has already occurred. The EVR process and the data matching agreements with other Federal agencies ensure that necessary adjustments in countable income are appropriately processed when notification is received showing a change in countable income.

Total Pension Payments made this quarter: \$1,161,205,134.51

Random sample total of High-Dollar Overpayments identified in this quarter: \$1,114,311.43

Percent of random sample Overpayments: 0.096

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$100,031.00	Individual	Joyce	LA	Income Change	Overpayments are routinely recovered from future benefits awarded. If not recovered, further actions are then taken by the VA Debt Management Center, including referral to the Treasury Offset Program, as appropriate.	Collection in Progress	See combined note after the Pension program table
\$61,096.00	Individual	Phoenix	AZ	Income Change		Collection in Progress	
\$41,886.00	Individual	Chicago	IL	Income Change		Collection in Progress	
\$38,481.00	Individual	Warsaw	IN	Income Change		Collection in Progress	
\$36,960.00	Individual	Dewey	AZ	Income Change		Collection in Progress	
\$36,330.00	Individual	Weatherford	OK	Income Change		Collection in Progress	
\$32,880.00	Individual	Seattle	WA	Income Change		Collection in Progress	
\$30,600.00	Individual	Gadsden	AL	Income Change		Collection in Progress	
\$30,552.00	Individual	Commerce	GA	Income Change		Collection in Progress	
\$28,485.20	Individual	De Berry	TX	Income Change		Collection in Progress	
\$27,466.00	Individual	Eastover	SC	Income Change		Collection in Progress	
\$25,131.00	Individual	River Falls	AL	Income Change		Collection in Progress	
\$24,660.00	Individual	Neosho	MO	Unknown		Collection in Progress	
\$24,288.00	Individual	Overland Park	KS	Income Change		Collection in Progress	
\$24,288.00	Individual	Lufkin	TX	Income Change		Collection in Progress	
\$23,734.00	Individual	Houston	TX	Income Change		Collection in Progress	
\$23,562.00	Individual	Cumming	GA	Income Change		Collection in Full	
\$22,568.00	Individual	Splendora	TX	Income Change		Collection in Progress	
\$21,689.00	Individual	West Hills	CA	Income Change		Collection in Progress	
\$20,776.00	Individual	Austin	TX	Unknown		Collection in Progress	
\$18,760.00	Individual	Long Beach	CA	Income Change		Collection in Progress	
\$18,487.00	Individual	Kimmell	IN	Income Change		Collection in Progress	
\$18,326.00	Individual	Oklahoma City	OK	Income Change		Collection in Progress	
\$17,952.00	Individual	Columbia	MO	Income Change		Collection in Progress	
\$16,360.00	Individual	Tabor City	NC	Income Change		Collection in Progress	
\$16,175.70	Individual	Sonoma	CA	Income Change		Collection in Progress	
\$14,784.00	Individual	Canyon Lake	CA	Income Change		Collection in Progress	
\$14,784.00	Individual	Golden	TX	Income Change		Collection in Progress	
\$14,784.00	Individual	Oakdale	CA	Income Change		Collection in Progress	
\$14,775.00	Individual	Tulsa	OK	Income Change		Collection in Progress	
\$12,805.00	Individual	Apt	A	Income Change		Collection in Progress	
\$12,075.00	Individual	Aurora	CO	Income Change		Collection in Progress	
\$11,758.00	Individual	Temple	TX	Hospitalized at VA Expense	Collection in Progress		
\$11,147.00	Individual	San Diego	CA	Income Change	Collection in Progress		
\$10,835.00	Individual	Maryville	TN	Income Change	Collection in Progress		
\$10,587.00	Individual	Northfield	IL	Income Change	Collection in Progress		
\$10,335.00	Individual	Louisville	KY	Income Change	Collection in Progress		
\$10,309.67	Individual	Bakersfield	CA	Fugitive Felon	Collection in Progress		
\$10,287.00	Individual	Jacksonville	FL	Income Change	Collection in Progress		
\$9,960.00	Individual	Littleton	CO	Income Change	Collection in Progress		

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$9,850.00	Individual	Denver	CO	Income Change	Overpayments are routinely recovered from future benefits awarded. If not recovered, further actions are then taken by the VA Debt Management Center, including referral to the Treasury Offset Program, as appropriate.	Collection in Progress	See combined note after the Pension program table
\$9,786.00	Individual	Fortuna	CA	Income Change		Collection in Progress	
\$9,693.00	Individual	Orlando	FL	Income Change		Collection in Progress	
\$9,254.00	Individual	Bremerton	WA	Income Change		Collection in Progress	
\$8,748.00	Individual	Plano	TX	Income Change		Collection in Progress	
\$8,593.00	Individual	Luquillo	PR	Income Change		Collection in Progress	
\$8,262.00	Individual	Santa Rosa	CA	Income Change		Collection in Progress	
\$7,833.00	Individual	Denver	CO	Income Change		Collection in Full	
\$7,622.00	Individual	Mead	CO	Dependency Issue		Collection in Progress	
\$7,392.00	Individual	Murrieta	CA	Death of Beneficiary		Collection in Progress	
\$7,271.00	Individual	San Angelo	TX	Death of Beneficiary		Collection in Progress	
\$7,271.00	Individual	Wallace	NC	Income Change		Collection in Progress	
\$7,232.00	Individual	Minneapolis	MN	Income Change		Collection in Progress	
\$7,018.53	Individual	Orlando	FL	Incarcerated		Collection in Progress	
\$6,892.00	Individual	Dallas	TX	Income Change		Collection in Progress	
\$5,724.00	Individual	Fort Worth	TX	Death of Beneficiary		Collection in Progress	
\$5,288.00	Individual	Champaign	IL	Income Change		Collection in Progress	
\$5,280.00	Individual	Oklahoma City	OK	Death of Beneficiary		Collection in Progress	
\$5,208.00	Individual	Riverside	CA	Income Change		Collection in Progress	
\$5,164.00	Individual	Portland	OR	Death of Beneficiary		Collection in Progress	
\$4,683.00	Individual	Lowville	NY	Income Change		Collection in Progress	
\$3,956.00	Individual	Sweetwater	TN	Income Change		Collection in Progress	
\$3,122.00	Individual	Lake Elsinore	CA	Income Change		Collection in Progress	
\$2,419.33	Individual	Baltimore	MD	Hospitalized at VA Expense		Collection in Progress	

Note:

Field offices are reminded of the following:

Guidance provided in FL 08-05, Controls to Minimize Compensation Benefit Overpayments, requires claims processors to establish an end product (EP) 690 in addition to the control EP. The purpose of this EP 690 is to help monitor timeliness in completing action on pending issues with potential overpayments.

FL 08-09, Prioritization and Processing of System-Generated Messages (Write-outs), includes current procedures for monitoring notice of exception reports. The FL provides guidance for prioritization and processing of system-generated messages (Write-outs).

Guidance under M21-1MR, Part I, Chapter 2.B.7.a. requires field personnel to take immediate action to resolve claims involving due process when their associated controls mature.

Provide quarterly feedback to the field on the findings from the review of overpayments through the *Compensation Service Bulletin*.

Include "matching program" training as a mandatory topic for the FY 2012 National Training Curriculum.

Continue to provide feedback to field employees, through PMC conference calls.

Share the findings from this review with the field, so they can implement local reviews and address local high-dollar overpayment issues.

2. Education Program

Beginning in the third quarter of FY 2011, VBA modified its analytical process to improve the statistical validity of the high dollar overpayment review. The new process requires a review of a stratified random sample of the total number of Education overpayments. Conclusions and estimates are at a 95 percent confidence level with a ± 2.5 percent interval.

There were 18,659 Education overpayments identified in the first quarter of FY 2012. Of these overpayments, 58.3 percent were to entities and 41.7 percent were to individuals. A random sample of 268 Education overpayments was reviewed. The review revealed that 11 (4.1 percent) overpayments were due to VA error, 31 (11.6 percent) overpayments were due to school errors, and the remaining 226 (84.3 percent) were not overpayments. These remaining payments were proper when disbursed, but later became overpayments due to students' changing enrollment status. Based on these sampling results, we projected that 766 of the 18,659 overpayments originally identified were due to VA error, 2,159 overpayments were due to school error, and 15,734 were proper payments when disbursed and became overpayments later based on students' changing enrollment status. These findings cannot be compared to findings prior to the third quarter of FY 2011 due to the new analytical process in place. Previous reviews focused on a subset of all overpayments whereas the new process includes all overpayments.

Total Education payments made this quarter: \$2,961,795,421.77

Random sample total of high-dollar overpayments identified in this quarter: \$1,014,921.84

Percent of random sample overpayments: 0.0343

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$78,051.90	Entity	Cavite Philippines	N/A	School Error	Overpayments are routinely recovered from future benefits awarded. If not recovered, further actions are then taken by the VA Debt Management Center, including referral to the Treasury Offset Program, as appropriate.	Collection in Full	See Note Below Table
\$22,303.37	Individual	Fort Irwin	CA	VA Error		Collection in Full	
\$15,997.00	Entity	Mooresville	NC	Proper payment when disbursed		Collection in Progress	
\$15,239.85	Entity	Phoenix	AZ	School Error		Collection in Progress	
\$14,625.00	Entity	Hammond	WI	Proper payment when disbursed		Collection in Progress	
\$12,456.00	Entity	Bedford	TX	Proper payment when disbursed		Collection in Progress	
\$11,062.03	Entity	Ft Meade	MD	Proper payment when disbursed		Collection in Full	
\$9,817.82	Entity	Williamson	NY	Proper payment when disbursed		Collection in Progress	
\$9,794.66	Entity	Darby	PA	Proper payment when disbursed		Collection in Full	
\$9,504.42	Entity	Philadelphia	PA	School Error		Collection in Full	
\$8,995.30	Individual	Brooklyn	NY	Proper payment when disbursed		Collection in Progress	
\$8,584.00	Entity	Virginia Beach	VA	Proper payment when disbursed		Collection in Progress	
\$8,500.00	Entity	Perry	FL	Proper payment when disbursed		Collection in Full	
\$7,842.75	Entity	Arleta	CA	School Error		Collection in Full	
\$7,653.15	Entity	Springfield	MO	Proper payment when disbursed		Collection in Progress	
\$7,485.00	Entity	San Clemente	CA	Proper payment when disbursed		Collection in Full	
\$7,415.25	Entity	Berlin	NH	School Error		Collection in Progress	
\$7,161.00	Individual	Fort Rucker	AL	Proper payment when disbursed		Collection in Progress	
\$7,134.00	Entity	Sikeston	MO	Proper payment when disbursed		Collection in Progress	
\$6,938.00	Entity	La Habra	CA	School Error		Collection in Progress	
\$6,912.54	Individual	Jim Thorpe	PA	Proper payment when disbursed	Collection in Progress		
\$6,787.17	Entity	Jber	AK	Proper payment when disbursed	Collection in Progress		
\$6,514.27	Entity	Warner Robins	GA	Proper payment when disbursed	Collection in Progress		

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$6,386.36	Entity	Greenacres	FL	School Error	Overpayments are routinely recovered from future benefits awarded. If not recovered, further actions are then taken by the VA Debt Management Center, including referral to the Treasury Offset Program, as appropriate.	Collection in Progress	See Note Below Table
\$6,304.00	Individual	Prairie Village	KS	Proper payment when disbursed		Collection in Progress	
\$6,187.50	Entity	Redding	CA	Proper payment when disbursed		Collection in Full	
\$6,150.57	Entity	Fort Collins	CO	Proper payment when disbursed		Collection in Progress	
\$6,115.20	Individual	Anchorage	AK	Proper payment when disbursed		Collection in Progress	
\$6,093.90	Individual	Christiansburg	VA	VA Error		Collection in Progress	
\$6,014.55	Individual	Acworth,	GA	Proper payment when disbursed		Collection in Progress	
\$5,916.00	Entity	Country Club	FL	Proper payment when disbursed		Collection in Full	
\$5,894.19	Entity	Dublin	OH	Proper payment when disbursed		Collection in Progress	
\$5,870.00	Entity	Mckinleyville	CA	Proper payment when disbursed		Collection in Progress	
\$5,639.00	Entity	Georgetown	TX	Proper payment when disbursed		Collection in Full	
\$5,590.85	Individual	Pleasant Grove	AL	Proper payment when disbursed		Collection in Progress	
\$5,545.80	Entity	Jamaica Plain,	MA	School Error		Collection in Progress	
\$5,473.20	Entity	Long Beach	NY	VA Error		Collection in Progress	
\$5,349.60	Entity	Bethel Park	PA	Proper payment when disbursed		Collection in Progress	
\$5,324.40	Entity	Menifee	CA	Proper payment when disbursed		Collection in Progress	
\$5,285.04	Entity	Albuquerque	NM	School Error		Collection in Progress	
\$5,245.00	Entity	Goose Creek	SC	Proper payment when disbursed		Collection in Progress	
\$5,147.50	Entity	New York	NY	School Error		Collection in Progress	
\$5,108.53	Individual	Ashburn	VA	Proper payment when disbursed		Collection in Progress	
\$5,056.00	Entity	Oklahoma City	OK	Proper payment when disbursed		Collection in Progress	
\$5,045.89	Entity	Phoenix	AZ	Proper payment when disbursed		Collection in Progress	
\$4,890.60	Individual	Frederick	MD	Proper payment when disbursed		Collection in Progress	
\$4,839.20	Individual	Columbus	GA	Proper payment when disbursed		Collection in Progress	
\$4,815.00	Entity	Norfolk	VA	Proper payment when disbursed		Collection in Full	
\$4,802.40	Individual	Northridge	CA	Proper payment when disbursed		Collection in Progress	
\$4,728.85	Entity	Stafford	VA	VA Error		Collection in Progress	
\$4,677.30	Entity	Terrell	TX	Proper payment when disbursed		Collection in Full	
\$4,677.28	Individual	Waukesha	WI	Proper payment when disbursed		Collection in Full	
\$4,498.20	Individual	New York City	NY	Proper payment when disbursed		Collection in Full	
\$4,464.00	Entity	Spencer	IN	Proper payment when disbursed		Collection in Progress	
\$4,437.00	Entity	San Diego	CA	Proper payment when disbursed		Collection in Full	
\$4,408.33	Entity	Tontogany	OH	Proper payment when disbursed		Collection in Progress	
\$4,395.00	Entity	Stafford	VA	Proper payment when disbursed		Collection in Progress	
\$4,392.00	Individual	Arvada	CO	Proper payment when disbursed		Collection in Progress	
\$4,375.00	Entity	West Chester	OH	Proper payment when disbursed		Collection in Progress	
\$4,332.00	Entity	Jamaica	NY	Proper payment when disbursed	Collection in Progress		
\$4,262.23	Entity	Portland	OR	Proper payment when disbursed	Collection in Progress		
\$4,257.00	Entity	Manhattan	KS	School Error	Collection in Progress		

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$4,136.00	Entity	San Francisco	CA	School Error	Overpayments are routinely recovered from future benefits awarded. If not recovered, further actions are then taken by the VA Debt Management Center, including referral to the Treasury Offset Program, as appropriate.	Collection in Progress	See Note Below Table
\$4,135.40	Individual	Central Point	OR	Proper payment when disbursed		Collection in Full	
\$4,026.13	Entity	Severn	MD	Proper payment when disbursed		Collection in Progress	
\$4,016.00	Entity	South Gate	CA	Proper payment when disbursed		Collection in Progress	
\$3,987.50	Individual	Green Cove Springs	FL	Proper payment when disbursed		Collection in Progress	
\$3,968.10	Entity	Olathe	KS	Proper payment when disbursed		Collection in Full	
\$3,950.92	Individual	Orlando	FL	Proper payment when disbursed		Collection in Progress	
\$3,927.82	Entity	San Diego	CA	Proper payment when disbursed		Collection in Progress	
\$3,885.50	Entity	Fort Belvoir	VA	Proper payment when disbursed		Collection in Full	
\$3,850.00	Individual	Yorktown	VA	Proper payment when disbursed		Collection in Progress	
\$3,847.30	Individual	Mount Dora	FL	Proper payment when disbursed		Collection in Progress	
\$3,799.71	Entity	San Diego	CA	Proper payment when disbursed		Collection in Progress	
\$3,786.52	Entity	South Pasadena	CA	Proper payment when disbursed		Collection in Progress	
\$3,657.60	Entity	Benicia	CA	School Error		Collection in Progress	
\$3,517.23	Individual	La Grange	NC	Proper payment when disbursed		Collection in Progress	
\$3,486.00	Individual	Gilbertsville	PA	Proper payment when disbursed		Collection in Progress	
\$3,472.02	Entity	Martinsburg	WV	VA Error		Collection in Progress	
\$3,455.81	Individual	Bronx	NY	Proper payment when disbursed		Collection in Progress	
\$3,450.00	Entity	Brooklyn	NY	School Error		Collection in Progress	
\$3,401.01	Entity	Ashburn	VA	Proper payment when disbursed		Collection in Progress	
\$3,396.60	Individual	Brooklyn	NY	Proper payment when disbursed		Collection in Full	
\$3,356.10	Entity	Palm Coast	FL	VA Error		Collection in Full	
\$3,353.40	Individual	Lakewood	CO	Proper payment when disbursed		Collection in Progress	
\$3,330.00	Entity	Orlando	FL	Proper payment when disbursed		Collection in Progress	
\$3,326.80	Individual	Markham	IL	Proper payment when disbursed		Collection in Progress	
\$3,274.56	Entity	The Villages	FL	Proper payment when disbursed		Collection in Progress	
\$3,273.60	Individual	Augusta	GA	Proper payment when disbursed		Collection in Progress	
\$3,227.20	Entity	Chase City	VA	School Error		Collection in Progress	
\$3,195.00	Entity	Plano	TX	Proper payment when disbursed		Collection in Progress	
\$3,180.00	Entity	Alexandria	VA	School Error		Collection in Progress	
\$3,180.00	Entity	Philadelphia	PA	Proper payment when disbursed		Collection in Full	
\$3,164.65	Entity	Whitehouse	TX	Proper payment when disbursed		Collection in Full	
\$3,156.22	Individual	Broadview Heights	OH	Proper payment when disbursed		Collection in Progress	
\$3,151.00	Entity	Truckee	CA	Proper payment when disbursed		Collection in Full	
\$3,142.50	Entity	Saco	ME	Proper payment when disbursed		Collection in Full	
\$3,142.50	Entity	O'fallon	IL	Proper payment when disbursed	Collection in Progress		
\$3,133.33	Individual	Indianapolis	IN	Proper payment when disbursed	Collection in Full		
\$3,114.25	Entity	Austin	TX	Proper payment when disbursed	Collection in Progress		
\$3,110.50	Entity	Johnson City	TN	Proper payment when disbursed	Collection in Full		

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$3,084.26	Entity	Tacoma	WA	Proper payment when disbursed	Overpayments are routinely recovered from future benefits awarded. If not recovered, further actions are then taken by the VA Debt Management Center, including referral to the Treasury Offset Program, as appropriate.	Collection in Progress	See Note Below Table
\$3,065.30	Individual	Detroit	MI	Proper payment when disbursed		Collection in Progress	
\$3,015.47	Individual	Everett	WA	Proper payment when disbursed		Collection in Progress	
\$3,000.00	Entity	Levittown	PA	Proper payment when disbursed		Collection in Progress	
\$3,000.00	Entity	Spotsylvania	VA	Proper payment when disbursed		Collection in Progress	
\$2,990.79	Individual	Brandywine	MD	Proper payment when disbursed		Collection in Progress	
\$2,964.00	Individual	Killeen	TX	Proper payment when disbursed		Collection in Progress	
\$2,955.80	Individual	Irwin	PA	Proper payment when disbursed		Collection in Full	
\$2,928.70	Individual	Bangkok Thailand	N/A	Proper payment when disbursed		Collection in Progress	
\$2,875.50	Entity	Dallas	GA	VA Error		Collection in Progress	
\$2,872.77	Entity	Brooklyn,	NY	Proper payment when disbursed		Collection in Progress	
\$2,857.36	Entity	Lakeland	FL	Proper payment when disbursed		Collection in Full	
\$2,857.00	Entity	Council Bluffs	IA	Proper payment when disbursed		Collection in Progress	
\$2,850.00	Individual	Forked River	NJ	Proper payment when disbursed		Collection in Progress	
\$2,842.53	Entity	San Antonio	TX	Proper payment when disbursed		Collection in Progress	
\$2,825.90	Individual	College Park	GA	Proper payment when disbursed		Collection in Progress	
\$2,817.80	Entity	Ft Gordon	GA	Proper payment when disbursed		Collection in Full	
\$2,816.94	Entity	Minneapolis	MN	Proper payment when disbursed		Collection in Progress	
\$2,812.12	Entity	Grove City	OH	Proper payment when disbursed		Collection in Progress	
\$2,787.60	Individual	Council Bluff	IA	Proper payment when disbursed		Collection in Progress	
\$2,778.69	Entity	Mashpee	MA	Proper payment when disbursed		Collection in Full	
\$2,770.00	Individual	Virginia Beach	VA	Proper payment when disbursed		Collection in Progress	
\$2,768.83	Individual	Washington	DC	Proper payment when disbursed		Collection in Progress	
\$2,768.00	Entity	Abilene	TX	Proper payment when disbursed		Collection in Progress	
\$2,755.10	Entity	Deland	FL	Proper payment when disbursed		Collection in Progress	
\$2,751.78	Entity	Denver	CO	Proper payment when disbursed		Collection in Progress	
\$2,749.60	Individual	Melbourne	FL	Proper payment when disbursed		Collection in Progress	
\$2,748.85	Individual	Edgewater	MD	Proper payment when disbursed		Collection in Progress	
\$2,728.56	Individual	Pemberton	NJ	Proper payment when disbursed		Collection in Progress	
\$2,715.75	Individual	Porterville	CA	Proper payment when disbursed		Collection in Progress	
\$2,704.00	Entity	Denton	TX	Proper payment when disbursed		Collection in Progress	
\$2,695.07	Entity	Charlotte	NC	Proper payment when disbursed		Collection in Progress	
\$2,693.11	Entity	Indianapolis	IN	Proper payment when disbursed		Collection in Full	
\$2,682.40	Entity	Odenton	MD	School Error		Collection in Progress	
\$2,662.00	Individual	Chesapeake	VA	VA Error	Collection in Progress		
\$2,661.72	Individual	Yeadon	PA	Proper payment when disbursed	Collection in Progress		
\$2,660.00	Entity	Norman	OK	Proper payment when disbursed	Collection in Progress		
\$2,657.19	Entity	Hanover	MD	Proper payment when disbursed	Collection in Progress		
\$2,657.10	Individual	Dallas	TX	Proper payment when disbursed	Collection in Progress		

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$2,647.32	Entity	Centennial	CO	Proper payment when disbursed	Overpayments are routinely recovered from future benefits awarded. If not recovered, further actions are then taken by the VA Debt Management Center, including referral to the Treasury Offset Program, as appropriate.	Collection in Progress	See Note Below Table
\$2,628.00	Entity	East Meadow	NY	Proper payment when disbursed		Collection in Progress	
\$2,618.18	Entity	Ft Lauderdale	FL	Proper payment when disbursed		Collection in Progress	
\$2,558.50	Entity	San Diego	CA	School Error		Collection in Progress	
\$2,558.40	Individual	North Kingstown	RI	Proper payment when disbursed		Collection in Progress	
\$2,552.00	Entity	Vista	CA	Proper payment when disbursed		Collection in Full	
\$2,540.00	Entity	Cordova	TN	Proper payment when disbursed		Collection in Progress	
\$2,535.16	Entity	Bartlett	IL	Proper payment when disbursed		Collection in Full	
\$2,520.00	Entity	Walkerville	MI	Proper payment when disbursed		Collection in Full	
\$2,519.84	Individual	Gautier	MS	School Error		Collection in Progress	
\$2,499.50	Entity	Arlington	VA	School Error		Collection in Full	
\$2,497.91	Individual	Lumberton	NC	Proper payment when disbursed		Collection in Progress	
\$2,490.80	Entity	Virginia Beach	VA	Proper payment when disbursed		Collection in Progress	
\$2,488.00	Entity	Yelm	WA	Proper payment when disbursed		Collection in Progress	
\$2,465.00	Individual	Huntington Beach	CA	Proper payment when disbursed		Collection in Full	
\$2,455.60	Entity	Milwaukee	WI	Proper payment when disbursed		Collection in Progress	
\$2,440.00	Entity	Bellevue	NE	Proper payment when disbursed		Collection in Progress	
\$2,438.00	Entity	Lansdale	PA	Proper payment when disbursed		Collection in Progress	
\$2,434.13	Entity	Cordova	TN	Proper payment when disbursed		Collection in Full	
\$2,425.95	Entity	Hermitage	TN	Proper payment when disbursed		Collection in Progress	
\$2,424.00	Entity	Ithaca	NY	Proper payment when disbursed		Collection in Progress	
\$2,420.00	Entity	Orlando	FL	Proper payment when disbursed		Collection in Full	
\$2,406.92	Entity	Spring Hill	FL	School Error		Collection in Progress	
\$2,402.21	Entity	West Plains	MO	Proper payment when disbursed		Collection in Progress	
\$2,399.40	Individual	Colorado Springs	CO	Proper payment when disbursed		Collection in Progress	
\$2,392.20	Individual	Vicksburg	MS	Proper payment when disbursed		Collection in Progress	
\$2,391.90	Individual	Tucson	AZ	Proper payment when disbursed		Collection in Progress	
\$2,384.67	Entity	Puyallup	WA	Proper payment when disbursed		Collection in Progress	
\$2,383.80	Entity	Easthampton	NJ	Proper payment when disbursed		Collection in Full	
\$2,355.77	Individual	Jewett	TX	Proper payment when disbursed		Collection in Progress	
\$2,349.10	Individual	Papillion	NE	Proper payment when disbursed		Collection in Progress	
\$2,340.00	Entity	Petersburg	VA	Proper payment when disbursed		Collection in Progress	
\$2,335.00	Entity	Orlando	FL	Proper payment when disbursed		Collection in Full	
\$2,332.00	Individual	Mt Juliet	TN	Proper payment when disbursed		Collection in Progress	
\$2,320.00	Individual	Delano	CA	Proper payment when disbursed	Collection in Full		
\$2,319.90	Individual	Laurel	MD	Proper payment when disbursed	Collection in Full		
\$2,311.47	Individual	Vinemont	AL	Proper payment when disbursed	Collection in Progress		
\$2,299.20	Entity	Virginia Beach	VA	School Error	Collection in Progress		
\$2,299.20	Entity	Virginia Beach	VA	School Error	Collection in Progress		

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$2,292.70	Entity	Oceanside	CA	School Error	Overpayments are routinely recovered from future benefits awarded. If not recovered, further actions are then taken by the VA Debt Management Center, including referral to the Treasury Offset Program, as appropriate.	Collection in Full	See Note Below Table
\$2,288.20	Individual	San Diego	CA	Proper payment when disbursed		Collection in Progress	
\$2,271.00	Entity	Dover	DE	Proper payment when disbursed		Collection in Progress	
\$2,255.00	Entity	Rock Hill	SC	Proper payment when disbursed		Collection in Full	
\$2,250.90	Entity	Bronx	NY	VA Error		Collection in Progress	
\$2,250.00	Entity	Frederick	MD	Proper payment when disbursed		Collection in Progress	
\$2,244.07	Entity	Lawrence	KS	Proper payment when disbursed		Collection in Progress	
\$2,239.20	Entity	Evergreen Park	IL	School Error		Collection in Progress	
\$2,234.40	Entity	Washington	DC	Proper payment when disbursed		Collection in Progress	
\$2,231.10	Individual	Odenton	MD	Proper payment when disbursed		Collection in Progress	
\$2,227.00	Entity	Bakersfield	CA	Proper payment when disbursed		Collection in Progress	
\$2,220.00	Entity	Stafford	VA	Proper payment when disbursed		Collection in Progress	
\$2,194.63	Entity	Colorado Springs	CO	Proper payment when disbursed		Collection in Progress	
\$2,175.00	Entity	Fairfax	VA	Proper payment when disbursed		Collection in Progress	
\$2,175.00	Individual	Los Angeles	CA	Proper payment when disbursed		Collection in Progress	
\$2,173.80	Individual	New Iberia	LA	Proper payment when disbursed		Collection in Full	
\$2,173.80	Individual	Casselberry	FL	Proper payment when disbursed		Collection in Progress	
\$2,173.80	Individual	Lafayette	LA	Proper payment when disbursed		Collection in Progress	
\$2,160.00	Entity	Rogersville	AL	VA Error		Collection in Progress	
\$2,160.00	Entity	Detroit Lakes	MN	Proper payment when disbursed		Collection in Progress	
\$2,155.00	Entity	Philadelphia	PA	Proper payment when disbursed		Collection in Progress	
\$2,148.24	Entity	San Diego	CA	Proper payment when disbursed		Collection in Full	
\$2,144.69	Individual	Richmond	VA	Proper payment when disbursed		Collection in Progress	
\$2,088.00	Individual	South Jordan	UT	Proper payment when disbursed		Collection in Progress	
\$2,080.00	Entity	Mission	TX	Proper payment when disbursed		Collection in Full	
\$2,070.22	Entity	Saint Petersburg	FL	Proper payment when disbursed		Collection in Full	
\$2,060.50	Entity	San Marcos	TX	Proper payment when disbursed		Collection in Progress	
\$2,050.80	Entity	Wheatland	CA	Proper payment when disbursed		Collection in Full	
\$2,017.26	Individual	Chippewa Falls	WI	Proper payment when disbursed		Collection in Progress	
\$2,011.15	Individual	Mt Pleasant	SC	Proper payment when disbursed		Collection in Progress	
\$2,009.79	Individual	Omaha	NE	Proper payment when disbursed		Collection in Progress	
\$2,006.40	Individual	Elkridge	MD	Proper payment when disbursed		Collection in Progress	
\$2,002.00	Entity	Del Valle	TX	Proper payment when disbursed		Collection in Full	
\$2,000.00	Entity	Kathleen	GA	Proper payment when disbursed		Collection in Progress	
\$1,996.30	Entity	Wappinger's Falls	NY	Proper payment when disbursed		Collection in Progress	
\$1,992.75	Individual	Oneill	NE	Proper payment when disbursed		Collection in Progress	
\$1,984.00	Entity	Silver Spring	MD	School Error	Collection in Progress		
\$1,978.00	Entity	Antelope	CA	Proper payment when disbursed	Collection in Full		
\$1,972.00	Entity	Mantachie	MS	Proper payment when disbursed	Collection in Progress		

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$1,969.59	Entity	New Carlisle	OH	Proper payment when disbursed	Overpayments are routinely recovered from future benefits awarded. If not recovered, further actions are then taken by the VA Debt Management Center, including referral to the Treasury Offset Program, as appropriate.	Collection in Progress	See Note Below Table
\$1,968.82	Entity	Durham	NC	Proper payment when disbursed		Collection in Progress	
\$1,965.37	Individual	Moore	OK	Proper payment when disbursed		Collection in Progress	
\$1,959.00	Individual	Woodland	CA	Proper payment when disbursed		Collection in Progress	
\$1,948.87	Individual	Fairfax	VA	Proper payment when disbursed		Collection in Progress	
\$1,943.70	Individual	Columbia	MD	Proper payment when disbursed		Collection in Progress	
\$1,942.04	Individual	Beaumont	TX	Proper payment when disbursed		Collection in Progress	
\$1,920.00	Entity	Killeen	TX	Proper payment when disbursed		Collection in Full	
\$1,916.00	Entity	Richmond	VA	School Error		Collection in Progress	
\$1,908.12	Entity	Colorado Springs	CO	Proper payment when disbursed		Collection in Progress	
\$1,890.06	Entity	Honolulu	HI	Proper payment when disbursed		Collection in Progress	
\$1,882.88	Entity	Chesapeake	VA	Proper payment when disbursed		Collection in Full	
\$1,879.20	Individual	Amarillo	TX	Proper payment when disbursed		Collection in Progress	
\$1,874.01	Individual	Brandon	FL	Proper payment when disbursed		Collection in Full	
\$1,868.00	Individual	Hopkins	MN	Proper payment when disbursed		Collection in Progress	
\$1,867.50	Individual	Belton	TX	VA Error		Collection in Progress	
\$1,853.80	Individual	Hermitage	TN	Proper payment when disbursed		Collection in Progress	
\$1,850.20	Individual	Jacksonville	FL	Proper payment when disbursed		Collection in Progress	
\$1,847.04	Individual	Interlachen	FL	Proper payment when disbursed		Collection in Progress	
\$1,845.00	Entity	Dover	DE	Proper payment when disbursed		Collection in Full	
\$1,841.00	Individual	Tidioute	PA	Proper payment when disbursed		Collection in Progress	
\$1,840.61	Entity	Bronx	NY	Proper payment when disbursed		Collection in Progress	
\$1,839.96	Entity	Kansas	KS	School Error		Collection in Progress	
\$1,836.00	Entity	Lincoln	NE	Proper payment when disbursed		Collection in Progress	
\$1,832.78	Entity	Las Cruces	NM	Proper payment when disbursed		Collection in Full	
\$1,827.00	Individual	Sun Valley	CA	Proper payment when disbursed		Collection in Progress	
\$1,826.70	Individual	Joshua Tree	CA	Proper payment when disbursed		Collection in Progress	
\$1,814.00	Entity	Las Vegas	NV	School Error		Collection in Progress	
\$1,803.73	Individual	Morrison	FL	Proper payment when disbursed		Collection in Progress	
\$1,802.47	Entity	San Antonio	TX	Proper payment when disbursed		Collection in Progress	
\$1,802.00	Entity	San Francisco	CA	Proper payment when disbursed		Collection in Progress	
\$1,801.20	Individual	Phoenix	AZ	Proper payment when disbursed		Collection in Progress	
\$1,774.80	Individual	Forest Park	IL	Proper payment when disbursed		Collection in Progress	
\$1,751.10	Entity	Allentown	PA	Proper payment when disbursed		Collection in Progress	
\$1,750.00	Entity	Carroll	IA	School Error	Collection in Full		
\$1,749.99	Entity	Mount Holly	NC	Proper payment when disbursed	Collection in Progress		
\$1,749.00	Individual	Sacramento	CA	Proper payment when disbursed	Collection in Progress		
\$1,748.33	Entity	Riverview	FL	Proper payment when disbursed	Collection in Progress		
\$1,746.60	Entity	St Paul	MN	Proper payment when disbursed	Collection in Full		

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$1,741.50	Individual	Colorado Springs	CO	Proper payment when disbursed	Overpayments are routinely recovered from future benefits awarded. If not recovered, further actions are then taken by the VA Debt Management Center, including referral to the Treasury Offset Program, as appropriate.	Collection in Progress	See Note Below Table
\$1,737.16	Entity	Buffalo	NY	School Error		Collection in Full	
\$1,726.58	Individual	Urbana	IL	Proper payment when disbursed		Collection in Progress	
\$1,726.20	Entity	Englewood	CO	Proper payment when disbursed		Collection in Full	
\$1,716.00	Individual	Springhill	TN	Proper payment when disbursed		Collection in Progress	
\$1,712.62	Individual	Apo	AE	Proper payment when disbursed		Collection in Progress	
\$1,705.00	Individual	Boynton Beach	FL	Proper payment when disbursed		Collection in Progress	
\$1,703.70	Entity	Pafb	FL	Proper payment when disbursed		Collection in Progress	
\$1,679.60	Entity	Mt Holly	NJ	Proper payment when disbursed		Collection in Full	
\$1,672.76	Individual	Mentor	OH	Proper payment when disbursed		Collection in Progress	
\$1,667.20	Individual	Wilton	NH	Proper payment when disbursed		Collection in Progress	

Note:

To reduce the number of payments later adjusted due to students' changing enrollment status, VA provides cautionary information in print publications and electronic media, and includes this information in letters to students each time they are awarded benefits.

VA error was mostly the result of issuing duplicate payments and data input errors. Common errors were the result of human error. To decrease the potential for human error, VA has taken a two-step approach: (1) focus on training our employees and (2) field improvements in electronic processing systems. Each Regional Processing Office and the VA Central Office have established required training for employees. Supervisory officials also monitor individual employee performance and provide additional training as necessary. Fielding improvements in electronic processing systems has been a challenge for VA due to recent and possible future statutory changes in the Post-9/11 GI Bill. The recent changes have required VA to redirect its information technology resources away from *enhancing* current systems to *developing changes* to current systems to *implement the recent changes*. Barring future changes in statutory requirements, VA expects to implement additional changes in FY2012 which are expected to decrease human errors.

The main cause of school error was incorrect reporting of tuition and fees. VA published a handbook for School Certifying Officials, establishing common requirements and detailed instructions for preparing and submitting enrollment and attendance information to VA. In addition, recent statutory changes authorized State Approving Agencies to conduct school Compliance Surveys. This will increase VA presence on campuses and enable additional assessment of school official compliance and increase VA opportunities to provide focused training for school officials.

3. Insurance Program

None.

4. Vocational Rehabilitation and Employment

VR&E identified 49 high-dollar pension overpayments:

Fourteen overpayments (29 percent) were created due to school error. This is mainly caused when a school provides a school certification with information that is incorrect or not updated in regards to the number of credits a Veteran is enrolled in for a particular semester. This causes their subsistence allowance to be processed at a certain amount and then has to be adjusted based on the Veteran's actual number of credits they are pursuing. An overpayment is created because the Veteran is only entitled to receive subsistence allowance based on number of credits being pursued.

Ten overpayments (20 percent) were actually payments that were properly made at the time it was disbursed. However, most of these overpayments occurred when the Veteran failed to timely inform their VRC of any changes in enrollment. Therefore, by the time change was known and proper documentation was obtained from the school, an overpayment was created.

Four overpayments (8 percent) were caused due to VA error. A VRC is in charge of processing an award based on credits being pursued and number of dependents for a particular Veteran. These four instances were due to the following:

- Veteran's subsistence allowance award was stopped to change number of dependents. However, full file pass (FFP) ended and the award was not re-processed in enough time to collect back the overpayment. FFP is the last day of the month to process a payment in order for the Veteran to receive payment (or reduction in pay) by the 1st of the following month.
- Veteran switched from VR&E Service, Chapter 31 to the Post-9/11 GI Bill, Chapter 33 program.
- VRC was notified of a change in Veteran's training facility but award was not stopped in time.
- Case was received at current station and previous station did not make the necessary changes to the award, therefore creating an overpayment.

Twenty-one overpayments (43 percent) were caused by various reasons. Some of these pertain to retroactive inductions. Some of these retroactive inductions could be the result of recoupment of CH30 benefits. Veterans are unable to receive payment for CH30 and CH31 concurrently, therefore, if the Veteran elects to pursue services under CH31 while they have been receiving services under CH30, the Vocational Rehabilitation Counselor (VRC) must process a CH31 retroactive payment all the way back to when they would have qualified for the benefit. Therefore, CH30 benefits would need to be recouped first to prevent double payments. If CH31 benefits are determined to be the best fit for the Veteran, then the VRC will submit the paperwork necessary to create a debt for the CH30 benefits previously paid, in order to provide all services and payments under CH31. Per 38 CFR §21.282, an individual may be inducted into a rehabilitation program on a retroactive basis. If the individual is retroactively inducted, VA may authorize payment pursuant to 38 CFR §21.262 or §21.264 for tuition, fees, and other verifiable expenses that an individual paid or incurred consistent with the approved rehabilitation program. In addition, VA may authorize payment of subsistence allowance pursuant to 38 §§21.260, 21.266, and 21.270 for the period of retroactive induction, except for any period during which the individual was on active duty. Some were also due the system showing that an overpayment was created when there was a change in the Veteran's dependents, but this was incorrect. Finally, some of these overpayments were due to extenuating circumstances in the part of the Veteran, like health reasons, which prevented them from continuing with school. This created an overpayment but mitigating circumstances to lessen or avoid the overpayment were considered.

It was determined that most of the higher amounts of overpayments VR&E had were caused by lack of communication from the Veteran or the school in providing the most up-to-date information about their school enrollment status. By the time VR&E was informed of any changes, an amendment had to be made to awards, causing overpayments.

Total VR&E payments made this quarter: \$205,314,525.69

Total of high-dollar overpayments identified in this quarter: \$163,373.79

Percent of random sample overpayments: 0.0796

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$10,841.50	Individual	Rocky Hill	CT	Proper payment when disbursed	Recovering from C&P monthly benefits	Collection in progress	None
\$9,552.35	Individual	Colorado Springs	CO	School Error	Veteran's subsistence allowance award was stopped to add additional dependents. However, full file pass ended and the award was not re-run in enough time to collect back the overpayment. The CER folder is currently in Finance for an audit of paid and due	Collection in Full	The VRC required coordination with Finance to change the collection code from a "1" to a "3" so that the veteran would not be paid again for subsistence already paid; however, there will be better coordination with Finance to prevent this situation again.
\$7,868.60	Individual	Bremerton	WA	Other - system showed overpayment when Veteran's dependents were changed. No actual overpayment	Recovery through benefit offset	Collection in Progress	Coordinate better communication between Muskogee and Voc Rehab to prevent duplicate educational benefits.
\$7,718.08	Individual	Billings	MT	Other - Veteran did not report he had not been in school since March 2011	see comments under Other	Collection in Progress	Process retroactive inductions more expeditiously, so debt is alleviated.
\$6,980.70	Individual	Newark	NJ	Proper payment when disbursed	Will be recovered from Disability Compensation	Collection in Progress	O/P established by Newark RO
\$6,718.60	Individual	Azle	TX	Proper payment when disbursed	Recovering from C&P monthly benefits	Collection in progress	Debt caused by another facility.
\$6,448.50	Individual	Boston	MA	Proper payment when disbursed.	Will be recovered from Disability Compensation	Collection in Progress	This training site will be required to submit monthly attendance/progress reports on any future Veteran enrollees.
\$5,178.94	Individual	Richmond	VA	Other-Veteran did not report that he dropped his classes	Recoupment from Compensation check	Collection in progress	Counseled Veteran on informing VRC of changes
\$4,621.88	Individual	Huntington	WV	VA error	Referred to debt mgmt for collection	Collection in progress	Veteran is requesting waiver
\$4,345.90	Individual	Cincinnati	OH	Proper payment when disbursed	Collection from C&P award	Collection in progress	Counselor review of actions in transfer to Ch33 from Ch31
\$4,193.97	Individual	Clinton	WA	Proper payment when	Overpayment resolved	Collection in Full	Vocational Rehabilitation

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
				disbursed			Counselor refresher training
\$4,000.23	Individual	Huntington	WV	School error	Referred to debt mgmt for collection	Collection in progress	Starting collection in April 2012
\$3,933.59	Individual	El Paso/El Paso	TX	Proper payment when disbursed	Recovered	Collection in Full	Case managers will provide training to Certifying Officials at schools regarding prompt and accurate reporting
\$3,895.66	Individual	Columbia	SC	Other-Veteran did not report he had not been in school since March 2011	Debt created in SHARE	Collection in progress	Counseled Veteran on informing VRC of changes
\$3,848.87	Individual	Lancaster	CA	Fraud	There is no identified over payment. The veteran is identified as entitled to this retroactive payment,	Collection in Full	VR&E will continue communication with local training facilities to support timely submission of enrollment documents
\$3,538.81	Individual	Huntington	WV	School error	Debt created in SHARE	Collection in progress	Vet has made payment arrangements
\$3,382.26	Individual	Cromwell	IN	Other: Retroactive induction	No actual overpayment	No Overpayment	Switching from BDN to SAM should prevent this in the future
\$3,276.94	Individual	Richmond	VA	VR&E Error - Award entered but Veteran did not attend and changed training facilities. VR&E notified on 07/21/11 through VA Once, but the award was not corrected until 10/11/11	In process of collecting	Collection in progress	School told to communicate changes in pursuit
\$3,272.53	Individual	Byram	MS	Proper payment when disbursed	Recoupment from Compensation check	Collection in progress	Counseling conducted between VRC and Veteran concerning continuous dropping and re-entrance pattern. Veteran acknowledged that he understands and behavior should change
\$3,071.10	Individual	Taylor	MI	Proper payment when disbursed	Debt created in SHARE	collection in progress	Veteran & Facility informed to provide enrollment changes timely
\$2,863.47	Individual	West Haven	CT	Proper payment when disbursed	Debt created, in collection with DMC	Collection in Progress	Maintain better contact with veterans and school cert officials
\$2,822.00	Individual	Fontana	CA	School Error	Currently Due Process	Collection in Progress	Veteran has converted from Chapter 31 to Post 911 Education Benefit

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$2,810.34	Individual	Colorado Springs	CO	Proper payment when disbursed	Veteran received failing grades and subsistence allowance was stopped to the beginning of the term	Collection in Full	This could not be prevented-- school sent grades after semester ended
\$2,808.71	Individual	Houston	TX	Fraud	Debt has been recouped	Collection in Full	VRC counseled the veteran on his responsibility to notify his counselor prior to dropping or changing classes to prevent overpayment
\$2,674.92	Individual	Lebanon	OR	Retroactive Induction	In collection with DMC	Collection in Progress	Proper payment. No action plan necessary
\$2,578.57	Individual	El Paso	TX	Proper payment when disbursed	Recovering from C&P monthly benefits	Collection in progress	Case managers will provide training to Certifying Officials at schools regarding prompt and accurate reporting
\$2,490.23	Individual	Orlando	FL	Proper payment when disbursed	Overpayment resolved	Collection in Full	Vocational Rehabilitation Counselor refresher training
\$2,419.98	Individual	Pembroke Pines	FL	Proper payment when disbursed	Veteran currently not in school or receiving subsistence allowance. Will be taken from comp. He has been encouraged to set up payment plan with DMC	Collection in Progress	Educate school, educate Veteran
\$2,415.82	Individual	Beaver Dam	WI	Retroactive Induction	BDN overpayment created by award stop action	Collection in Progress	Instructed school certifying official to report student enrollment changes timely
\$2,241.36	Individual	Muskogee	OK	Proper payment when disbursed	Collection in Progress	Collection in Progress	Veteran and school were asked to notify case manager of any future changes in a timely manner
\$2,199.90	Individual	Phoenix	AZ	Vet Withdrew from Classes	Deducted from future VA benefits	Collection in Progress	Will reinforce debt prevention policies
\$2,142.34	Individual	Muskogee	OK	Other-system showed overpayment when Veteran's dependents were changed. No actual overpayment	Collection in Progress	Collection in Progress	Veteran and school were asked to notify the case managers of any changes in their attendance in a timely manner
\$1,992.42	Individual	Sheffield Lake	OH	Proper payment when disbursed	Collection from C&P award	Collection in progress	School told to communicate changes in pursuit
\$1,961.89	Individual	New Haven	MI	Proper payment when disbursed	Mitigating circumstances	Collection Terminated	Veteran informed to provide information timely to VRC

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$1,940.47	Individual	Columbia	SC	School Error - school did not report to us in a timely manner that the veteran was not attending school which created an overpayment.	Counselor created overpayment based on correction of certifications	Collection in progress	VRC worked with school official to improve timely reporting
\$1,907.53	Individual	Monrovia	CA	School Error	Currently Due Process	Collection in Progress	Veteran to advise of enrollment changes prior to occurrence
\$1,890.30	Individual	Harrison	TN	School Error	VR&E will issue an administrative error memo and will relieve the debt for the Veteran.	Collection Terminated	Training will be provided to VR&E staff emphasizing the importance of checking VA Once on a daily basis to avoid overpayments.
\$1,856.46	Individual	Bloomington	CA	Proper payment when disbursed	Recovered	Collection in Full	Spoke with certifying official about providing any changes Veteran makes to VRC as soon as possible
\$1,852.32	Individual	Ft. Campbell	KY	School Error	Award Stopped 10/31/11. Debt moved to C&P DMC.	Collection in Progress	The VRC reviews notification procedures for withdrawals and reductions with Veterans during orientation. The VRC reviews current enrollment information with Veterans during supervisory meetings.
\$1,833.25	Individual	New Baltimore	MI	School Error	Debt created in SHARE	Collection in progress	Veteran & Facility informed to provide enrollment changes timely
\$1,826.97	Individual	West Covina	CA	Other-Veteran did not report that he dropped his classes	Currently Due Process	Collection in Progress	Veteran to advise of enrollment changes prior to occurrence
\$1,809.29	Individual	Beaverton	OR	Proper payment when disbursed	In collection with DMC	Collection in Progress	Proper payment. No action plan necessary.
\$1,787.42	Individual	Colorado Springs	CO	Proper payment when disbursed	Veteran received failing grades and subsistence allowance was stopped to the beginning of the term	Collection in Full	This could not be prevented-- school sent grades after semester ended
\$1,738.36	Individual	Lubbock	TX	Proper payment when disbursed	Recovering from C&P monthly benefits	Collection in progress	Case managers will provide training to Certifying Officials at schools regarding prompt and accurate reporting.
\$1,716.18	Individual	San Antonio	TX	Vet Withdrew from Classes	A re-payment plan of \$144.00 per month is being recouped to pay this	Collection in Progress	VRC counseled the veteran on his responsibility to notify his counselor prior to dropping or

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
					debt		changing classes to prevent overpayment
\$1,710.43	Individual	Carthage	MS	Proper payment when disbursed	Recoupment from Compensation check	Collection in progress	First time interrupted from training and Veteran counseled on actions
\$1,695.04	Individual	APO	AE	School Error -school did not report to us in a timely manner that the veteran was not attending school which created an overpayment.	Veteran instructed to request waiver	Collection in progress	Remains Pending
\$1,681.77	Individual	Indianapolis	IN	School Error	Debt created in SHARE	Collection in progress	Remind School certifying officials of the necessity of being timely in enrollment reduction.
\$1,678.38	Individual	Columbus	GA	Other: Veteran dropped out due to health problems.	Debt created in SHARE	Collection in progress	Review Chapter 31 Guidelines with Participant to reiterate the Prevention of Overpayments Guidelines

Summary of Overall Action Plan:

The main cause of school error was incorrect reporting of number of credits Veterans were enrolled in for a particular term. In June 2011, VA published a nationwide School Certifying Official Handbook which establishes common requirements and detailed instructions for School Certifying Officials to prepare and submit enrollment and attendance information to VA. VA expects these standardized requirements will decrease school official errors over time. In addition, VRCs in all Regional Offices work directly with the schools in the area and are in constant contact with the certifying officials. This helps in providing guidance and awareness of the importance of submitting changes in enrollment in a timely manner. Promoting a rapport with the certifying officials at the school should decrease the errors over time.

To reduce the number of payments later adjusted due to students changing enrollment status, VR&E provides cautionary information in print publications and also includes this information in letters to students each time they are awarded benefits. VR&E also assigns a case manager to each Veteran in the program and encourages open communication throughout to ensure that any change with their school is communicated in a timely manner so that proper paperwork can be adjusted accordingly.

Through procedural letter and training materials provided at the local level, VRCs are reminded to communicate to Veterans in the program up-to-date information on the benefits they receive, how they receive them, and the importance of informing us of any changes that includes their training and dependents, which affects their subsistence allowance. It is the responsibility of each VR&E Officer and other management staffs to ensure their VRCs are provided appropriate training to address overpayment issues with Veterans and conduct on-the-spot training based on quality reviews completed by the QA team on a monthly basis. Quality assurance of cases helps to reduce human error by providing the right guidance and follow-up to ensure these errors are reduced.

5. Non-VA Care Fee Program

VHA identified 26 Non-VA Care Fee high-dollar overpayments totaling \$1,479,201 through the expanded efforts of the VHA Chief Business Office (CBO), the Veterans Integrated Service Networks (VISNs), and the Financial Services Center (FSC). High-dollar overpayments consisted of both single and cumulative payments. Of the overpayments, 11 overpayments totaling \$559,852 were caused by incorrect application of payment methodology. Four overpayments totaling \$384,408 were caused solely by vendor billing errors. Six overpayments totaling \$356,519 were caused by data entry errors. Three overpayments totaling \$106,706 were caused by duplicate payments. One overpayment totaling \$36,578 was caused by the payment not being authorized and another one totaling \$35,137 was caused by paying an incorrect vendor.

The CBO Purchased Care Program Office worked closely with each VISN to identify high-dollar overpayments during the first quarter of 2012. VISN overpayments were consolidated nationally to ensure the appropriate capture of all high-dollar overpayments. Facilities used numerous techniques to identify overpayments. Those techniques included but are not limited to reviewing internal reports and bills of collections and conducting self audits and reviews. CBO internal reports included (1) monthly outlier reports, (2) monthly inpatient outlier reports, and (3) post payment duplicate reports. The FSC identified high-dollar overpayments during its payment reviews. Management Quality and Assurance Services (MQAS) and the VA Office of Inspector General (OIG), who identified high-dollar overpayments in prior quarters, reported no high-dollar overpayments this quarter.

Total Fee Payments made this quarter: \$1,059,164,897

Total High-Dollar Overpayments identified in this quarter: \$1,479,201

Percentage of Overpayments¹: 0.14

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$163,225.14	Entity	Philadelphia	PA	Vendor billing error	Bill of collection initiated	Collection in progress	See Note Below Table
\$138,781.52	Entity	Indianapolis	IN	Incorrect application of payment methodology	Bill of collection initiated	Collection in progress	
\$127,718.89	Entity	Philadelphia	PA	Vendor billing error	Bill of collection initiated	Collection in progress	
\$115,985.15	Entity	Osceola	FL	Data entry error	Refund received	Collected in full	
\$84,291.00	Entity	Martinsville	VA	Data entry error	Bill of collection initiated	Collection in progress	
\$69,047.14	Entity	Iowa City	IA	Incorrect application of payment methodology	Bill of collection initiated	Collection in progress	
\$56,511.00	Entity	Las Vegas	NV	Incorrect application of payment methodology	Refund received	Collected in full	
\$52,916.40	Entity	Portland	ME	Incorrect application of payment methodology	Bill of collection initiated	Collection in progress	
\$50,197.49	Entity	Philadelphia	PA	Vendor billing error	Refund received	Collected in full	
\$49,779.47	Entity	Bangor	ME	Incorrect application of payment methodology	Bill of collection initiated	Collection in progress	
\$45,189.93	Entity	Reno	NV	Data entry error	Bill of collection initiated	Collection in progress	
\$43,266.00	Entity	Omaha	NE	Vendor billing error	Refund received	Collected in full	
\$40,922.13	Entity	New Orleans	LA	Data entry error	Bill of collection initiated	Collection in progress	
\$39,609.87	Entity	Charleston	SC	Duplicate payment	Bill of collection initiated	Collection in progress	

¹ The "Percentage of Overpayments" compares high-dollar overpayments processed in prior quarters with the total payments processed in the first quarter.

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$38,496.00	Entity	Batesville	AR	Duplicate payment	Bill of collection initiated	Collection in progress	See Note Below Table
\$37,476.00	Entity	West Palm Beach	FL	Data entry error	Bill of collection initiated	Collection in progress	
\$36,824.60	Entity	Las Vegas	NV	Incorrect application of payment methodology	Bill of collection initiated	Collection in progress	
\$36,578.09	Entity	Atlanta	GA	Payment not authorized	Bill of collection initiated	Collection in progress	
\$35,177.38	Entity	Philadelphia	PA	Incorrect application of payment methodology	Bill of collection initiated	Collection in progress	
\$35,137.47	Entity	Medford	OR	Paid incorrect vendor	Bill of collection initiated	Collection in progress	
\$34,860.00	Entity	Tucson	AZ	Incorrect application of payment methodology	Bill of collection initiated	Collection in progress	
\$32,655.20	Entity	Tacoma	WA	Data entry error	Refund received	Collected in full	
\$30,707.69	Entity	Portland	ME	Incorrect application of payment methodology	Bill of collection initiated	Collection in progress	
\$28,600.00	Entity	Honolulu	HI	Duplicate payment	Bill of collection initiated	Collection in progress	
\$27,623.62	Entity	Omaha	NE	Incorrect application of payment methodology	Bill of collection initiated	Collection in progress	
\$27,623.62	Entity	Omaha	NE	Incorrect application of payment methodology	Bill of collection initiated	Collection in progress	

Note:

VHA will provide education and training on implementing the use of new payment tools on an on-going basis. Further, the clerks have been instructed to review the methodologies with voucher examiners to ensure proper processing.

6. State Home Per Diem Grant Program

VHA identified four State Home Per Diem Grant high-dollar overpayments totaling \$280,634 through the expanded efforts of the FSC. High-dollar overpayments consisted of both single and cumulative payments. Two overpayments totaling \$201,907 were caused by duplicate payments. One overpayment totaling \$49,886 was caused by payments to an incorrect vendor. One overpayment totaling \$28,841 was due to incorrect application of payment methodology.

The FSC identified high-dollar overpayments during its payment reviews. CBO, MQAS, and the OIG reported no high-dollar overpayments this quarter for State Home Per Diem Grants.

Total State Home Per Diem Grant Payments made this quarter: \$224,310,857

Total High-Dollar Overpayments identified in this quarter: \$280,634

Percentage of Overpayments²: 0.13

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$173,066.00	Entity	Los Angeles	CA	Duplicate payment	Refund received	Collected in full	See Note Below Table
\$49,885.71	Entity	Stony Brook	NY	Paid incorrect vendor	Refund received	Collected in full	
\$28,841.04	Entity	Landover	MD	Incorrect application of payment methodology	Refund received	Collected in full	
\$28,841.04	Entity	Milford	DE	Duplicate payment	Refund received	Collected in full	

Note:

To prevent future occurrence of overpayments in this program, VHA plans to provide additional training to staff. Further, VHA will coordinate with vendors to ensure only one means of invoicing is used.

² The “Percentage of Overpayments” compares high-dollar overpayments processed in prior quarters with the total payments processed in the first quarter.

7. Other Contractual Services Program

VHA identified 16 Other Contractual Services high-dollar overpayments totaling \$799,949 through the expanded efforts of the VISNs and the FSC. High-dollar overpayments consisted of both single and cumulative payments. Of the overpayments, seven totaling \$409,687 were caused by duplicate payments. Three overpayments totaling \$253,812 were caused by paying the incorrect vendor. One overpayment totaling \$69,470 was caused by paying the incorrect amount. The last five overpayments totaling \$66,980 were caused by VHA paying without compensation (WOC) erroneously.

The VISNs worked closely with each facility to identify high-dollar overpayments during the first quarter of 2012. The FSC identified high-dollar overpayments during its payment reviews. MQAS and the OIG reported no high-dollar overpayments this quarter for Other Contractual Services.

Total Other Contractual Services Payments made this quarter: \$795,247,593

Total High-Dollar Overpayments identified in this quarter: \$799,949

Percentage of Overpayments³: 0.10

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$191,885.55	Entity	Rochester	NY	Duplicate payment	Refund received	Collected in full	See Note Below Table
\$156,821.50	Entity	Norwalk	CT	Incorrect vendor	Refund received	Collected in full	
\$71,507.14	Entity	Lanham	MD	Duplicate payment	Refund received	Collected in full	
\$69,470.00	Entity	Waukesha	WI	Incorrect amount	Bill of collection issued	Collection in progress	
\$58,912.00	Entity	Greenbelt	MD	Duplicate payment	Bill of collection issued	Collection in progress	
\$57,367.00	Entity	Eden Prairie	MN	Incorrect vendor	Refund received	Collected in full	
\$41,126.28	Entity	Tacoma	WA	Duplicate payment	Bill of collection issued	Collection in progress	
\$39,623.47	Entity	Flower Mound	TX	Incorrect vendor	Bill of collection issued	Collection in progress	
\$25,850.00	Individual	St. Louis	MO	WOC payment error	Bill of collection issued	Collection in progress	
\$21,804.95	Entity	Dallas	TX	Duplicate payment	Bill of collection issued	Collection in progress	
\$21,706.56	Entity	Augusta	GA	Duplicate payment	Bill of collection issued	Collection in progress	
\$20,760.00	Individual	St. Louis	MO	WOC payment error	Bill of collection issued	Collection in progress	
\$7,668.70	Individual	Ballwin	MO	WOC payment error	Bill of collection issued	Collection in progress	
\$6,501.02	Individual	St. Charles	MO	WOC payment error	Bill of collection issued	Collection in progress	
\$6,200.00	Individual	Wentzville	MO	WOC payment error	Bill of collection issued	Collection in progress	
\$2,745.00	Individual	Bartow	FL	Duplicate payment	Refund received	Collected in full	

Note:

To prevent future occurrence of overpayments in this program, VHA plans to provide additional training to staff. Further, VHA will coordinate with vendors to ensure only one means of invoicing is used.

³ The "Percentage of Overpayments" compares high-dollar overpayments processed in prior quarters with the total payments processed in the first quarter.

8. Supplies and Materials Program

VHA identified one Supplies and Materials high-dollar overpayment totaling \$22,867 through the expanded efforts of the FSC. The high-dollar overpayment consisted of a single payment. The overpayment was caused by a duplicate payment.

The FSC identified its high-dollar overpayment during its payment reviews. The VISN's, MQAS and the OIG reported no high-dollar overpayments this quarter for Supplies and Materials.

Total Supplies and Materials Payments made this quarter: \$550,146,658

Total High-Dollar Overpayments identified in this quarter: \$22,867

Percentage of Overpayments⁴: 0.004%

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$22,866.79	Entity	Charlotte	NC	Duplicate payment	Refund received	Collected in full	See Note Below Table

Note:

VHA will provide additional training to prevent future overpayments in this program.

⁴ The "Percentage of Overpayments" compares high-dollar overpayments processed in prior quarters with the total payments processed in the first quarter.