

Department of Veterans Affairs (VA)

Executive Order 13520 – Reducing Improper Payments

FY 2012 Second 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 Governmentwide 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 nine parts 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.

Beginning this quarter, Compensation and Pension high-dollar overpayments reporting are no longer combined due to reorganization within VBA. These programs were divided into two distinct services to allow for greater infrastructure and oversight of each program area.

1. Compensation Program

VBA uses 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 overpayments. There were 9,338 compensation overpayments identified in the second quarter of FY 2012. A random sample of 385 overpayments was reviewed. The review revealed that 100 (26 percent) were high dollar overpayments, and 285 (74 percent) were payments that did not meet the high dollar overpayment criteria. Based on these

results, we projected that 2,425 of 9,338 overpayments originally identified were high dollar compensation overpayments, and an estimated 6,913 were payments that did not meet the high dollar overpayment criteria. These results are based on estimates at a 95 percent confidence level with a ± 5 percent interval.

Compensation Service identified 100 high-dollar compensation overpayments.

Forty-three overpayments (43 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.

Seventeen overpayments (17 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.

Twelve overpayments (12 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.

Ten overpayments (10 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.

Four overpayments (4 percent) were caused by apportionment adjustments. An apportionment of the Veteran's disability benefit payments may be granted to dependent(s) under certain situations when a Veteran is incarcerated, deemed incompetent, or is not residing with the spouse and/or child(ren). Veterans must be provided with a 60-day "due process" before any reduction in benefits can occur.

The following overpayments accounted for 2 percent of the compensation records identified as high dollar overpayments.

- One overpayment due to a change in countable income for Dependency and Indemnity Compensation (DIC) beneficiaries
- One overpayment due to an administrative error that occurred when VA did not reduce payment after a temporary 100 percent evaluation ended

An additional 12 potential high-dollar overpayments (12 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.

Some VA overpayments are inherent based on the requirements of 38 CFR § 3.103, Procedural Due Process and Appellate Rights, which does not allow VA to take adverse action regarding the payment of benefits without providing the beneficiary 60 days advance notice, unless the beneficiary requests that VA take the adverse action immediately. This "due process" period extends an overpayment period by 2 months. An exception to this requirement is when VA is notified of a beneficiary's death.

Total Compensation Payments made this quarter: \$13,212,476,884.78
Projected High-Dollar Overpayments for this quarter: \$32,914,395.10
Percentage of Projected High-Dollar Overpayments: 0.25
Random sample total of High-Dollar Overpayments identified in this quarter: \$1,405,715.63
Percentage of Random Sample High-Dollar Overpayments: 0.011

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$ 72,005.16	Individual	Whittier	CA	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 Note Below Table.
\$ 64,392.00	Individual	Monroe	MI	Administrative Decision		Collection Terminated	
\$ 59,888.00	Individual	Naples	FL	Incarcerated Beneficiary		Collection in Progress	
\$ 55,052.00	Individual	Haverhill	MA	Death of Beneficiary		Collection in Progress	
\$ 52,558.00	Individual	Lancaster	NY	Death of Beneficiary		Collection in Progress	
\$ 51,134.07	Individual	Kent	WA	Fugitive Felon		Collection in Progress	
\$ 50,480.00	Individual	Lawrenceville	GA	Death of Beneficiary		Collection in Progress	
\$ 42,179.00	Individual	Liberty	MO	Death of Beneficiary		Collection in Progress	
\$ 41,010.00	Individual	Morgantown	KY	Returned to Active Duty		Collection in Progress	
\$ 39,347.00	Individual	East Haven	CT	Death of Beneficiary		Collection in Progress	
\$ 36,901.00	Individual	Peru	IL	Death of Beneficiary		Collection in Progress	
\$ 35,049.00	Individual	San Marcos	CA	Death of Beneficiary		Collection in Progress	
\$ 34,417.40	Individual	Morgan	UT	Returned to Active Duty		Collection in Progress	
\$ 33,367.50	Individual	Canton	GA	Fugitive Felon		Collection in Progress	
\$ 32,775.00	Individual	Ponce	PR	Other or Unknown		Collection in Progress	
\$ 30,750.97	Individual	Lead	SD	Incarcerated Beneficiary		Collection in Progress	
\$ 27,940.00	Individual	Alma	MI	Death of Beneficiary		Collection in Progress	
\$ 26,654.70	Individual	Santa Rosa	CA	Fugitive Felon		Collection in Progress	
\$ 25,425.93	Individual	San Antonio	TX	Returned to Active Duty		Collection in Progress	
\$ 22,893.00	Individual	Colorado Springs	CO	Other or Unknown		Collection in Progress	
\$ 18,449.12	Individual	Union Grove	AL	Returned to Active Duty		Collection in Progress	
\$ 16,230.00	Individual	Beulah	MI	Death of Beneficiary		Collection in Progress	
\$ 16,198.93	Individual	Staten Island	NY	Returned to Active Duty		Collection in Progress	
\$ 15,580.00	Individual	Boise	ID	Other or Unknown		Collection in Progress	
\$ 15,473.00	Individual	Hamtramck	MI	Death of Beneficiary		Collection in Progress	
\$ 14,760.00	Individual	Maywood	IL	Apportionment		Collection in Progress	
\$ 14,746.20	Individual	Tampa	FL	Death of Beneficiary		Collection in Progress	
\$ 14,418.00	Individual	Saint Marys	GA	Death of Beneficiary		Collection in Progress	
\$ 14,128.00	Individual	Belmont	MI	Death of Beneficiary		Collection in Full	
\$ 13,653.00	Individual	Byron	GA	Death of Beneficiary		Collection in Full	
\$ 11,426.00	Individual	San Antonio	TX	Apportionment		Collection in Progress	
\$ 11,327.40	Individual	Arlington	WA	Dependency Issue		Collection in Progress	
\$ 10,069.00	Individual	Lancaster	TX	Other or Unknown		Collection in Progress	
\$ 9,800.00	Individual	Aurora	NY	Death of Beneficiary		Collection in Progress	
\$ 9,748.80	Individual	Albuquerque	NM	Returned to Active Duty		Collection in Progress	
\$ 9,243.13	Individual	Albuquerque	NM	Dependency Issue		Collection in Progress	
\$ 9,232.00	Individual	Cooper City	FL	Dependency Issue	Collection in Progress		
\$ 9,150.00	Individual	Sandusky	OH	Dependency Issue	Collection in Progress		
\$ 9,007.00	Individual	Florence	KY	Death of Beneficiary	Collection in Progress		
\$ 8,968.10	Individual	University Place	WA	Returned to Active Duty	Collection in Progress		
\$ 8,679.07	Individual	Temecula	CA	Returned to Active Duty	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
\$ 8,667.33	Individual	Springfield	VA	Returned to Active Duty	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.
\$ 8,498.00	Individual	Ellijay	GA	Death of Beneficiary		Collection in Full	
\$ 8,265.00	Individual	Spokane	WA	Death of Beneficiary		Collection in Progress	
\$ 8,222.00	Individual	Citrus Heights	CA	Other or Unknown		Collection in Progress	
\$ 8,119.00	Individual	Jacksonville	FL	Death of Beneficiary		Collection in Progress	
\$ 8,080.00	Individual	Bristol	TN	Death of Beneficiary		Collection in Progress	
\$ 7,676.00	Individual	Orrville	OH	Death of Beneficiary		Collection in Progress	
\$ 7,606.00	Individual	Peoria	AZ	Death of Beneficiary		Collection in Full	
\$ 7,562.00	Individual	Clark	SD	Death of Beneficiary		Collection in Progress	
\$ 7,302.00	Individual	Cresco	PA	Death of Beneficiary		Collection in Progress	
\$ 7,298.00	Individual	Kenansville	NC	Dependency Issue		Collection in Progress	
\$ 7,251.00	Individual	Custodian	OF	Death of Beneficiary		Collection in Full	
\$ 7,249.40	Individual	Waseca	MN	Returned to Active Duty		Collection in Progress	
\$ 7,242.80	Individual	Fairbanks	AK	Returned to Active Duty		Collection in Progress	
\$ 7,208.00	Individual	Pearland	TX	Dependency Issue		Collection in Progress	
\$ 7,049.00	Individual	Dixon	CA	Death of Beneficiary		Collection in Full	
\$ 7,049.00	Individual	Brownwood	TX	Death of Beneficiary		Collection in Full	
\$ 6,849.00	Individual	Canton	OH	Income Change		Collection in Progress	
\$ 6,627.83	Individual	Germany	n/a	Returned to Active Duty		Collection in Progress	
\$ 6,323.00	Individual	Enterprise	AL	Death of Beneficiary		Collection in Full	
\$ 6,272.00	Individual	Franklinville	NY	Death of Beneficiary		Collection in Full	
\$ 6,200.00	Individual	Port Jervis	NY	Death of Beneficiary		Collection in Progress	
\$ 5,951.37	Individual	Chicago	IL	Other or Unknown		Collection in Progress	
\$ 5,893.00	Individual	Brownsville	TN	Death of Beneficiary		Collection in Progress	
\$ 5,811.00	Individual	Bakersfield	CA	Death of Beneficiary		Collection in Progress	
\$ 5,649.87	Individual	Johnson City	TN	Dependency Issue		Collection in Progress	
\$ 5,649.00	Individual	Oklahoma City	OK	Death of Beneficiary		Collection in Progress	
\$ 5,520.00	Individual	Highlands	TX	Fugitive Felon		Collection in Progress	
\$ 5,466.60	Individual	San Ysidro	CA	Apportionment		Collection in Progress	
\$ 5,428.80	Individual	Albertville	MN	Other or Unknown		Collection in Progress	
\$ 5,405.00	Individual	Papillion	NE	Dependency Issue		Collection in Full	
\$ 5,399.80	Individual	Fort Campbell	KY	Returned to Active Duty		Collection in Progress	
\$ 5,381.57	Individual	Florence	AZ	Other or Unknown		Collection in Progress	
\$ 5,269.63	Individual	Clarksville	TN	Fugitive Felon		Collection in Progress	
\$ 5,019.87	Individual	Chandler	AZ	Returned to Active Duty		Collection in Progress	
\$ 4,928.00	Individual	Tarpon Springs	FL	Death of Beneficiary		Collection in Progress	
\$ 4,786.00	Individual	Corpus Christi	TX	Other or Unknown	Collection in Progress		
\$ 4,371.00	Individual	Oroville	CA	Death of Beneficiary	Collection in Full		
\$ 4,092.00	Individual	Hope Mills	NC	Dependency Issue	Collection in Progress		
\$ 4,030.00	Individual	Manistique	MI	Other or Unknown	Collection in Progress		
\$ 3,580.67	Individual	Orlando	FL	Fugitive Felon	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
\$ 3,542.00	Individual	Clinton	MD	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 Note Below Table.
\$ 3,542.00	Individual	Riverdale	GA	Death of Beneficiary		Collection in Progress	
\$ 3,503.00	Individual	Troutdale	VA	Death of Beneficiary		Collection in Progress	
\$ 3,483.27	Individual	Warner Robins	GA	Fugitive Felon		Collection in Progress	
\$ 3,446.00	Individual	Encino	CA	Death of Beneficiary		Collection in Progress	
\$ 3,354.00	Individual	Hamilton	OH	Other or Unknown		Collection in Progress	
\$ 3,246.00	Individual	Seattle	WA	Other or Unknown		Collection in Progress	
\$ 3,000.00	Individual	Houston	TX	Apportionment		Collection in Progress	
\$ 2,982.00	Individual	Petersburg	VA	Death of Beneficiary		Collection in Full	
\$ 2,936.87	Individual	Burton	MI	Returned to Active Duty		Collection in Progress	
\$ 2,924.00	Individual	Shelton	WA	Death of Beneficiary		Collection in Full	
\$ 2,705.40	Individual	Sumter	SC	Returned to Active Duty		Collection in Progress	
\$ 2,422.40	Individual	San Diego	CA	Dependency Issue		Collection in Progress	
\$ 2,308.00	Individual	Evington	VA	Death of Beneficiary		Collection in Progress	
\$ 2,210.40	Individual	Saint James	MO	Fugitive Felon		Collection in Progress	
\$ 1,991.30	Individual	Pearl City	HI	Returned to Active Duty		Collection in Progress	
\$ 1,686.00	Individual	Ponce	PR	Death of Beneficiary	Collection in Full		
\$ 1,676.97	Individual	Saint Cloud	MN	Incarcerated Beneficiary	Collection in Progress		

Note:

- VBA established a workgroup in March 2012 that will review the Compensation program and identify best practices for reducing high-dollar overpayments.
- VBA manages timeliness of completing action on issues involving potential overpayments by using special controls such as the workload End Product 690.
- Field personnel monitor exception reports and take corrective action when system-generated messages indicate there are potential overpayments. Claims processors are directed to initiate action within 30 days of receiving these notices.
- VBA requires field personnel to take immediate action to resolve claims involving due process once their associated controls mature. This reduces the amount of potential overpayments created through delayed processing.

2. Pension Program

VBA identified 5,734 pension overpayments made during the second quarter of FY 2012. Pension and Fiduciary (P&F) Service determined that the random sample size appropriate for this report and analysis is 385 records. VBA used inferential statistics to estimate the population total in dollar amounts. Estimates represent the number of overpayments, since the overpayment dollar amounts vary considerably. The distribution of the sample provides estimates for the corresponding population parameters and its subgroups.

Review of the sampling of 385 pension overpayments shows that 111 (29 percent) are high-dollar overpayments, and 274 (71 percent) do not meet the high-dollar overpayment criteria. Based on these results, VBA estimates that 1,663 of the 5,734 pension overpayments identified during the second quarter are high-dollar overpayments, and an estimated 4,071 did not meet the high dollar overpayment criteria. Of the 385 pension records reviewed for the second quarter of FY 2012, P&F Service identified 111 that met the high-dollar pension overpayment criteria.

Following is a breakdown of the 111 high-dollar pension overpayments.

Eighty-seven (78 percent) records show that VBA created high-dollar overpayments due to changes in a beneficiary's countable income or changes in unreimbursed medical expenses. Preliminary assessment of these records indicates that increases in countable income during the income reporting period(s) causes high-dollar overpayments when there are not increased offsets in medical expenses during the same reporting period.

Fifteen (13.5 percent) records show that VBA created high-dollar overpayments due to the death of the beneficiary. VA regulations require that entitlement to benefits be terminated effective the first day of the month in which death occurs when the deceased is the VA beneficiary. Review of these records shows that most occurred because of required adjustments to beneficiary payments due to deaths later in the month (and efforts to stop the release of the payment for the month of death cannot be executed). Other records show that overpayments occur 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, usually providing information more than 30 days after a death has occurred.

Five (4.5 percent) records show that VBA created high-dollar overpayments due to retroactive adjustments associated with incarceration or fugitive felon status. Notification of incarceration is a function of interagency matching agreements made with state and local law enforcement. VA regulation requires that we give due process when we receive notice from law enforcement agencies of a beneficiary's incarceration or fugitive felon status.

Three (3 percent) records show that VBA created high-dollar overpayments due to dependency changes. VA regulations require that entitlement to benefits be terminated, effective the first day of the following month in which death occurs when the deceased is the dependent of a VA beneficiary. In some cases, VA is not notified timely of a change in the dependency status due to the death, divorce, or change in school status for a child over age 18 years old. First-party information received from a beneficiary indicating a change in dependency status warrants immediate adjustment to the beneficiary's award; however, VA must provide due process when notified by a third-party.

One (1 percent) record shows that VBA created a high-dollar overpayment by issuing duplicate payments to a beneficiary. This is an administrative payment error made by a VBA employee.

Beneficiaries who receive pension before the end of the month of August, and who are not exempt from reporting changes in income, receive Eligibility Verification Report (EVR) forms in January of the following year. Beneficiaries use these forms to report the prior year's income and have 60 days to return the forms to VBA for processing. If the returned information is insufficient, VBA makes an additional request and provides the beneficiary an additional 60 days to submit the requested evidence. If a beneficiary fails to respond after the additional 60 days, VBA suspends the beneficiary's award and takes steps to terminate the award, retroactively to January 1 of the current EVR period.

VBA also receives income and dependency information from other Federal agencies through interagency data sharing agreements. VBA compares this information to its payment records to determine whether there is information that has changed, warranting adjustments to eligibility determinations or benefit amounts. Agencies that provide data to VBA through matching programs are the Internal Revenue Service (IRS) and the Social Security Administration (SSA). VBA may adjust, i.e., increase, reduce, or terminate, a beneficiary's payments based on countable income identified through these matching agreements.

The EVR process and the data matching agreements with other Federal agencies ensure that VBA appropriately makes necessary adjustments to countable income upon notification regarding changes in dependency, countable income, and/or unreimbursed medical expenses.

Some portion of VA overpayments are inherent based on the requirements of 38 C.F.R. § 3.103, Procedural Due Process and Appellate Rights, which does not allow VA to take adverse action regarding the payment of benefits without providing the beneficiary 60 days advance notice unless the beneficiary requests that VA take the adverse action immediately. This “due process” period extends an overpayment period by 2 months. The only exception to providing procedural due process is when VA is notified of a beneficiary’s death.

Total Pension Payments made this quarter: \$1,227,296,819

Projected High-Dollar Overpayments for this quarter: \$24,092,015.25

Percent of Projected High-Dollar Overpayments: 1.96

Random sample total of High-Dollar Overpayments identified in this quarter: \$1,449,129.40

Percent of Random sample total of High-Dollar Overpayments: 0.12

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$80,318.00	Individual	Loleta	CA	Dependency Issue	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.
\$41,153.00	Individual	Mesquite	NV	Income Change		Collection in Progress	
\$38,900.00	Individual	Bradenton	TX	Income Change		Collection in Progress	
\$36,345.00	Individual	Mabank	TX	Income Change		Collection in Progress	
\$34,074.00	Individual	Oakdale	LA	Income Change		Collection in Progress	
\$33,143.00	Individual	Waltham	MA	Income Change		Collection in Progress	
\$30,969.00	Individual	Hudson	FL	Veteran Hospitalized at VA Expense		Collection in Progress	
\$27,977.00	Individual	Milton	FL	Income Change		Collection in Progress	
\$27,496.00	Individual	Ashland	OH	Income Change		Collection in Progress	
\$25,610.00	Individual	Roanoke	AL	Income Change		Collection in Progress	
\$25,337.00	Individual	Brunswick	OH	Income Change		Collection in Progress	
\$25,304.00	Individual	Los Angeles	CA	Income Change		Collection in Progress	
\$24,886.00	Individual	Fort Worth	TX	Income Change		Collection in Progress	
\$24,200.00	Individual	Columbus	OH	Income Change		Collection in Progress	
\$23,346.00	Individual	Whitehouse	OH	Death of Beneficiary		Collection in Progress	
\$23,210.00	Individual	Troy	NY	Income Change		Collection in Progress	
\$23,129.00	Individual	Saint Louis	MO	Apportionment		Collection in Progress	
\$22,879.00	Individual	Findlay	OH	Income Change		Collection in Progress	
\$22,266.00	Individual	Sherman	ME	Income Change		Collection in Progress	
\$21,242.00	Individual	Jim Thorpe	PA	Income Change		Collection in Progress	
\$19,900.17	Individual	Fort Pierce	FL	Incarcerated	Collection in Progress		
\$19,776.00	Individual	Cary	NC	Income Change	Collection in Progress		
\$18,328.00	Individual	New Iberia	LA	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
\$17,968.00	Individual	St. Louis	MO	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 Note Below Table.
\$17,838.00	Individual	Nashville	TN	Income Change		Collection in Progress	
\$17,651.00	Individual	Tulsa	OK	Income Change		Collection in Progress	
\$16,557.50	Individual	Texarkana	AR	Incarcerated		Collection in Progress	
\$16,025.00	Individual	Turners Falls	MA	Income Change		Collection in Progress	
\$15,497.00	Individual	Westminster	CO	Income Change		Collection in Progress	
\$15,304.00	Individual	Meadville	PA	Income Change		Collection in Progress	
\$14,847.00	Individual	Sarasota	FL	Income Change		Collection in Progress	
\$13,996.50	Individual	Bishopville	SC	Incarcerated		Collection in Progress	
\$13,826.00	Individual	Raleigh	NC	Income Change		Collection in Full	
\$13,804.00	Individual	Indianapolis	IN	Income Change		Collection in Full	
\$13,618.00	Individual	Tucson	AZ	Income Change		Collection in Progress	
\$13,309.00	Individual	Oxford	ME	Income Change		Collection in Progress	
\$13,195.00	Individual	Charleston	SC	Income Change		Collection in Progress	
\$13,186.00	Individual	Swannanoa	NC	Income Change		Collection in Progress	
\$12,786.00	Individual	Hemet	CA	Death of Beneficiary		Collection in Progress	
\$12,760.00	Individual	Dunwoody	GA	Death of Beneficiary		Collection in Progress	
\$12,720.00	Individual	Lake Saint Louis	MO	Income Change		Collection in Progress	
\$12,668.00	Individual	Albany	GA	Income Change		Collection in Progress	
\$12,566.00	Individual	Jamestown	KY	Income Change		Collection in Progress	
				Income Change/Dependency Issue			
\$12,364.00	Individual	Atmore	AL			Collection in Progress	
\$11,978.00	Individual	Rio Grande	PR	Income Change		Collection in Progress	
\$11,328.00	Individual	Peoria	AZ	Income Change		Collection in Progress	
\$11,312.00	Individual	San Diego	CA	Income Change		Collection in Progress	
\$10,905.00	Individual	Ocala	FL	Income Change		Collection in Progress	
\$10,206.00	Individual	Lexington	KY	Income Change		Collection in Progress	
\$9,984.00	Individual	Springfield	MO	Income Change		Collection in Progress	
\$9,958.00	Individual	Miami	FL	Income Change		Collection in Progress	
\$9,625.00	Individual	Indianapolis	IN	Income Change		Collection in Progress	
\$9,580.00	Individual	Cincinnati	OH	Income Change		Collection in Full	
\$9,523.00	Individual	Amarillo	TX	Income Change		Collection in Progress	
\$9,351.00	Individual	Winston Salem	NC	Income Change		Collection in Progress	
\$9,239.00	Individual	New York	NY	Income Change		Collection in Full	
\$9,129.00	Individual	Knoxville	IA	Income Change		Collection in Progress	
\$9,117.00	Individual	Chester	PA	Income Change		Collection in Progress	
\$8,848.00	Individual	San Juan	PR	Income Change	Collection in Progress		
\$8,713.00	Individual	Noblesville	IN	Income Change	Collection in Progress		
\$8,671.00	Individual	Gulf Breeze	FL	Income Change	Collection in Progress		
\$8,524.00	Individual	Brunswick	OH	Income Change	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
\$8,011.33	Individual	Pell Lake	WI	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 Note Below Table.
\$8,001.00	Individual	Guanica	PR	Income Change		Collection in Progress	
\$8,001.00	Individual	Pierz	MN	Income Change		Collection in Progress	
\$7,922.00	Individual	Chicago	IL	Income Change		Collection in Progress	
\$7,912.00	Individual	Port Orange	FL	Income Change		Collection in Full	
\$7,746.00	Individual	Goodland	KS	Income Change		Collection in Progress	
\$7,699.20	Individual	English	IN	Income Change		Collection in Progress	
\$7,637.00	Individual	Milwaukee	WI	Income Change		Collection in Progress	
\$7,602.00	Individual	Huttonsville	WV	Income Change		Collection in Progress	
\$7,593.00	Individual	Davenport	IA	Income Change		Collection in Progress	
\$7,491.00	Individual	Owasso	OK	Income Change		Collection in Progress	
\$7,317.00	Individual	Harlingen	TX	Income Change		Collection in Progress	
\$7,317.00	Individual	Colorado Springs	CO	Income Change		Collection in Progress	
\$7,267.00	Individual	Dalton	GA	Income Change		Collection in Progress	
\$7,142.00	Individual	Friendswood	TX	Income Change		Collection in Progress	
\$6,952.70	Individual	Cordova	TN	Dependency Issue		Collection in Progress	
\$6,931.00	Individual	Steubenville	OH	Death of Beneficiary		Collection in Progress	
\$6,768.00	Individual	Birmingham	AL	Income Change		Collection in Progress	
\$6,694.00	Individual	Tucson	AZ	Death of Beneficiary		Collection in Progress	
\$6,576.00	Individual	Avon	IN	Death of Beneficiary		Collection in Progress	
\$6,537.00	Individual	Memphis	TN	Fugitive Felon		Collection in Progress	
\$6,450.00	Individual	Continental	OH	Income Change		Collection in Progress	
\$6,440.00	Individual	Tucson	AZ	Income Change		Collection in Progress	
\$6,412.00	Individual	Jonesboro	GA	Death of Beneficiary		Collection in Full	
\$6,374.00	Individual	Townsend	TN	Widow Paid Twice		Collection in Progress	
\$6,282.00	Individual	Sandusky	OH	Income Change		Collection in Progress	
\$6,152.00	Individual	Daly City	CA	Death of Beneficiary		Collection in Progress	
\$6,018.00	Individual	Lincoln	NE	Income Change		Collection in Progress	
\$5,924.00	Individual	Riverside	CA	Death of Beneficiary		Collection in Progress	
\$5,873.00	Individual	Hanson	KY	Income Change		Collection in Progress	
\$5,856.00	Individual	Caldwell	ID	Death of Beneficiary		Collection in Full	
\$5,842.00	Individual	Mount Morris	MI	Income Change		Collection in Progress	
\$5,780.00	Individual	Corinth	TX	Income Change		Collection in Progress	
\$5,719.00	Individual	Fort Collins	CO	Income Change	Collection in Progress		
\$5,394.00	Individual	Oceanside	CA	Death of Beneficiary	Collection in Progress		
\$5,390.00	Individual	Washington	DC	Death of Beneficiary	Collection in Progress		
\$5,284.00	Individual	Blountstown	FL	Income Change	Collection in Progress		
\$5,115.00	Individual	Russellville	AL	Death of Beneficiary	Collection in Progress		
\$5,033.00	Individual	Citrus Heights	CA	Death of Beneficiary	Collection in Progress		
\$5,026.00	Individual	Raleigh	NC	Income Change	Collection in Progress		
\$4,831.00	Individual	Lewistown	PA	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
\$4,802.00	Individual	Saginaw	MI	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 Note Below Table.
\$4,394.00	Individual	Orlando	FL	Income Change		Collection in Progress	
\$4,270.00	Individual	Potter Valley	CA	Income Change		Collection in Progress	
\$4,262.00	Individual	Westchester	CA	Death of Beneficiary		Collection in Full	
\$3,667.00	Individual	Frederick	OK	Income Change		Collection in Full	
\$3,508.00	Individual	Redwood Valley	CA	Income Change		Collection in Progress	
\$3,311.00	Individual	Mansfield	OH	Income Change		Collection in Full	
\$2,338.00	Individual	Philadelphia	PA	Income Change		Collection in Progress	

Note:

VBA established an Improper Payment Elimination Reduction Act (IPERA) workgroup in March 2012. The group is developing an organizational strategy to reduce the amount of improper payments, which includes the subset that comprises high-dollar overpayments. The group will:

1. Evaluate the potential for revising the program structure to eliminate retroactive adjustments based on unforeseen changes in a beneficiary's income and deductible expenses.
2. Develop specific guidance on pension benefit adjustments.
3. Share the findings from this review with the field so that they can implement local reviews and address local high-dollar overpayment issues.
4. Develop Improper Payment training modules and include in the mandatory topics for the FY 2013 National Pension Training Curriculum.

3. Education Program

There were 18,145 Education overpayments initially identified in the second quarter FY 2012. A random sample of 268 Education overpayments was reviewed. The review revealed a total of 28 overpayments due to either VA error (17) or school error (11) for an error rate of 10.5 percent. The errors identified in the sample accounted for 11.1 percent of the total value of overpayments in the sample. Of the total 11.1 percent overpayment error rate, 7.5 percent was due to VA error and 3.6 percent was due to school error. This compares to a 4.1 percent overpayment rate due to VA error and an 11.6 percent overpayment rate due to school in error in the first quarter of FY2012. The remaining 240 overpayments in the sample were proper at the time of payment but later changed due to students' changing enrollment status. These 240 overpayments accounted for 88.9 percent of all overpayments in the second quarter FY2012. Of the initial 18,145 Education overpayments identified, 44.8 percent involved entities and 55.2 percent involved individuals. Based on the review of the sample, it is estimated that there were a total of 2,014 overpayments due to error, with 1,361 due to VA error and 653 due to school error. It is estimated that the remaining 16,131 were correct on the date of payment but later changed based on students' changing enrollment status. The total projected value of all overpayments was \$64,597,240.67. Based on the findings of the review, the total projected value of overpayments due to VA error is \$4,847,210.08 and due to school error is \$2,303,532.18. The remaining amount of \$57,446,498.41 is estimated to have been correct payments at the time of payment.

Total Education payments made this quarter: \$ 2,797,466,802.31

Projected High-Dollar Overpayments for this quarter: \$64,597,240.67

Percent of Projected High-Dollar Overpayments: 2.31

Random sample total of high-dollar overpayments identified in this quarter: \$892,692.51

Percent of random sample overpayments: 0.032

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$25,053.79	Individual	Orlando	FL	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.
\$18,106.43	Entity	Portland	OR	Proper Payment When Disbursed		Collection in Full	
\$17,360.40	Individual	Lithia Springs	GA	Proper Payment When Disbursed		Collection in Progress	
\$12,392.00	Entity	Fort Worth	TX	VA Error		Collection in Full	
\$10,699.29	Individual	Rockaway	NY	Proper Payment When Disbursed		Collection in Progress	
\$10,482.77	Entity	San Diego	CA	Proper Payment When Disbursed		Collection in Progress	
\$10,244.40	Individual	Neosho	MO	Proper Payment When Disbursed		Collection in Progress	
\$10,020.77	Individual	Jackson	MO	Proper Payment When Disbursed		Collection in Full	
\$8,401.45	Individual	Fairfax	VA	Proper Payment When Disbursed		Collection in Progress	
\$8,319.00	Entity	Alexandria	VA	Proper Payment When Disbursed		Collection in Progress	
\$8,179.50	Individual	Killeen	TX	VA Error		Collection in Full	
\$8,155.96	Entity	Clairton	PA	Proper Payment When Disbursed		Collection in Progress	
\$8,060.00	Entity	Abbotts Town	PA	Proper Payment When Disbursed		Collection in Full	
\$7,667.89	Individual	Concord	CA	VA Error		Collection in Full	
\$7,627.77	Individual	Bloomfield	CT	Proper Payment When Disbursed		Collection in Full	
\$7,300.00	Entity	Bronx	NY	Proper Payment When Disbursed		Collection in Full	
\$7,121.56	Entity	Lincoln	CA	Proper Payment When Disbursed		Collection in Full	
\$6,885.87	Entity	Bellflower	CA	Proper Payment When Disbursed		Collection in Progress	
\$6,655.50	Entity	Ferdinand	IN	Proper Payment When Disbursed		Collection in Full	
\$6,655.50	Entity	New Braunfels	TX	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
\$6,633.90	Entity	New Bedford	MA	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 Full	See Note Below Table.
\$6,400.00	Entity	Woodbridge	VA	Proper Payment When Disbursed		Collection in Full	
\$6,300.32	Individual	Lumberton	MS	VA Error		Collection in Progress	
\$6,264.00	Individual	Melrose Park	IL	Proper Payment When Disbursed		Collection in Progress	
\$5,821.83	Individual	Charlotte	NC	Proper Payment When Disbursed		Collection in Full	
\$5,605.51	Individual	Sturgeon Bay	WI	Proper Payment When Disbursed		Collection in Progress	
\$5,511.55	Entity	Dallas	TX	Proper Payment When Disbursed		Collection in Progress	
\$5,422.25	Entity	Greenfield	IN	Proper Payment When Disbursed		Collection in Progress	
\$5,403.98	Entity	Avondale	AZ	Proper Payment When Disbursed		Collection in Progress	
\$5,347.70	Individual	Portland	OR	Proper Payment When Disbursed		Collection in Full	
\$5,137.00	Entity	Parrish	FL	Proper Payment When Disbursed		Collection in Progress	
\$5,022.27	Individual	Alexandria	VA	Proper Payment When Disbursed		Collection in Progress	
\$4,995.00	Entity	Tampa	FL	Proper Payment When Disbursed		Collection in Full	
\$4,959.00	Individual	Yorkville	IL	Proper Payment When Disbursed		Collection in Progress	
\$4,720.00	Entity	Miami	FL	Proper Payment When Disbursed		Collection in Progress	
\$4,590.00	Entity	Chiefland	FL	School Error		Collection in Progress	
\$4,554.00	Individual	Wilder	KY	Proper Payment When Disbursed		Collection in Full	
\$4,455.05	Individual	Starcity	AR	VA Error		Collection in Full	
\$4,422.50	Entity	Austin	TX	Proper Payment When Disbursed		Collection in Progress	
\$4,371.64	Individual	Riverside	CA	Proper Payment When Disbursed		Collection in Progress	
\$4,340.00	Entity	Philadelphia	PA	Proper Payment When Disbursed		Collection in Full	
\$4,313.75	Entity	Renton	WA	Proper Payment When Disbursed		Collection in Full	
\$4,300.40	Individual	Islip Terrace	NY	Proper Payment When Disbursed		Collection in Progress	
\$4,292.49	Individual	North River Side	IL	Proper Payment When Disbursed		Collection in Progress	
\$4,248.42	Entity	Little Elm	TX	Proper Payment When Disbursed		Collection in Progress	
\$4,241.30	Individual	Chalfont	PA	Proper Payment When Disbursed		Collection in Progress	
\$4,222.80	Individual	New York	NY	Proper Payment When Disbursed		Collection in Progress	
\$4,192.14	Individual	Catonsville	MD	Proper Payment When Disbursed		Collection in Progress	
\$4,167.58	Entity	Jacksonville	FL	Proper Payment When Disbursed		Collection in Progress	
\$4,113.30	Entity	Seabrook	TX	Proper Payment When Disbursed		Collection in Full	
\$4,105.00	Individual	New Bern	NC	Proper Payment When Disbursed		Collection in Progress	
\$4,080.14	Entity	Northville	MI	School Error		Collection in Progress	
\$4,044.00	Entity	Jacksonville	NC	Proper Payment When Disbursed		Collection in Full	
\$4,044.00	Entity	Coffeyville	KS	Proper Payment When Disbursed	Collection in Full		
\$3,892.42	Individual	Everett	WA	Proper Payment When Disbursed	Collection in Full		
\$3,890.76	Individual	Lawton	OK	Proper Payment When Disbursed	Collection in Progress		
\$3,874.53	Individual	South Boston	MA	Proper Payment When Disbursed	Collection in Progress		
\$3,866.00	Individual	San Diego	CA	Proper Payment When Disbursed	Collection in Progress		
\$3,860.00	Entity	Dover	TN	Proper Payment When Disbursed	Collection in Full		
\$3,854.00	Individual	Daytona Beach	FL	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
\$3,832.59	Entity	Weatherford	TX	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.
\$3,775.20	Entity	San Antonio	TX	Proper Payment When Disbursed		Collection in Full	
\$3,762.00	Entity	Virginia Beach	VA	Proper Payment When Disbursed		Collection in Progress	
\$3,755.33	Entity	Anchorage	AK	School Error		Collection in Progress	
\$3,748.31	Individual	Sunset	LA	School Error		Collection in Progress	
\$3,720.00	Entity	Taylorsville	KY	Proper Payment When Disbursed		Collection in Full	
\$3,712.50	Entity	Centreville	VA	Proper Payment When Disbursed		Collection in Full	
\$3,699.30	Individual	Bryans Road	MD	Proper Payment When Disbursed		Collection in Full	
\$3,698.39	Entity	New Market	AL	Proper Payment When Disbursed		Collection in Full	
\$3,679.20	Entity	Lynnwood	WA	Proper Payment When Disbursed		Collection in Full	
\$3,650.00	Entity	Avondale	AZ	Proper Payment When Disbursed		Collection in Progress	
\$3,599.10	Individual	Manitou Springs	CO	Proper Payment When Disbursed		Collection in Progress	
\$3,589.60	Individual	Frederick	MD	Proper Payment When Disbursed		Collection in Progress	
\$3,546.53	Entity	Daytona Beach	FL	Proper Payment When Disbursed		Collection in Progress	
\$3,495.00	Entity	Spotsylvania	VA	Proper Payment When Disbursed		Collection in Progress	
\$3,408.00	Entity	Herndon	VA	Proper Payment When Disbursed		Collection in Progress	
\$3,375.00	Entity	Sparta	WI	Proper Payment When Disbursed		Collection in Full	
\$3,353.29	Individual	Raytown	MO	Proper Payment When Disbursed		Collection in Progress	
\$3,349.60	Individual	Sun City	AZ	Proper Payment When Disbursed		Collection in Progress	
\$3,345.00	Entity	Temple Hills	MD	Proper Payment When Disbursed		Collection in Progress	
\$3,318.30	Individual	Auroria	CO	Proper Payment When Disbursed		Collection in Progress	
\$3,311.00	Individual	Johns Island	SC	Proper Payment When Disbursed		Collection in Progress	
\$3,247.20	Individual	Newport	RI	Proper Payment When Disbursed		Collection in Progress	
\$3,246.43	Individual	Martins Ferry	OH	Proper Payment When Disbursed		Collection in Full	
\$3,233.60	Individual	Carthage	MS	Proper Payment When Disbursed		Collection in Progress	
\$3,217.29	Entity	Cortland	IL	Proper Payment When Disbursed		Collection in Progress	
\$3,203.52	Individual	Ashburn	VA	Proper Payment When Disbursed		Collection in Progress	
\$3,150.38	Entity	Merced	CA	Proper Payment When Disbursed		Collection in Full	
\$3,142.16	Individual	Rochester	NY	Proper Payment When Disbursed		Collection in Progress	
\$3,130.80	Individual	Tucson	AZ	Proper Payment When Disbursed		Collection in Progress	
\$3,121.20	Individual	Elmhurst	NY	Proper Payment When Disbursed		Collection in Progress	
\$3,084.00	Entity	Owings Mills	MD	Proper Payment When Disbursed		Collection in Progress	
\$3,045.12	Individual	Aurora	CO	Proper Payment When Disbursed		Collection in Progress	
\$3,043.78	Individual	Louisville	KY	VA Error	Collection in Progress		
\$3,026.91	Individual	Roanoke	VA	Proper Payment When Disbursed	Collection in Progress		
\$3,000.00	Entity	Mechanicsville	VA	Proper Payment When Disbursed	Collection in Full		
\$2,993.90	Individual	Eagle River	AK	Proper Payment When Disbursed	Collection in Progress		
\$2,976.20	Individual	Washington	DC	Proper Payment When Disbursed	Collection in Progress		
\$2,961.20	Individual	San Diego	CA	Proper Payment When Disbursed	Collection in Progress		
\$2,956.62	Entity	Grand Forks	ND	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
\$2,946.85	Individual	Pahrump	NV	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.
\$2,938.00	Individual	Savannah	GA	Proper Payment When Disbursed		Collection in Progress	
\$2,920.68	Individual	Gallupville	NY	Proper Payment When Disbursed		Collection in Progress	
\$2,907.36	Individual	San Diego	CA	Proper Payment When Disbursed		Collection in Progress	
\$2,867.40	Individual	Fort Collins	CO	Proper Payment When Disbursed		Collection in Progress	
\$2,864.00	Entity	Waco	TX	Proper Payment When Disbursed		Collection in Progress	
\$2,863.33	Individual	Lancaster	CA	Proper Payment When Disbursed		Collection in Progress	
\$2,850.00	Individual	Jackson	MS	VA Error		Collection in Progress	
\$2,846.80	Individual	Columbia	SC	Proper Payment When Disbursed		Collection in Progress	
\$2,825.76	Individual	Port Orange,	FL	Proper Payment When Disbursed		Collection in Progress	
\$2,805.00	Individual	Sandy	UT	Proper Payment When Disbursed		Collection in Progress	
\$2,798.70	Individual	Poinciana	FL	Proper Payment When Disbursed		Collection in Progress	
\$2,779.40	Individual	Florissant City	MO	Proper Payment When Disbursed		Collection in Progress	
\$2,743.40	Individual	Fremont	NE	Proper Payment When Disbursed		Collection in Progress	
\$2,737.26	Individual	Buffalo	MN	VA Error		Collection in Progress	
\$2,735.20	Individual	Rosenberg	TX	VA Error		Collection in Full	
\$2,728.85	Entity	Brockway	MI	Proper Payment When Disbursed		Collection in Progress	
\$2,677.69	Individual	Dolomite	AL	Proper Payment When Disbursed		Collection in Progress	
\$2,671.07	Individual	Woodridge	IL	Proper Payment When Disbursed		Collection in Progress	
\$2,652.70	Individual	Fort Washington	MD	Proper Payment When Disbursed		Collection in Progress	
\$2,651.40	Individual	Temecula	CA	Proper Payment When Disbursed		Collection in Progress	
\$2,640.00	Individual	Ewa Beach	HI	Proper Payment When Disbursed		Collection in Progress	
\$2,630.00	Entity	Carencro	LA	School Error		Collection in Progress	
\$2,625.00	Entity	Bellevue	NE	Proper Payment When Disbursed		Collection in Progress	
\$2,605.33	Individual	Kaukauna	WI	Proper Payment When Disbursed		Collection in Progress	
\$2,603.60	Entity	Cleveland	OH	Proper Payment When Disbursed		Collection in Progress	
\$2,602.30	Individual	Clarksville	TN	Proper Payment When Disbursed		Collection in Progress	
\$2,595.37	Entity	Bethlehem	PA	Proper Payment When Disbursed		Collection in Progress	
\$2,585.93	Entity	Rapid City	SD	Proper Payment When Disbursed		Collection in Progress	
\$2,576.40	Individual	Leesburg	GA	Proper Payment When Disbursed		Collection in Progress	
\$2,571.00	Entity	Deforest	WI	Proper Payment When Disbursed		Collection in Progress	
\$2,568.59	Entity	Manchester	NH	Proper Payment When Disbursed		Collection in Progress	
\$2,543.60	Individual	Castle Rock	WA	Proper Payment When Disbursed		Collection in Progress	
\$2,539.21	Entity	Las Vegas	NV	Proper Payment When Disbursed		Collection in Progress	
\$2,538.15	Entity	St. Marys	GA	Proper Payment When Disbursed	Collection in Progress		
\$2,535.00	Entity	Colorado Springs	CO	Proper Payment When Disbursed	Collection in Progress		
\$2,521.17	Entity	Tomah	WI	Proper Payment When Disbursed	Collection in Progress		
\$2,504.10	Individual	East Point	GA	Proper Payment When Disbursed	Collection in Progress		
\$2,501.60	Individual	Dudley	NC	Proper Payment When Disbursed	Collection in Progress		
\$2,500.00	Entity	Troutdale	OR	School Error	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
\$2,491.59	Individual	Roosevelt	UT	VA 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.
\$2,488.00	Entity	Merrillville	IN	Proper Payment When Disbursed		Collection in Full	
\$2,479.50	Entity	Falls Church	VA	Proper Payment When Disbursed		Collection in Progress	
\$2,478.33	Individual	Port Hadlock	WA	Proper Payment When Disbursed		Collection in Progress	
\$2,469.81	Entity	Everett	WA	Proper Payment When Disbursed		Collection in Progress	
\$2,458.30	Individual	Muskogee	OK	Proper Payment When Disbursed		Collection in Progress	
\$2,434.40	Individual	Aiea	HI	Proper Payment When Disbursed		Collection in Progress	
\$2,428.80	Entity	Alexandria	VA	School Error		Collection in Full	
\$2,422.23	Individual	Colorado Springs	CO	Proper Payment When Disbursed		Collection in Progress	
\$2,418.00	Individual	Albany	OR	Proper Payment When Disbursed		Collection in Full	
\$2,403.52	Entity	San Bernardino	CA	Proper Payment When Disbursed		Collection in Progress	
\$2,398.02	Entity	Keyport	NJ	Proper Payment When Disbursed		Collection in Progress	
\$2,387.20	Individual	Kennewick	WA	Proper Payment When Disbursed		Collection in Progress	
\$2,387.00	Entity	Easton	PA	VA error		Collection in Full	
\$2,381.27	Entity	Tarpon Springs	FL	Proper Payment When Disbursed		Collection in Progress	
\$2,374.40	Individual	Clarksville	TN	Proper Payment When Disbursed		Collection in Progress	
\$2,355.00	Entity	Santa Fe	NM	Proper Payment When Disbursed		Collection in Progress	
\$2,346.05	Individual	Chandler	AZ	Proper Payment When Disbursed		Collection in Progress	
\$2,320.00	Entity	Belton	SC	Proper Payment When Disbursed		Collection in Progress	
\$2,280.76	Entity	Palm Bay	FL	School Error		Collection in Progress	
\$2,275.00	Individual	Baltimore	MD	Proper Payment When Disbursed		Collection in Full	
\$2,271.66	Individual	Oak Harbor	WA	Proper Payment When Disbursed		Collection in Full	
\$2,267.87	Individual	Bryan	TX	Proper Payment When Disbursed		Collection in Progress	
\$2,260.50	Entity	Ashland	KY	Proper Payment When Disbursed		Collection in Progress	
\$2,260.00	Entity	Mesa	AZ	VA Error		Collection in Full	
\$2,258.60	Individual	Madison	WI	Proper Payment When Disbursed		Collection in Full	
\$2,250.00	Entity	Bronx	NY	Proper Payment When Disbursed		Collection in Progress	
\$2,244.80	Individual	Littleton	CO	Proper Payment When Disbursed		Collection in Progress	
\$2,234.99	Individual	Sumter	SC	Proper Payment When Disbursed		Collection in Progress	
\$2,221.66	Individual	Tampa	FL	Proper Payment When Disbursed		Collection in Progress	
\$2,221.15	Entity	Waldorf	MD	Proper Payment When Disbursed		Collection in Full	
\$2,220.78	Individual	Huntington	WV	Proper Payment When Disbursed		Collection in Progress	
\$2,214.00	Individual	Goose Creek	SC	Proper Payment When Disbursed		Collection in Progress	
\$2,190.00	Individual	Highland Park	IL	Proper Payment When Disbursed		Collection in Progress	
\$2,178.30	Individual	Bremerton	WA	Proper Payment When Disbursed	Collection in Progress		
\$2,178.00	Entity	Hampton	VA	Proper Payment When Disbursed	Collection in Progress		
\$2,166.17	Entity	Bellingham	WA	Proper Payment When Disbursed	Collection in Progress		
\$2,162.00	Individual	Orlando	FL	Proper Payment When Disbursed	Collection in Progress		
\$2,160.40	Individual	Clayton	NC	Proper Payment When Disbursed	Collection in Progress		
\$2,152.00	Individual	Irvin	CA	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
\$2,151.80	Individual	Bellevue	NE	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.
\$2,149.20	Individual	Newnan	GA	Proper Payment When Disbursed		Collection in Progress	
\$2,128.34	Individual	Reva	VA	Proper Payment When Disbursed		Collection in Progress	
\$2,127.00	Individual	New City	NY	VA error		Collection in Progress	
\$2,109.00	Entity	Alexandria	LA	School Error		Collection in Full	
\$2,101.68	Individual	Park Hills	KY	Proper Payment When Disbursed		Collection in Progress	
\$2,093.30	Entity	Pensacola	FL	Proper Payment When Disbursed		Collection in Progress	
\$2,068.51	Entity	Killeen	TX	Proper Payment When Disbursed		Collection in Progress	
\$2,067.24	Individual	Chattanooga	TN	Proper Payment When Disbursed		Collection in Progress	
\$2,049.10	Individual	Russiaville	IN	Proper Payment When Disbursed		Collection in Progress	
\$2,031.75	Entity	Worcester	MA	VA error		Collection in Full	
\$2,025.00	Entity	Los Angeles	CA	Proper Payment When Disbursed		Collection in Progress	
\$2,020.00	Entity	Scottsdale	AZ	Proper Payment When Disbursed		Collection in Full	
\$2,019.60	Individual	Bronx	NY	Proper Payment When Disbursed		Collection in Progress	
\$2,014.20	Individual	Leroy	IN	Proper Payment When Disbursed		Collection in Progress	
\$2,011.20	Individual	Killeen	TX	Proper Payment When Disbursed		Collection in Progress	
\$1,998.00	Entity	Philadelphia	PA	Proper Payment When Disbursed		Collection in Full	
\$1,993.93	Entity	Colorado Spring	CO	Proper Payment When Disbursed		Collection in Progress	
\$1,992.00	Individual	Santa Clara	CA	School Error		Collection in Progress	
\$1,982.25	Entity	Detroit	MI	Proper Payment When Disbursed		Collection in Progress	
\$1,981.80	Individual	Brooks	GA	Proper Payment When Disbursed		Collection in Progress	
\$1,980.00	Entity	Clarksville	TN	Proper Payment When Disbursed		Collection in Full	
\$1,980.00	Entity	Mechanicsburg	PA	Proper Payment When Disbursed		Collection in Progress	
\$1,980.00	Entity	South Korea		Proper Payment When Disbursed		Collection in Progress	
\$1,975.84	Individual	Phoenix	AZ	Proper Payment When Disbursed		Collection in Progress	
\$1,974.00	Individual	Ocoee	FL	Proper Payment When Disbursed		Collection in Full	
\$1,972.00	Entity	Ventura	CA	Proper Payment When Disbursed		Collection in Full	
\$1,972.00	Entity	Los Angeles	CA	Proper Payment When Disbursed		Collection in Full	
\$1,970.64	Entity	Federal Way	WA	Proper Payment When Disbursed		Collection in Progress	
\$1,962.27	Individual	Cornelius	OR	Proper Payment When Disbursed		Collection in Progress	
\$1,957.50	Individual	Hollywood	CA	Proper Payment When Disbursed		Collection in Progress	
\$1,951.42	Individual	Harrisonburg	VA	Proper Payment When Disbursed		Collection in Progress	
\$1,944.00	Entity	Tampa	FL	Proper Payment When Disbursed		Collection in Progress	
\$1,937.00	Individual	Camarillo	CA	Proper Payment When Disbursed		Collection in Full	
\$1,925.00	Individual	Pensacola	FL	Proper Payment When Disbursed	Collection in Progress		
\$1,920.90	Individual	Rocky Mount	NC	Proper Payment When Disbursed	Collection in Progress		
\$1,917.00	Individual	Exeter	CA	Proper Payment When Disbursed	Collection in Progress		
\$1,911.00	Individual	Avon	IN	Proper Payment When Disbursed	Collection in Progress		
\$1,900.00	Entity	Berwyn Heights	MD	VA error	Collection in Full		
\$1,888.00	Entity	Belleville	IL	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
\$1,886.00	Individual	Suffolk	VA	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.
\$1,883.87	Entity	Bakersfield	CA	Proper Payment When Disbursed		Collection in Full	
\$1,882.43	Individual	Sioux Falls	SD	Proper Payment When Disbursed		Collection in Progress	
\$1,881.25	Individual	Moore	OK	Proper Payment When Disbursed		Collection in Progress	
\$1,881.00	Individual	Vienna	VA	Proper Payment When Disbursed		Collection in Progress	
\$1,856.27	Individual	Waycross	GA	Proper Payment When Disbursed		Collection in Progress	
\$1,855.48	Entity	Smyrna	GA	Proper Payment When Disbursed		Collection in Progress	
\$1,854.00	Entity	Zachary	LA	Proper Payment When Disbursed		Collection in Progress	
\$1,848.00	Entity	Nicolaus	CA	Proper Payment When Disbursed		Collection in Progress	
\$1,847.84	Entity	Dayton	OH	Proper Payment When Disbursed		Collection in Progress	
\$1,841.00	Individual	Chula Vista	CA	Proper Payment When Disbursed		Collection in Progress	
\$1,840.40	Individual	Gulfport	MS	Proper Payment When Disbursed		Collection in Progress	
\$1,816.71	Individual	FPO	AE	Proper Payment When Disbursed		Collection in Full	
\$1,809.60	Individual	Brunswick	GA	Proper Payment When Disbursed		Collection in Progress	
\$1,805.81	Entity	Lansing	MI	Proper Payment When Disbursed		Collection in Progress	
\$1,805.00	Entity	Acworth	GA	Proper Payment When Disbursed		Collection in Progress	
\$1,800.00	Entity	Moncks Corner	SC	Proper Payment When Disbursed		Collection in Progress	
\$1,800.00	Entity	Brooklyn	NY	Proper Payment When Disbursed		Collection in Full	
\$1,786.00	Individual	The Villages	FL	Proper Payment When Disbursed		Collection in Progress	
\$1,770.00	Entity	Boling AFB	DC	Proper Payment When Disbursed		Collection in Progress	
\$1,763.21	Individual	Arlington Heights	IL	Proper Payment When Disbursed		Collection in Progress	
\$1,750.00	Entity	Des Moines	IA	VA Error		Collection in Full	
\$1,743.50	Individual	Sierra Vista	AZ	Proper Payment When Disbursed		Collection in Progress	
\$1,740.54	Entity	Bellevue	WA	Proper Payment When Disbursed		Collection in Full	
\$1,736.42	Individual	Parkersburg	WV	Proper Payment When Disbursed		Collection in Progress	
\$1,728.48	Individual	Kingsport	TN	Proper Payment When Disbursed		Collection in Progress	
\$1,725.49	Individual	Central	SC	Proper Payment When Disbursed		Collection in Full	
\$1,722.00	Entity	Knoxville	TN	Proper Payment When Disbursed		Collection in Progress	
\$1,721.41	Entity	Elmira	NY	Proper Payment When Disbursed		Collection in Progress	
\$1,719.00	Entity	Gladstone	MI	School Error		Collection in Progress	
\$1,716.19	Individual	Clinton	TN	Proper Payment When Disbursed		Collection in Progress	
\$1,710.00	Entity	Upper Marlboro	MD	Proper Payment When Disbursed		Collection in Full	
\$1,709.52	Individual	San Antonio	TX	Proper Payment When Disbursed		Collection in Progress	
\$1,708.80	Individual	Augusta	GA	Proper Payment When Disbursed		Collection in Progress	
\$1,707.49	Entity	Rio Vista	CA	Proper Payment When Disbursed	Collection in Progress		
\$1,704.35	Entity	Chesapeake	VA	Proper Payment When Disbursed	Collection in Progress		
\$1,704.00	Entity	W Columbia	SC	Proper Payment When Disbursed	Collection in Full		
\$1,703.03	Entity	Pueblo West	CO	Proper Payment When Disbursed	Collection in Progress		
\$1,701.68	Individual	Dyersburg	TN	Proper Payment When Disbursed	Collection in Progress		
\$1,694.85	Entity	Co Springs	CO	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
\$1,690.70	Individual	Sacramento	CA	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.
\$1,682.73	Individual	Phoenix City	AL	Proper Payment When Disbursed		Collection in Progress	
\$1,680.84	Individual	Naperville	IL	Proper Payment When Disbursed		Collection in Progress	
\$1,680.00	Individual	San Jose	CA	Proper Payment When Disbursed		Collection in Progress	
\$1,678.56	Entity	La Grande	OR	Proper Payment When Disbursed		Collection in Progress	
\$1,678.00	Individual	San Diego	CA	Proper Payment When Disbursed		Collection in Progress	
\$1,677.00	Individual	Woodbridge	VA	VA error		Collection in Progress	
\$1,669.40	Individual	Titusville	FL	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 publications and electronic media, and includes this information in letters to students each time they are awarded benefits.

The main causes of VA error were the issuance of duplicate payments and the input of incorrect data. This is similar to the first quarter of FY 2012 where the most common VA errors were the same. Common errors identified are a result of human error. To decrease the potential for human error, VA continues to take a two-step approach: 1) focus on training our employees; and 2) field improvements in electronic processing systems. The Regional Processing Offices and 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 continues to be a challenge for VA due to recent and possible future statutory changes in the Post-9/11 GI Bill. The recent changes 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 FY 2012 which is expected to decrease human errors.

The main cause of school error remains incorrect reporting of tuition and fees. 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. 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.

4. Insurance Program

Insurance's Internal Control Staff (ICS) augments our traditional management controls (e.g., internal system edits, supervision, performance reviews and quality control reviews). They monitor, review and approve all manual insurance disbursements and certain other controlled transactions. It is the duty of these reviewers to perform accurate reviews to verify the correctness and propriety of all critical insurance actions.

An overpayment was created when an original death claim check was reported missing. Treasury issued a replacement check and then the original check was cashed before it could be canceled. A duplicate payment was made to the beneficiary.

Total Insurance payments made this quarter: \$ 475,317,771

Total of high-dollar overpayments identified in this quarter: \$10,271.78

Percent of random sample overpayments: 0.002

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$10,271.78	Individual	Ormoc City	Philippines	Original check reported missing. Treasury issues replacement check. Original check was then cashed.	AR Established	Collection In Progress	N/A

Note:

An account receivable is established for any overpayments and is transferred to our Finance division for collection, either through direct contact with the recipient of the funds or through the offset program with Treasury. Finance is also empowered to refer large debts to our District Counsel for legal action and recovery. During FY 2011, Finance recovered approximately 79 percent of the overpayments.

5. Vocational Rehabilitation and Employment

For the second quarter of FY 2012, there were 102 records for VR&E Service that met the high dollar overpayment criteria.

Twenty-three overpayments (22 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 with regard 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.

Eighteen overpayments (18 percent) were caused due to VA error. A Vocational Rehabilitation Counselor (VRC) is in charge of processing an award based on credits being pursued and number of dependents for a particular Veteran. These instances were mainly 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 sufficient time to pull 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.
- VRC was notified of a change in Veteran's training facility but award was not stopped in time.
- Retroactive induction award was processed incorrectly by VRC and created higher overpayment.

Fifty-six overpayments (55 percent) were proper payments at the time they were disbursed. Most of the overpayments occurred when the Veteran failed to timely inform the 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.

Five overpayments (5 percent) were caused by other instances. Some of these pertain to retroactive inductions. Some of these retroactive inductions could be the result of recoupment of Chapter 30 benefits. Veterans are unable to receive payment for Chapter 30 and Chapter 31 concurrently; therefore, if the Veteran elects to pursue services under Chapter 31 while they have been receiving services under Chapter 30, the VRC must process a Chapter 31 retroactive payment all the way back to when they would have qualified for the benefit. Therefore, Chapter 30 benefits would need to be recouped first to prevent double payments. If Chapter 31 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 Chapter 30 benefits previously paid, in order to provide all services and payments under Chapter 31. Per 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 §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 §§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 to the Veteran switching from Chapter 31 benefits to the Post-9/11 GI Bill, Chapter 33 program and not notifying their counselor in time. By the time the system caught up with this, the Veteran had received allowance from more than one benefit.

It was determined that most of the higher amounts of overpayments 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: \$ 216,325,085.32

Total of high-dollar overpayments identified in this quarter: \$305,400.93

Percent of random sample overpayments: 0.1412

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$17,529.36	Individual	Old Potsdam	PA	Other	Vet paid under two benefits at the same time. Vet was notified, made his election, then later changed this election. 63C created, funds withheld, funds in process of being sent to DMC to clear debt	Collection in Full	Increased attention to Ch31 benefit record when awarding Non-31 Education benefits
\$14,540.96	Individual	Salem	WV	Other	Retroactive induction, Ch 33 usage prior to Ch. 31 participation Veteran was owed \$25,865.00, payment applied to debt first, remaining amount of \$11,324.04 via direct reimbursement to Veteran.	Collection in Full	N/A
\$9,464.99	Individual	Nairobi	Kenya	Other	Vet signed an indebtedness letter & agreed to apply the funds toward his outstanding tuition.	Collection in Progress	Vet advised to transfer to US based school
\$8,424.00	Individual	San Jose	CA	VBA Error	Received CH 33 and CH31 at the same time. School refunded CH 33 payment to Veteran. Veteran has not repaid the overpayment. Monies are in the Veteran's account	Collection in Progress	Veteran informed of the overpayment and instructed on process of resolving the issue. Veteran received a copy of the policy and the VRC coordinated with the OIF/OEF coordinator and the school.
\$6,798.82	Individual	Pasadena	MD	VBA Error	Award for the half time BAH will be entered in the system and collected against his overpaid. The remaining debt will be sent for due process development for payment against future awards.	Collection in Progress	Training has been provided to prevent the payment at BAH full time rate for half time rate pursuit
\$6,769.25	Individual	Sanford	FL	VBA Error	Prior VRC was notified by school that Veteran was suspended 04/06/11 for failure to attend. VRC never took action to stop award. Veteran paid through 12/12/11. Newly assigned VRC took corrective action to amend award with correct term dates which created overpayment.	Collection in Progress	Current VRC is aware of contact requirements and reminded Veteran to report any withdrawals timely.
\$6,599.34	Individual	Beaverton	OR	VBA Error	VRC submitted incorrect award. Immediate Correction	Collected in Full	Refresher Training
\$5,434.40	Individual	Waldorf	MD	VBA Error	Veteran will be contacted with debt collection established in VR&E payment rate due his active pursuit of services.	Collection in Progress	Training has been provided to prevent the payment at BAH full time rate for half time rate pursuit
\$4,913.50	Individual	Clear Lake	WI	Other	Veterans changes in dependents (unreported divorce and remarriage) resulted in an overpayment upon modification of subsistence awards	Collection in Progress	Counseled Veteran on the importance of providing updates on dependents or any other changes.
\$4,911.16	Individual	Belton	MO	VBA Error	Retro induction award input incorrectly and it generated two awards instead of one. The corrected award payment will offset the overpayment	Collection in Progress	BDN training on retro award processing

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$4,655.56	Individual	Port O'Connor	TX	Proper payment when disbursed	Veteran dropped classes without notification. Will be collected from Compensation.	Collection In Progress	Case Manager counseled Veteran on overpayment prevention.
\$4,470.71	Individual	Kennesaw	GA	School Error	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
\$4,443.16	Individual	Aurora	CO	Proper payment when disbursed	Not attending school Debt created	Collection in Progress	Attempt to contact Veteran has been made by the VRC in Denver
\$4,430.30	Individual	Reisterstown	MD	School Error	Collection is established in compensation. When the Veteran resumes, Ch 31 services, the outstanding debt will be applied to these payments.	Collection in Progress	Training has been provided to prevent payment error as BAH paid at full time rate for half time rate of pursuit and additional reduction of hours when Veteran withdraw from training
\$4,148.39	Individual	Hope Mills	NC	School error	Untimely notification from the school. Vet did not attend for Fall 2011, but notification was not received until Nov 2011 resulting in large overpayment debt to be recouped via Compensation benefits by Debt Management	Collection in Progress	Educate School Certifying Official and Veteran on the importance of prompt notification of any changes to enrollments.
\$3,940.28	Individual	St. Cloud	FL	VBA Error	VRC processed award beginning 4/29/11 but veteran did not start school until Sept. Newly assigned VRC amended award, creating overpayment. Notification letter sent to Veteran.	Collection in Progress	Current VRC is aware of contact requirements and reminded Veteran to report any withdrawals timely.
\$3,831.99	Individual	Houston	TX	Proper payment when disbursed	Veteran changed enrollment without notifying counselor	Collection in Progress	Counseled Veteran on the importance of informing counselor of any changes to enrollment to ensure award is adjusted.
\$3,757.60	Individual	Denver	CO	VBA Error	In Due Process	Collection in Progress	Retraining on Collection Codes
\$3,618.96	Individual	Tylertown	MS	Proper payment when disbursed	Withdrew from classes on 4-1-11 but continued to receive checks although ineligible. Deduct from C&P benefits	Collection in Progress	Ensure benefactors and schools are aware of their responsibilities
\$3,559.95	Individual	Jacksonville	AR	Proper payment when disbursed	Award Adjustment. Veteran failed to provide evidence of mitigating circumstances after withdrawal from courses. Award adjusted back to start of term. Veteran notified of debt on 12/21/11 and didn't provide mitigating circumstances within 30 days. To date Veteran	Collection Terminated	N/A All procedures were properly followed in this case. The Veteran signed an overpayment prevention letter back in November 19, 2009.

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
					has not responded to this correspondence. Debt will most likely be collected when there is a C/P increase when/if she reenters a Chapter 31 program		
\$3,244.88	Individual	Denver	CO	School Error	In Due Process	Collection in Progress	Work More Closely w/Training Facility
\$3,213.63	Individual	Prior Lake	MN	VBA Error	Error made when award was processed	Collection in Full	Better coordination with finance
\$3,185.28	Individual	Livingston	MT	Proper payment when disbursed	Constant withdrawals from voc rehab training without notification or mitigating circumstances. Currently recovering funds through his disability compensation	Collection in Progress	None
\$3,185.28	Individual	Sunrise	FL	VBA Error	Veteran dropped courses and VRC took late action to amend award. Veteran's debt was rolled over to Comp and Pen	Collection in Progress	On the spot training with VRC and remind Veteran of proper procedure
\$3,173.31	Individual	El Paso	TX	Proper payment when disbursed	Veteran changed his enrollment and did not notify counselor	Collection in Progress	Counsel Veteran with regard to prevention of over payments.
\$3,121.74	Individual	Edgewater	FL	VBA Error	Veteran stopped attending school before fall 2011 term; prior VRC suspended award. Current VRC lifted suspension when Veteran restarted school spring 2012, so suspended funds were disbursed in error. VRC notified Veteran immediately and he indicated he would submit check back to VA.	Collection in Full	Current VRC indicates she will communicate with program assistant who enters awards since she says she was unaware Veteran's award had been suspended.
\$3,032.22	Individual	San Diego	CA	School error	School sent corrected 1905 authorization, which removed overpayment	Collection Terminated	Maintain good communication with Certifying officials and Veterans to detect errors ASAP
\$2,970.48	Individual	Highland	IN	School Error	Change in enrollment and school did not provide certification timely. Processed for collections	Collection in Progress	Work closer with certifying official and veteran to stop awards timely, preventing overpayments.
\$2,928.97	Individual	Jacksonville	FL	Proper payment when disbursed	Veteran dropped courses prior to beginning of school term. He did not attend. Veteran's debt was rolled over to Comp and Pen	Collection in Progress	No way to prevent overpayments from University of Phoenix when veteran drops before the term starts - veteran has been counseled on trying to make sure he completes courses when he registers.
\$2,880.92	Individual	Sanford	FL	VBA Error	Veteran withdrew before start of term 9/11/12; prior VRC processed award for 9/12/11 to 12/20/11, Veteran paid through end of term though not in school at all. Case transferred to new VRC, Veteran told her that he had not been	Collection in Progress	VRC who now has case will ensure consistent contact with the Veteran

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
					in school that term. Current VRC amended award on 1/27/12, creating overpayment. Letter sent to notify Veteran of repayment options.		
\$2,855.58	Individual	East Chicago	IN	Proper payment when disbursed	Withdrawal. Processed for collections	Collection in Progress	Ensure awards are stopped on Veterans moving into JRS.
\$2,727.14	Individual	Von Ormy	TX	Proper payment when disbursed	Veteran changed enrollment without notifying counselor. Collection In Progress	Collection In Progress	Case Manager counseled Veteran on overpayment prevention.
\$2,722.13	Individual	Bath	NY	Proper payment when disbursed	47B debt established	Collection in Progress	NAN
\$2,717.89	Individual	Sedro Woolley	WA	Proper payment when disbursed	Withdrew w/o Notification. Recoup from C&P Pay	Collection in Progress	None
\$2,679.65	Individual	Woodbridge	VA	Proper payment when disbursed	Veteran changed enrollment and did not inform counselor	Collection in Progress	Counsel Veteran with regard to prevention of over payments.
\$2,626.16	Individual	Calhoun	LA	Proper payment when disbursed	Veteran did not inform VRC that he changed enrollment	Collection in Progress	Counseled Veteran on importance of providing updates to counselor
\$2,590.17	Individual	Denver	CO	School Error	In Due Process	Collection in Progress	Work More Closely w/Training Facility
\$2,559.88	Individual	Tamarac	FL	School Error	School did not notify his counselor timely that he was dropping his classes prior to the end of the term. Veteran's debt was rolled over to Comp and Pen	Collection in Progress	Veteran has been educated on the importance of keeping his counselor informed if the Veteran is unable to maintain school attendance.
\$2,558.67	Individual	Summersville	SC	VBA Error	Received 2 EAA payments same time he was receiving monthly SA. School did not submit 1999b until well after the fact. VRC forgot Veteran was getting SA when EAA was authorized and paid. (Per VRC)DMC will collect from C&P	Collection in Progress	VRC will review BDN and CER prior to submitting EAA payments to ensure veteran is not receiving SA. Best practice check sheet is also implemented to ensure appropriate actions are taken when submitting EAA payments. (Per VRC)

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$2,537.61	Individual	Green Bay	WI	Proper payment when disbursed.	Veteran failed to attend class and was administratively withdrawn after the end of the term.	Collection in Progress	Remind Veteran to provide updates to any changes with training and rate of pursuit.
\$2,520.63	Individual	Portland	OR	Proper payment when disbursed	Recover the debt through Veteran's compensation payments	Collected in full	Veteran graduated and is rehabilitated. No further overpayments should occur. The spreadsheet shows the case in Boise, Idaho. The Portland Regional Office has had jurisdiction since 2007. The ROJ for the claim folder is the Boise Regional Office.
\$2,514.00	Individual	Coeur D Alene	ID	Proper payment when disbursed	Change to enrollment status. Veteran's enrollment status changed and he did not inform VRC last day attended. VRC's CWINRS notes reflect the overpayment. Veteran gave no forwarding address. Mitigating Circumstances	Collection in Progress	None due to the mitigating circumstances.
\$2,405.60	Individual	Jacksonville	FL	School error	Veteran dropped courses from school which required going back to beginning of term. VRC was not notified timely by the school. Veteran requested for it to roll over to Compensation and set up a payment plan	Collection in Progress	Veteran dropped due to illness and mitigating circumstances were applied to part of term but he still incurred legitimate debt.
\$2,373.41	Individual	Denver	CO	School Error	In Due Process	Collection in Progress	Work More Closely w/Training Facility
\$2,341.31	Individual	Ada	OK	VBA Error	Counselor Error, the Veteran took several classes with overlapping dates, received several failing grades, Incomplete grade, and withdrew from one class. The counselor misread the certificates. Veteran was still enrolled at half-time.	Collection in Full	Additional training will be provided to prevent further occurrence. Advise counselor to seek verification from a second reviewer before creating an overpayment.
\$2,339.26	Individual	Charleston	SC	Proper payment when disbursed	completely dropped classes twice without notifying VRC. DMC will collect from C&P	Collection in Progress	CER is interrupted due to failure to pursue, case is being prepared for Discontinuance. VRC counseled Veteran on overpayment. (Per VRC)
\$2,332.27	Individual	Meriden	CT	Proper payment when disbursed	Veteran dropped classes. To be recovered from future awards.	Collection in Progress	Counsel veteran with regard to prevention of over payments.
\$2,328.28	Individual	Denver	CO	School Error	In Due Process	Collection in Progress	Work More Closely w/Training Facility
\$2,278.99	Individual	Greenwood	SC	Proper payment	Veteran withdrew without notifying counselor. DMC will collect from C&P	Collection in Progress	Sent Vet letter regarding mitigating circumstances and left a message

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
				when disbursed			with him to call to explain but he already knows that he must inform Case Mgr and school. (Per CRC)
\$2,226.05	Individual	Tampa	FL	Proper payment when disbursed	Veteran did not notify his counselor timely that he was dropping his classes prior to the end of the term. Veteran was advised to establish a payment plan.	Collection in Progress	Veteran educated on importance of maintaining classroom attendance and timely notification to his counselor of any changes to his current school schedule.
\$2,184.03	Individual	Oxnard	CA	Proper payment when disbursed	Vet withdrew from School. He received employment. Did NOT notify the VRC of his withdrawal from school until Nov 3, 2011, and the school was negligent in submitting the appropriate paperwork informing the VRC that the vet had withdrawn. Payment plan of \$211.00 per month was established to recoup debt.	Collection in Progress	Veteran has been Rehabilitated based on his employment. He was counseled at the time regarding the importance of communicating these changes in his program. The school was also counseled by the VRC as to the extreme importance of notifying the VA when there are modifications to the Veterans' programs.
\$2,184.03	Individual	Denver	CO	School Error	School did not provide certification in time showing a change and Veteran notified counselor of change	Collection in Progress	Work More Closely w/Training Facility
\$2,183.67	Individual	Mound	WI	Proper payment when disbursed	Veteran withdrew from all courses without notifying the VA.	Collection in Progress	Counseled Veteran on the importance of informing counselor of any changes to enrollment to ensure award is adjusted.
\$2,152.42	Individual	Laredo	TX	School Error	Veteran made changes to classes but school did not provide updated documentation in time.	Collection In Progress	Spoke with school about the importance of receiving changes in a timely manner to avoid overpayments.
\$2,142.98	Individual	Mayaguez	PR	Proper payment when disbursed	Veteran was paid for subsistence allowance for an enrollment of 9 tuition credits. The Veteran withdrew from 2 classes, therefore, subsistence payment became not allowed. Debt was transferred to C&P.	Collection in Progress	Veteran's study curriculum will be closely monitored.
\$2,119.95	Individual	Lacrosse	WI	Other	Veteran withdrew from courses, neither the Veteran nor the school informed VA timely	Collection in Progress	
\$2,099.35	Individual	Atlanta	GA	Proper payment when disbursed	Veteran later dropped courses without notifying VRC. Debt was placed in the jurisdiction of DMC with the discovery date of 01/2012.	Collection in Progress	VRC reviewed CH31 Guidelines for Participants with Veteran to reinforce the importance of notifying VR&E if he needs to withdraw from classes
\$2,086.92	Individual	Indianapolis	IN	School Error	Veteran received failing grades and subsistence	Collection in	This could not be prevented--school

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
					allowance was stopped to the beginning of the term	Full	sent grades after semester ended
\$2,064.44	Individual	Fremont	OH	Proper payment when disbursed	Veteran stopped attending. Veteran is supposed to resume schooling in the fall	Collection in Progress	Veteran is aware that he needs to notify VRC immediately of any changes in his course load to avoid an overpayment.
\$2,032.42	Individual	Waynesville	GA	Proper payment when disbursed	Veteran later dropped courses without notifying VRC. Debt was placed in the jurisdiction of DMC with the discovery date of 01/2012.	Collection in Progress	VRC reviewed CH31 Guidelines for Participants with Veteran to reinforce the importance of notifying VR&E if he needs to withdraw from classes
\$2,011.40	Individual	Albuquerque	NM	Proper payment when disbursed	Veteran dropped out and did not notify counselor. Dept Management Repayment Plan	Collection in Progress	Veteran counseling
\$2,009.74	Individual	Wasilla	AK	VBA Error	Paid wrong rate under voc rehab BAH (paid at full time rate, and was only attending 1/2 time). Currently recovering funds through his disability compensation	Collection in Progress	Training on correct award processing.
\$2,009.74	Individual	Clearfield	UT	Proper payment when disbursed	Award Adjustment; converted from BDN to C&P after 90 day due process period. In Due Process	Collection in Progress	Request that Veteran notify VR&E timely
\$2,008.59	Individual	Sioux Falls	SD	Proper payment when disbursed	Veteran withdrawal from all classes with no notification to VR&E. Debt transferred to C&P system; veteran is aware of the overpayment and mitigating not approved	Collection in Progress	reviewed need to notify VR&E of withdrawals
\$2,000.90	Individual	Atkins	AR	VBA Error	Fiscal Error noted in file after discontinuance. Subsistence allowance not properly adjusted. Veteran notified of debt on 3/1/12. Veteran provided documentation needed for COW on 3/8/12. To date Veteran has not responded to this correspondence. Debt will most likely be collected when there is a C/P increase when/if she reenters a Chapter 31 program	Collection Terminated	As a station respond to timeliness of award adjustments. Verify the termination of subsistence allowance prior to discontinuance.
\$1,974.51	Individual	Elmira	NY	Proper payment when disbursed	47B debt established	Collection in Progress	NAN
\$1,956.17	Individual	Alamogordo	NM	Proper payment when	Veteran dropped out of school. Dept Management Repayment Plan	Collection in Progress	Veteran counseling

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
				disbursed			
\$1,955.16	Individual	Coppell	TX	Proper payment when disbursed	Veteran dropped all classes. Will be collected from Compensation 5-1-12	Collection in Progress	Case Manager will continue to try to make contact with Veteran to provide counseling.
\$1,926.72	Individual	Tampa	FL	Proper payment when disbursed	Veteran did not notify his counselor timely that he was dropping his classes prior to the end of the term. Veteran's debt was rolled over to Comp and Pen	Collection in Progress	Veteran has been educated on the importance of keeping his counselor informed if the Veteran is unable to maintain school attendance.
\$1,902.60	Individual	Safety Harbor	FL	Proper payment when disbursed	Veteran did not notify his counselor timely that he was dropping his classes prior to the end of the term. Veteran had requested to have his debt rolled over to his comp and pen.	Collection in Full	Veteran has been educated on the importance of notifying his counselor prior to dropping classes.
\$1,876.73	Individual	Alamogordo	NM	Proper payment when disbursed	Dropped out of school. Dept Management Repayment Plan	Collection in Progress	Veteran counseling
\$1,871.93	Individual	Temple	TX	VBA Error	Award corrected-portion of debt that is correct will be collected.	Collection in Progress	Provide Case Manager refresher training.
\$1,867.18	Individual	Midwest City	OK	Proper payment when disbursed	Veteran changed his enrollment and did not notify counselor	Collection in Progress	Counsel Veteran with regard to prevention of over payments.
\$1,858.86	Individual	Denver	CO	School Error	In Due Process	Collection in Progress	Work More Closely w/Training Facility
\$1,856.46	Individual	Columbus	GA	Proper payment when disbursed	Veteran stopped participating in NPWE without notifying VRC. Debt was placed in the jurisdiction of DMC with the discovery date of 02/2012.	Collection in Progress	Veteran's subsistence award for the Non-Paid Work Experience (NPWE) has been stopped since Veteran is no longer participating in the NPWE.
\$1,850.92	Individual	Denver	CO	School Error	Collection in Progress	Collection in Progress	Work More Closely w/Training Facility
\$1,845.40	Individual	Marana	AZ	Proper payment when disbursed	Award Adjustment since Veteran changed enrollment and did not communicate this to counselor; converted from BDN to C&P after 90 day due process period	Collection in Full	Request that Veteran notify VR&E timely
\$1,834.05	Individual	Arvada	CO	School Error	Veteran notified VRC of change and VRC requested paperwork but did not receive it timely	Collection in Progress	Communication with school to remind them of importance of providing certifications timely.
\$1,824.34	Individual	Cape Coral	FL	School Error	School did not notify VRC until later after the classes had been dropped prior to the end of the	Collection in Progress	School currently does not have a VA Certifying Official. Once they

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
					term. Veteran's debt is in review pending final decision.		are hired, they will be trained in the importance of timely certification when there is a change in a Veteran's attendance. The Veteran was reminded of the importance of keeping his counselor informed of his any changes in his class schedule.
\$1,814.30	Individual	Bridgeport	CT	School Error	Veteran notified VRC of change and VRC requested paperwork but did not receive it timely	Collection in Progress	Training to new certifying official at the school
\$1,813.45	Individual	Sahuarita	AZ	Proper payment when disbursed	Overpayment created. Veteran has not responded to correspondence and debt has been transferred to SHARE. Debt has been verified with SSD.	Collection in Progress	We will continue to work closer with the school and the Veteran to obtain information on a timely basis. The school did not send the certification until 01/23/2012.
\$1,807.98	Individual	Harvard	NE	Proper payment when disbursed	Veteran dropped on first day and did not notify counselor. Collection has rolled over to C&P	Collection in Progress	Monitor Veterans 1st day of attendance
\$1,807.98	Individual	Seymour	TN	Proper payment when disbursed	Veteran Withdrew from Training. Notification for school after term Collection effort will be through the Veterans Compensation and Pension	Collection in Full	Continue to educate Veterans regarding withdrawals and reduction in training, Also stress to training facilities the need for timely reporting of training participation status.
\$1,805.09	Individual	San Antonio	TX	School Error		Collection In Progress	School certified Veteran under CH31 instead of CH33 and Case Manager informed school of error. Case Manger also counseled Veterans on overpayment prevention.
\$1,788.61	Individual	Atlanta	GA	School error	Veteran changed enrollment and notified counselor but school did not provide certification in time.	Collection in Progress	Increase communication with school and certifying official to ensure paperwork is received timely.
\$1,786.08	Individual	Aberdeen	MD	School error	Veteran has been provided due process regarding development for migrating circumstances and follow for collection will be sent to DMDC.	Collection in Progress	Coordination with Veteran and school certification to prevent the submission of late student withdrawal training certifications
\$1,781.64	Individual	Salt Lake City	UT	Proper payment when	Award Adjustment; converted from BDN to C&P after 90 day due process period. In Due Process	Collection in Progress	Request that Veteran notify VR&E timely

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
				disbursed			
\$1,772.55	Individual	Voluntown	CT	Proper payment when disbursed.	Dropped classes. Recovered in full	Collection in Full	Counsel Veteran with regard to prevention of over payments.
\$1,771.92	Individual	Sylvester	GA	Proper payment when disbursed	Veteran did not notify his counselor timely that he was dropping his classes prior to the end of the term. Veteran's debt was rolled over to Comp and Pen	Collection in Progress	Veteran has been educated on the importance of keeping his counselor informed if the Veteran is unable to maintain school attendance.
\$1,771.60	Individual	Balfour	ND	Proper payment when disbursed	Veteran dropped a course, which changed enrollment. Did not notify counselor	Collection in Progress	Counsel Veteran with regard to prevention of over payments.
\$1,748.25	Individual	Deltona	FL	VBA Error	School informed VRC that Veteran withdrew during drop period 9/20/11 (VAONCE certification entered 9/21/11); VRC processed amendment 1/30/12. Veteran sent letter with overpayment notice and options for repayment.	Collection in Progress	Refresher training provided to VRC to ensure timely processing of award amendments in future
\$1,740.40	Individual	Philadelphia	PA	Proper payment when disbursed	Veteran stopped attending training, did not notify counselor. Overpayment created	Collection in Progress	Veteran has been meeting with Counselor to review progress and develop another plan.
\$1,739.69	Individual	Salt Lake City	UT	Proper payment when disbursed	Award Adjustment; converted from BDN to C&P after 90 day due process period. In Due Process	Collection in Progress	Request that Veteran notify VR&E timely
\$1,734.88	Individual	Arroyo Hondo	NM	Proper payment when disbursed	Dropped out of school. Dept Management Repayment Plan	Collection in Progress	Veteran counseling
\$1,728.90	Individual	Oxford	MS	Proper payment when disbursed	Withdrew from classes on 1-19-12 but continued to receive checks although ineligible. Deduct from C&P benefits	Collection in Progress	Ensure benefactors and schools are aware of their responsibilities
\$1,726.46	Individual	Bossier City	LA	Proper payment when disbursed.	Dropped out of school. Dept Management Repayment Plan	Collection in Progress	Veteran counseling
\$1,709.24	Individual	Clarksville	TN	Proper payment when	Veteran Withdrew from Training. Notification for school after term. Collection effort will be through the Veterans Compensation and Pension	Collection in Full	Continue to educate Veterans regarding withdrawals and reduction in training, Also stress to

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
				disbursed			training facilities the need for timely reporting of training participation status.
\$1,699.21	Individual	Midland	TX	Proper payment when disbursed	Veteran dropped classes without notification. Will be collected from Compensation 5-1-12	Collection in Progress	Case Manager will provide counseling to Veteran.
\$1,689.11	Individual	Fountain	UT	Proper payment when disbursed	Award Adjustment; converted from BDN to C&P after 90 day due process period. In Due Process	Collection in Progress	Request that Veteran notify VR&E timely
\$1,688.40	Individual	Baltimore	MD	School Error	School did not provide certification in time showing a change and Veteran notified counselor of change	Collection in Progress	Work More Closely w/Training Facility
\$1,688.40	Individual	Portland	OR	Proper payment when disbursed	Recover the debt through Veteran's compensation payments	Collection in Full	Veteran was provided guidance by VR&E counselor about reporting any reductions or withdrawals from courses prior to them occurring along with information about the consequences of being discontinued for lack of cooperation from the program if there is another occurrence.
\$1,681.11	Individual	Portland	OR	Proper payment when disbursed	Veteran changed enrollment without notifying counselor	Collection in Progress	Counsel Veteran on the importance of informing counselor of any changes in enrollment.
\$17,529.36	Individual	Old Postdam	PA	Other	Vet paid under two benefits at the same time. Vet was notified, made his election, then later changed this election. 63C created, funds withheld, funds in process of being sent to DMC to clear debt		

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 that over time these standardized requirements will decrease school official errors. 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 publications and 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 letters and training materials provided at the local level, VRCs are reminded to communicate up-to-date information to Veterans in the program on the benefits they receive, how they receive them, and the importance of informing us of any changes that affect their subsistence allowance, including their training and dependents. It is the responsibility of each VR&E Officer and other management staff 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 Quality Assurance team on a monthly basis. Quality assurance of cases helps to reduce human error by providing the right guidance and follow-up to ensure errors are reduced.

5. Non-VA Care Fee Program

VHA identified 54 Non-VA Care Fee high-dollar overpayments totaling \$4,504,312 through expanded efforts of the VHA Chief Business Office (CBO), the Veterans Integrated Service Networks (VISNs), and the VA Financial Services Center (FSC). High-dollar overpayments consisted of both single and cumulative payments. Fifteen overpayments totaling \$1,867,301 were caused by incorrect application of payment methodology. Five overpayments totaling \$1,111,086 were caused by vendor billing errors. Fifteen overpayments totaling \$696,269 were caused by duplicate payments. Nine overpayments totaling \$548,404 were caused by data entry errors. Six overpayments totaling \$141,986 were caused by the payment not being authorized and another four totaling \$139,266 were caused by paying an incorrect vendor.

The CBO Purchased Care Program Office worked closely with each VISN to identify high-dollar overpayments during the second 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 collection 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. The Office of Business Oversight's Management Quality Assurance Service and the VA Office of Inspector General, which identified high-dollar overpayments in prior quarters, reported no high-dollar overpayments this quarter.

Total Fee Payments made this quarter: \$1,150,034,367

Total High-Dollar Overpayments identified in this quarter: \$4,504,312

Percentage of Overpayments¹: 0.39

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$615,805.55	Entity	Memphis	TN	Incorrect application of payment methodology	Bill of collection initiated	Collection in Progress	See Note Below Table
\$544,685.99	Entity	Columbia	SC	Vendor billing error	Bill of collection initiated	Collection in Progress	
\$394,136.60	Entity	El Paso	TX	Vendor billing error	Refund received	Collection in Full	
\$305,192.00	Entity	Williamson	WV	Incorrect application of payment methodology	Bill of collection initiated	Collection in Progress	
\$255,022.57	Entity	Tucson	AZ	Incorrect application of payment methodology	Bill of collection initiated	Collection in Progress	
\$159,859.82	Entity	Houston	TX	Data entry error	Bill of collection initiated	Collection in Progress	
\$137,646.60	Entity	Phoenix	AZ	Incorrect application of payment methodology	Bill of collection initiated	Collection in Progress	
\$129,372.53	Entity	Springdale	AR	Data entry error	Bill of collection initiated	Collection in Progress	
\$115,823.44	Entity	Phoenix	AZ	Duplicate payment	Bill of collection initiated	Collection in Progress	
\$108,011.85	Entity	St. Cloud	MN	Vendor billing error	Bill of collection initiated	Collection in Progress	
\$106,504.47	Entity	Atlanta	GA	Incorrect application of payment methodology	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 second quarter.

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$100,250.53	Entity	Rockledge	FL	Incorrect application of payment methodology	Bill of collection initiated	Collection in Progress	See Note Below Table
\$85,489.51	Entity	Albany	NY	Incorrect application of payment methodology	Bill of collection initiated	Collection in Progress	
\$85,000.00	Individual	Clemmons	NC	Duplicate payment	Bill of collection initiated	Collection in Progress	
\$75,176.99	Entity	Santa Clara	NM	Duplicate payment	Refund received	Collection in Full	
\$68,719.79	Entity	New Haven	CT	Duplicate payment	Refund received	Collection in Full	
\$56,764.37	Entity	Los Angeles	CA	Data entry error	Bill of collection initiated	Collection in Progress	
\$51,197.17	Entity	Dallas	TX	Payment not authorized	Bill of collection initiated	Collection in Progress	
\$50,678.15	Entity	Miami	FL	Duplicate payment	Refund received	Collection in Full	
\$50,248.04	Entity	Philadelphia	PA	Incorrect application of payment methodology	Bill of collection initiated	Collection in Progress	
\$50,115.46	Entity	Denver	CO	Paid incorrect vendor	Bill of collection initiated	Collection in Progress	
\$49,690.06	Entity	Iowa City	IA	Duplicate payment	Bill of collection initiated	Collection in Progress	
\$47,639.21	Entity	Seattle	WA	Duplicate payment	Bill of collection initiated	Collection in Progress	
\$47,080.57	Entity	Indianapolis	IN	Data entry error	Refund received	Collection in Full	
\$46,492.07	Entity	Visalia	CA	Incorrect application of payment methodology	Refund received	Collection in Full	
\$45,752.55	Entity	Dallas	TX	Incorrect application of payment methodology	Bill of collection initiated	Collection in Progress	
\$44,904.14	Entity	Waltham	MA	Data entry error	Refund received	Collection in Full	
\$42,556.60	Entity	Birmingham	AL	Duplicate payment	Refund received	Collection in Full	
\$40,300.06	Entity	Fayetteville	NC	Data entry error	Refund received	Collection in Full	
\$37,706.00	Entity	Albuquerque	NM	Duplicate payment	Refund received	Collection in Full	
\$36,286.40	Entity	Albuquerque	NM	Duplicate payment	Refund received	Collection in Full	
\$34,476.78	Entity	Chicago	IL	Paid incorrect vendor	Bill of collection initiated	Collection in Progress	
\$32,626.02	Entity	Springfield	IL	Vendor billing error	Refund received	Collection in Full	
\$31,625.99	Entity	Kamuela	HI	Vendor billing error	Refund received	Collection in Full	
\$31,201.20	Entity	Bullhead City	AZ	Payment not authorized	Bill of collection initiated	Collection in Progress	
\$28,958.08	Entity	Springfield	MA	Paid incorrect vendor	Refund received	Collection in Full	
\$27,788.97	Entity	North Miami Beach	FL	Incorrect application of payment methodology	Refund received	Collection in Full	
\$26,301.24	Entity	Philadelphia	PA	Data entry error	Bill of collection initiated	Collection in Progress	
\$26,177.48	Entity	Fresno	CA	Duplicate payment	Refund received	Collection in Full	
\$26,036.90	Entity	Dallas	TX	Data entry error	Bill of collection initiated	Collection in Progress	
\$25,716.14	Entity	Salt Lake City	UT	Paid incorrect vendor	Bill of collection initiated	Collection in Progress	
\$25,483.30	Entity	Las Vegas	NV	Incorrect application of payment methodology	Bill of collection initiated	Collection in Progress	
\$23,933.82	Entity	Albuquerque	NM	Incorrect application of payment	Refund received	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
				methodology			See Note Below Table
\$22,450.35	Entity	Cleveland	OH	Incorrect application of payment methodology	Bill of collection initiated	Collection in Progress	
\$21,186.67	Entity	Lubbock	TX	Payment not authorized	Bill of collection initiated	Collection in Progress	
\$19,467.69	Entity	Phoenix City	AL	Duplicate payment	Bill of collection initiated	Collection in Progress	
\$19,241.00	Entity	Irving	TX	Incorrect application of payment methodology	Bill of collection initiated	Collection in Progress	
\$17,784.00	Entity	Fresno	CA	Data entry error	Bill of collection initiated	Collection in Progress	
\$16,930.49	Entity	Fort Lauderdale	FL	Payment not authorized	Bill of collection initiated	Collection in Progress	
\$15,965.00	Individual	Springdale	PA	Payment not authorized	Bill of collection initiated	Collection in Progress	
\$14,780.80	Entity	El Paso	TX	Duplicate payment	Refund received	Collection in Full	
\$14,066.22	Entity	Germantown	MD	Duplicate payment	Refund received	Collection in Full	
\$12,500.00	Individual	Columbia	OH	Duplicate payment	Refund received	Collection in Full	
\$5,505.00	Individual	Portsmouth	VA	Payment not authorized	Bill of collection initiated	Collection in Progress	

Note:

VHA will provide education and training to clerks on payment methodologies to ensure proper claim processing and on Snap Web to help identify potential duplicate payments. Further, VHA is working with vendors to ensure that entries into the online invoicing system are correct.

6. State Home Per Diem Grant Program

VHA identified three State Home Per Diem Grant high-dollar overpayments totaling \$237,168. The overpayments consisted of both single and cumulative payments. All of the overpayments were caused by duplicate payments.

The VA Financial Services Center identified high-dollar overpayments during its payment reviews. No high-dollar overpayments were reported by the CBO, Office of Business Oversight's Management Quality Assurance Service, or OIG this quarter for State Home Per Diem Grants.

Total State Home Per Diem Grant Payments made this quarter: \$216,324,305

Total High-Dollar Overpayments identified in this quarter: \$237,168

Percentage of Overpayments²: 0.11

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$175,539.04	Entity	Los Angeles	CA	Duplicate payment	Refund received	Collection in Full	See Note Below Table
\$31,738.40	Entity	West Palm Beach	FL	Duplicate payment	Refund received	Collection in Full	
\$29,890.56	Entity	Brentwood	NY	Duplicate payment	Refund received	Collection 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 second quarter.

7. Other Contractual Services Program

VHA identified 21 Other Contractual Services high-dollar overpayments totaling \$3,093,886. The overpayments consisted of both single and cumulative payments. One cumulative overpayment totaling \$1,908,610 was caused by services not received and a duplicate payment. Fifteen overpayments totaling \$876,346 were caused solely by duplicate payments. Three overpayments totaling \$231,951 were caused by paying the incorrect vendor. The last two overpayments totaling \$76,980 were caused by VHA paying the incorrect amount.

The Office of Business Oversight's Management Quality Assurance Service identified overpayments during its station reviews. The FSC identified high-dollar overpayments during its payment reviews. VISNs worked closely with each facility to identify high-dollar overpayments. The OIG reported no high-dollar overpayments this quarter for Other Contractual Services.

Total Other Contractual Services Payments made this quarter: \$887,102,905

Total High-Dollar Overpayments identified in this quarter: \$3,093,886

Percentage of Overpayments³: 0.35

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$1,908,609.77	Entity	Perry Point	MD	Services not received and Duplicate payment	Bill of collection issued	Collection in Progress Collected \$1,834,438	See Note Below Table
\$237,880.00	Entity	Atlanta	GA	Duplicate payment	Refund received	Collection in Full	
\$208,182.40	Entity	Tucson	AZ	Duplicate payment	Refund received	Collection in Full	
\$140,169.33	Entity	Salt Lake City	UT	Duplicate payment	Refund received	Collection in Full	
\$119,790.49	Entity	Alpharetta	GA	Paid incorrect vendor	Bill of collection issued	Collection in Progress Collected \$21,013	
\$69,705.00	Entity	Jackson	MS	Paid incorrect vendor	Bill of collection issued	Collection in Progress	
\$65,000.00	Entity	Rancho Cucamonga	CA	Incorrect amount	Refund received	Collection in Full	
\$44,000.00	Entity	Oroville	CA	Duplicate payment	Refund received	Collection in Full	
\$42,455.70	Entity	Skippack	PA	Paid incorrect vendor	Refund received	Collection in Full	
\$34,475.56	Entity	Chicago	IL	Duplicate payment	Refund received	Collection in Full	
\$34,309.80	Entity	Houston	TX	Duplicate payment	Refund received	Collection in Full	
\$33,850.23	Entity	Silver Spring	MD	Duplicate payment	Bill of collection issued	Collection in Progress	
\$33,319.75	Entity	Germantown	MD	Duplicate payment	Bill of collection issued	Collection in Progress Collected \$14,066	
\$31,556.14	Entity	Cambridge	MA	Duplicate payment	Refund received	Collection in Full	
\$23,676.67	Entity	Orlando	FL	Duplicate payment	Bill of collection issued	Collection in Progress	
\$23,281.50	Entity	Norfolk	VA	Duplicate payment	Refund received	Collection in Full	
\$18,942.78	Entity	McLean	VA	Duplicate payment	Refund received	Collection in Full	
\$11,979.75	Individual	Astoria	OR	Incorrect amount	Bill of collection issued	Collection in Progress	

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

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$5,184.00	Individual	Tuskegee	AL	Duplicate payment	Bill of collection issued	Collection in Progress	See Note Below Table
\$4,772.43	Individual	Woodstock	IL	Duplicate payment	Bill of collection issued	Collection in Progress	
\$2,745.00	Individual	Bartow	FL	Duplicate payment	Bill of collection issued	Collection in Progress	

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.

8. Supplies and Materials Program

VHA identified three Supplies and Materials high-dollar overpayments totaling \$108,132. Two payments totaling \$76,862 were the result of paying an incorrect vendor. An overpayment totaling \$31,270 was caused by a duplicate payment.

The VA Financial Services Center and the VISNs identified high-dollar overpayments during their payment reviews. No high-dollar overpayments were reported for Supplies and Materials this quarter by the OIG or the Office of Business Oversight’s Management Quality Assurance Service.

Total Supplies and Materials Payments made this quarter: \$536,667,048

Total High-Dollar Overpayments identified in this quarter: \$108,132

Percentage of Overpayments⁴: 0.02

Amount of Overpayment	Entity or Individual	City/County	State	Cause of Overpayment	Actions/Plans to Recover Overpayment	Status of Overpayment	Overall Action Plans
\$50,062.20	Entity	Skippack	PA	Paid incorrect vendor	Refund received	Collection in Full	See Note Below Table
\$31,269.77	Entity	Carlisle	PA	Duplicate payment	Refund received	Collection in Full	
\$26,800.00	Entity	Boise	ID	Paid incorrect vendor	Refund received	Collection in Full	

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 second quarter.