

# Welcome to Payment Integrity Day

Do Not Pay & Payment Integrity Center of Excellence Leading the Way in Payment Integrity Solutions July 13, 2022

## Webinar Etiquette

- Please enter all questions in the chat
- Use chat if you cannot connect to answer the polling questions
- Please provide your feedback by completing the DNP survey



## Agenda

#### **Payment Integrity Day**

Do Not Pay (DNP) &

Payment Integrity Center of Excellence (PICOE) Leading the Way in Payment Integrity Solutions

Wednesday, July 13, 2022 1:00 p.m. — 5:00 p.m. EDT

#### Agenda

Time	Topic	Presenters		
1:00 – 1:05	Open Window for Attendees to Join			
1:05 – 1:10	Welcome & Introductions	Dominique McCreary		
1:10 – 1:50	How DNP & PICOE Collaborate to Support Payment Integrity!	Stephanie Weakley Jean Stevens		
1:50 – 2:20	Electronic Verification of Vital Events Fact of Death (EVVE FOD) Implementation and the Pilot Process & Death Record Confidence Scoring Tool	Derek Pachla Brian Hewitt		
2:20 – 2:40	Account Verification Service (AVS) Evolution and Findings	Jack Harbour		
2:40 – 2:55	Questions & Answers Break	All		
2:55 – 3:10	Introducing DNP's Application Programming Interface (API)	Hayden Gunter		
3:10 - 3:50	Cross Government Data Analytics Payment Integrity Info-Apps	Jean Stevens Jack Harbour		
3:50 – 4:50	DNP Collaborating on the Changing Landscape of Payment Integrity	Angélique Bridges Dominique McCreary		
4:50 - 5:00	Questions & Closeout	Stephanie Weakley		





## How Do Not Pay & Payment Integrity Center of Excellence Collaborate to Support Payment Integrity!

Stephanie Weakley, DNP Agency Lead Jean Stevens, (Acting) Manager, Payment Integrity Stakeholder Support Branch

## **Discussion Areas**



- > DNP & PICOE Purpose
- Services and Impacts
- Partnerships
- ➤ Payment Integrity Outlook



## Fiscal Service Payment Integrity Partnership

Over the last several years, Fiscal Service has been very active in the improper payments arena through:



Do Not Pay Business Center (DNP) assist agencies and federally funded state administered programs by providing a combination of access to data sources (i.e., death, excluded parties) and data analytics to aid in identification, mitigation and elimination of improper payments.



Payment Integrity Center of Excellence (PICOE) provides actionable business insights and solutions that transform how agencies approach identification, prevention, and recovery of improper payments.

experts are dedicated to solving governmentwide payment integrity challenges and are engaged to help advance the tools, services, and data available for identifying, preventing, and recovering improper payments.



## Payment Integrity Stakeholder Community



Leveraging Stakeholder Relationships to Bring New Payment Integrity Solutions to Life!

COMMON CROSS-GOVERNMENT CHALLENGES

#### **Payee Eligibility**

(Are they entitled to payment?)

- Payments to the Deceased
- Inter-Agency Benefit Eligibility

#### **Identity Validation**

(Is the payment going to the right payee?)

- Payee Account Validation
- Risk-Based Evaluations
- Central Source of Compromised Payees and Accounts



## Fiscal Service's Payment Integrity Focus Areas



## Data Sharing

Legal agreements that allow data to be cross-referenced across Government while maintaining appropriate privacy protections.



#### Cross-Government Solutions

Solutions implemented to meet improper payments challenges faced by federal and state agencies.



#### Agency-Specific Solutions

Solutions implemented to meet specific agency challenges related to improper payments.



## Data Analytics

Garnering data insights to identify opportunities that meet improper payment challenges faced across Government.



## Access to Data

Providing agencies with centralized access to identified data sources that provide insight to eligibility decisions, including DNP data sources.

Data throughout the payment lifecycle allows Fiscal to work across Government to create new <u>Identity</u> and <u>Eligibility</u> solutions.



## DNP & PICOE: Maximizing the Customer Experience

DNP

LEVERAGING
DATA ANALYTICS &
RESOURCES TO SOLVE
PAYMENT CHALLENGES

PICOE

PICOE

- ✓ Both centers assist agencies in reducing improper payments & solving government-wide payment integrity challenges.
  - ✓ Coming together will further refine the Bureau's payment integrity solutions for the customer.
- ✓We are working together to merge slowly and seamlessly so the Agency experience remains untethered.



## Fiscal Service's Impact in FY21

#### Results are in the numbers....

\$3.9T
Value of Total
Payments Screened

\$8.3B
Identified
Potential Improper
Payments

\$296.6M
Total Prevented
Improper Payments

#### Other numbers of note....

30.6M

Transactions screened through AVS/ EVVE /Fiscal \$171.2M

Prevented in Admin Errors & Possible Fraud \$70M

Fraud Prevented Using Cross -Gov't Data \$55.4M

Stopped or Confirmed Improper in DNP 18 CARES Act Specific

Engagements

Note: The most up-to-date data available is provided; figures are subject to change once full FY21 data is available.

\*Includes payments identified as of July 31,2021 and customer feedback collected through September 27, 2021.



## **Cross-Government Solutions**

#### **AVS**

Authentication of bank accounts and evaluation of payee eligibility prior to submitting payments reduces fraudulent activity.

#### **EVVE FOD**

Death status
knowledge can
deter suspicious
individuals
from committing
identity theft and
claiming payments
of the deceased.

#### **INFO APPS**

A comprehensive,
historical
cross-governmental
picture of data helps
determine duplication
of payments or root
causes
of improper
payments.

#### **DNP PORTAL**

Central location for access to various data sources related to death data, debarments, delinquent debts, and non-profit status through single search and bulk file capabilities.

Innovative tools that continuously monitor and provide real-time insight to enable faster detection of potential fraud rings, trends, and improper payments across government payment records.



## Fiscal Service Supports CARES Act Programs

Fiscal Service partnered with States, the Small Business Administration (SBA), the Department of the Treasury (Treasury), the Internal Revenue Service (IRS), the Department of Labor (DOL), the Department of Commerce (DOC), the Federal Emergency Management Agency (FEMA), and the Federal Communication Commission (FCC) to support the following CARES Act programs:

- SBA Economic Injury Disaster Loan (EIDL)
- SBA Paycheck Protection Program (PPP)
- SBA Restaurant Revitalization Fund (RRF)
- SBA Shuttered Venue Operators Grant Program (SVOG)
- SBA Community Navigator Pilot Program
- Treasury Coronavirus Economic Relief for Transportation Services (CERTS) Program
- Treasury Special Inspector General for Pandemic Recovery (SIGPR) Direct Loans
- FCC Emergency Connectivity Fund (ECF)

- Alabama Unemployment Insurance (UI) and CARES benefits
- Oregon UI and CARES benefits
- Georgia UI and CARES benefits
- California UI and CARES benefits
- Massachusetts Coronavirus Relief Fund
- DOL OIG
- DOC Economic Development Assistance Grants
- DOC National Institute of Standards and Technology (NIST) Grants
- IRS Economic Impact Payments
- IRS Advanced Child Tax Credits
- FEMA COVID-19 Funeral Assistance



## New Offerings to Strengthen Payment Integrity

<u>Service</u>	Service Description	Improper Payments  Prevented  2020 - 2021
Cross- Government Data Analytics	Fiscal Service disbursed 1.4B payments to approximately 200M payees across 24K routing and transit numbers in 2020. PICOE appropriately matches agency supplied information before payment against other types of payments to provide confidence before issuance.	\$70 million
Account Verification Service (AVS)	Commercial Service with ability to verify bank account status and account ownership prior to a payment. Service covers approximately 80% of domestic financial institutions.	\$171.2 million
Electronic Verification of Vital Events Fact of Death (EVVE FOD)	The National Association for Public Health Statistics and Information Systems (NAPHSIS) is the national nonprofit organization representing state vital records and public health statistics offices in the U.S. NAPHSIS' EVVE FOD system provides authoritative verification by matching against U.S. birth and death certificate databases. EVVE FOD is the sole source for this capability.	\$6.3M identified for further investigation by FEMA



## Fiscal Service Seeing Results from DNP Services

<u>Service</u>	Service Description	<u>Impact</u>		
Do Not Pay API	Leveraged the DNP Application Programming Interface (API) to offer real-time payment screening to SBA to make high-volume, system-to-system calls to DNP for the PPP and EIDL programs. The use of API offers a more modern, automated exchange with agencies that support high volume and 24/7 availability.	Commenced in 2021. SBA was able to screen 5,157,078 applicants in real-time from late May through Sept 2021		
Partnering with Federally Funded State Administered Programs	In 2018 DNP began marketing its services to states with a three-tiered approach; 1) outreach and engagement with a focus on reducing improper payments, 2) Targeted outreach across Medicaid, CHIP, UI, audit and oversight groups, SNAP, TANF, ERDC and 3) Developing a dual-enrollment capability	Commenced in 2018. To date, DNP has engaged with 35 states resulting in the identification of over \$19M in improper payments		
Data Analytics	DNP provides advanced payment analysis services to states and federal agencies. In partnership with the federal and federally funded state administered programs,, a variety of data analysis and visualization can be conducted to help combat improper payments and identify potential fraud.	SBA OIG won a CIGIE Award for its DNP analytics project on the 1st round of PPP which resulted in identifying more than \$3.6B in improper payments		

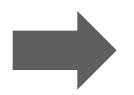


## Payment Integrity Services & Agency Partnerships Underway

#### **DNP Services**

Access to Eligibility Data (Death, Debt, Vendor, Identity, other)

Analytic Services



#### **Agency Application of Services**

Federal Agencies - 47 Agencies across 202 programs

Federally Funded, State Administered Programs - engagement with 65 programs across 35 states

2,596 portal users

#### **PICOE Solutions & Services**

Check to ACH Conversion

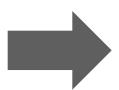
Account Validation Service (AVS)

Deceased Validation (EVVE FOD and DNP)

**Cross Government Data Analytics** 

**Lead Time Reduction** 

**Investigative Case Support** 



## Agency Applications of Services

FEMA COVID-19 Funeral Assistance / Individuals and Households

IRS Rebate Recovery Credit / Taxpayer Protection / Advanced Child
Tax Credits

Coronavirus Economic Relief for Transportation Services (CERTS)

FCC Emergency Broadband Benefit

RRB Deceased Payee

SBA IG Support

SSA & VA New Payees and Account Change Verification

**DOL Integrity Hub** 

Others on the way...

Services continue to evolve from conceptual pilots to operational readiness throughout the payment lifecycle for several agencies



## 5 Year Payment Integrity Outlook

Given the payment integrity landscape and the efforts underway, we are collectively working to:

- Reduce payments issued to deceased payees, made possible through expanded access to relevant data.
- Improve payment accuracy and data quality, gained by providing agencies with a centralized account verification service.
- Expand availability of eligibility data to enable more timely determinations.
- Assist agencies in solving improper payment challenges by offering data analytics and customized solutions.
- Expand data sharing between stakeholders such as states and other Federal Government programs with common payment integrity challenges.
- Work with State and Federal programs to identify fraud in the form of claiming multiple and/or mutually exclusive benefits.

Collaborative approach to payment integrity that will that will lead to a positive impact on improper payment rates reported by agencies.



## **DNP Data Sources**

#### The DNP Initiative

#### American InfoSource Death Data - Obituary/Probate - Commercial

• Commercial data source which contains information on deceased individuals obtained from more than 3,000 funeral homes and thousands of newspapers, as well as county-level probate records

#### **Department of Defense Death Records - Public**

Contains records of individuals in active or reserve military duty, including whether an individual is deceased

#### **Department of State Death Records - Public**

• Contains records of American Citizens who are deceased or presumed deceased in foreign countries, as reported by U.S. embassies or consulates upon its receipt of a foreign death certificate or finding of death by a local competent authority

#### Death Master File (DMF) - Public - (SSA)

• Administered by the National Technical Information Services (NTIS). Contains records of deceased individuals as reported by family members, funeral homes, hospitals, federal agencies, postal authorities, and financial institutions. Public version does not include state-reported deaths

## Electronic Verification of Vital Events Fact of Death (EVVE FOD) - Commercial - National Association of Public Health Statistics and Information Systems (NAPHSIS)

contains information to verify identities by matching against death record databases of vital records offices in participating jurisdictions.

#### **Automatic Revocation of Exemption List (ARL) - Public (IRS)**

Contains entities that have their tax-exempt status automatically revoked under the law because they have not filed Form 990 series returns or notices annually for three consecutive years

#### Publication 78 (PUB 78) - Public (IRS)

List of organizations that can receive tax-deductible contributions.



## **DNP Data Sources**

#### The DNP Initiative cont.

#### Credit Alert System (CAIVRS) - Restricted (DOJ, HUD, SBA, & USDA)

- Contains records of individuals with federal debt in delinquent or default.
- Verify whether an individual is a delinquent federal borrower

#### **Treasury Offset Program (TOP) Debt Check - Restricted (Treasury)**

- Contains records of individuals whose debt has been referred to Debt Management Services for collection.
- Verify whether a payee owes delinquent non-tax debts to federal government (and participating states)

#### List of Excluded Individuals and Entities (LEIE) (HHS OIG) - Public & Restricted

• Verify whether payments are to individuals and entities currently excluded from participating in federal health care programs

#### Office of Foreign Assets Control (OFAC) - Public (Treasury)

• Contains records of individuals, groups, and entities which are under sanction by the federal government and therefore ineligible for payment

#### System for Award Management (SAM) Entity Registration Records - Restricted (GSA)

- · Contains records of individuals and businesses authorized to enter into contracts with the federal government
- Verify that a vendor seeking to do business with the federal government has registered, in accordance with the Federal Acquisition Regulation (FAR)

#### SAM Exclusion Records - Public & Restricted - (GSA)

- Contains records of individuals and businesses currently debarred from entering into contracts with the Federal Government under specific exclusions or registered to conduct business with the federal government
- Verify whether payments are to debarred individuals



## **Contact Information**

## For more information please contact:

Do Not Pay Business Center donotpay@fiscal.treasury.gov

PICOE Outreach@fiscal.treasury.gov





## Electronic Verification of Vital Events Fact of Death Implementation and the Pilot Process

Derek Pachla
Do Not Pay

## Data Acquisition Team (DAT) Process

## **Identify**

### **Evaluate**

### **Propose**

#### **Designate**

Database suggestions originate from:

- 1. Internal Programs
- 2. Customers
- 3. OMB
- 4. Congress

DNP performs research and/or a pilot to evaluate:

- 1. Use Cases
- 2. Feasibility
- 3. Privacy/Legal Considerations
- 4. ROI

A formal
recommendation is
made to Treasury and
OMB Leadership to
pursue, reject, or
commit resources to
further evaluation of a
designation proposal.

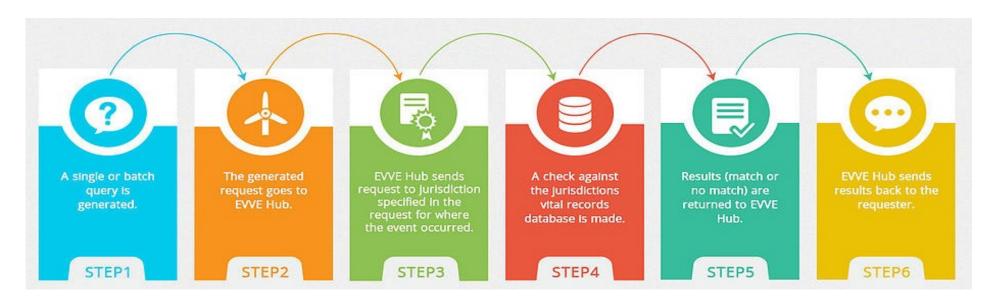
Treasury and OMB collaborate to publish a Federal Register Notice indicating the Government's intent to use data for Improper Payments.



## **EVVE FOD Fact Sheet**

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

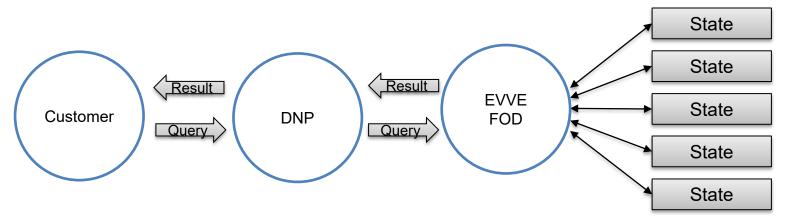
- One contract with NAPHSIS for access to all participating jurisdictions
- Returned results indicate Match/No Match, State of Death, and Date of Death (Month, Day, Year)
- Returned results may also provide additional identifiers, such as: First Name, Middle Name, Last Name, Date of Birth (Month, Day, Year), and State of Birth





## How Does EVVE FOD Work?

- Customer sends data to EVVE FOD
- 2. EVVE FOD simultaneously queries all state death certificate databases to determine whether the individual is deceased
- 3. A match is returned with a positive/negative match indicator and information about the deceased individual



**Sample Query** 

TIN Name		Address	Secondary TIN	Secondary Name	
123-456-7890	Jane E. Doe	123 Fake Street, Chicago, IL 60007	987-654-3210	John J. Doe	

Sample Result

Verification	SSN*	First *	Middle*	Last *	State of Birth*	Date of Birth*	State of Death*	Date of Death
Yes	123-456-7890	Jane	Elizabeth	Doe	Arkansas	01/01/1962	Michigan	01/01/2020

<sup>\*</sup>Data element not guaranteed



## How Can EVVE FOD Benefit Agencies?

- NAPHSIS has unique access to the vital records databases of jurisdictions participating in the EVVE FOD systems. The vital records databases for the participating jurisdictions contain information not readily available by other data sources such as state reported deaths which are currently excluded from the Death Master File -Public database.
  - EVVE FOD is the sole source for this capability no other private or federal database directly accesses vital records databases.
- EVVE FOD provides independent confirmation of death information received from other non-authoritative sources (e.g.,) DNP, Financial Institution, obituary, family member, etc.) improving the confidence of matched records.
- EVVE FOD matched records are based on existence of a death certificate. This information can potentially be used by agencies when investigating the eligibility of payees receiving benefit payments. In addition to termination and recovery of benefit payments to the deceased, these services could also be used to:
  - Determine eligibility for survivor and burial benefits
  - Termination of benefit payments
  - Cancel scheduling of federally funded medical appointments and prescriptions



## Pilot Proposal

	NAPHSIS EVVE FOD
Pilot Purpose	Evaluate the EVVE FOD service to determine its potential impact on identifying and preventing improper payments to deceased individuals.
Business Problems	<ol> <li>With restricted access to Full DMF, Fiscal Service must acquire databases to account for a gap in state-reported deaths.</li> <li>Agencies have indicated that a death certificate must exist for action to be taken.</li> </ol>
Proposed Solution	Query state death certificate databases to determine whether a death certificate exists.
Execution	<ol> <li>DNP sends data to EVVE FOD</li> <li>EVVE FOD queries state databases</li> <li>Query returns results to include verification of death, State of Death, Date of Death.         <ul> <li>a. May include SSN, Name, Date of Birth, State of Birth</li> </ul> </li> <li>Analytics determines a Return on Investment (ROI) based upon additional coverage and increased efficiency for customer agencies to make a determination about a payment to a deceased individual.</li> </ol>
Expected End Result	Fiscal Service designates and partners with NAPHSIS to deliver more complete, accurate, and verifiable death data to agencies.



## Pilot Project Timeline

## 6 months

Submit data to EVVE FOD for matching

Submit second data load to EVVE FOD for matching

ROI and Suitability Analysis











**Initial Analysis** 

Submit third data load to EVVE FOD for matching



## Pilot Project Phase 1 Analysis

	Befor	re excluding st	ates	After excluding states*			
Data Source	TINs Sent to EVVE FOD	TINs Matched by EVVE FOD	Match Rate Before	*TINs	TINs Matched	Match Rate After	
Data Source 1	1,046,008	598,097	57%	814,433	587,770	72%	
Data Source 2	203,074	109,729	54%	163,352	108,029	66%	
Agency Data 1	1,122,802	645,842	58%	1,071,472	643,767	60%	
Agency Data 2	586,641	21,007	4%	462,439	20,565	4%	
Agency Data 3	1,215,538	647,679	53%	1,025,220	640,267	62%	
Agency Data 4	95,467	49,739	52%	82,507	49,066	59%	
Agency Data 5	542,939	268,485	49%	531,892	268,131	50%	
Total	3,212,761	1,417,267	44%	2,825,803	1,405,730	50%	
Total without RRB	2,646,196	1,408,095	53%	2,378,777	1,396,835	59%	

<sup>\*</sup>Calculations after controlling for the 13 jurisdictions not currently included in EVVE FOD.





## **Death Record Confidence Scoring Tool**

Brian Hewitt, Data Analytics Advisor Do Not Pay

## Background

- Problem: Current agency processes to identify deceased payees and take action to stop/reclaim improper payments is inefficient
  - Manual process
  - May take several months, leaving payments at risk and taking resources away from your mission
- Solution: DNP created a solution that aims to reduce time-consuming steps in the process
  - Saving agencies time
  - Preventing improper payments
  - Addressing payment integrity challenges



## Death Record Confidence (DRC) Scoring Tool

#### What is the DRC Scoring Tool?

- DNP analytics solution that helps customers optimize improper payment research
  - Enables the accurate identification of deceased individuals
  - Identifies at risk improper payments
  - Increases confidence in payment integrity and internal controls

#### How does the DRC Scoring Tool Work?

Analyzes all death data available to DNP

Converts analysis into a confidence score

Incorporates payment information to identify the improper payments with the highest risk

Provides results in a file format is easily analyzed by the customer



## **DRC Scoring Tool Results**

- Results returned in a user-friendly interface via a secure data connection
- Information presented for each match:
  - Name, SSN, Death Date, and Death Confidence Score
  - List of payments made to the payee since death
  - o List of data sources that they've matched to, with relevant source information
- Matches are rank ordered
  - Based on level of death confidence and improper payment impact
  - o If you receive a monthly report, we deprioritize any results already adjudicated



## Steps in the Process

**Data Ingestion** - Payees are extracted from recurring Payment Automation Manager (PAM) payments

Minimal burden on the agency program

**Death Matching** - Payees are analyzed using the DRC Scoring Tool

Comprehensive identification of deceased payees

Validation - Matches sent to EVVE FOD to verify the deceased status using information from death certificates on file with state vital records databases



## What's Next?

#### **Short-Term:**

- Make enhancements based on user feedback and requirements
  - Create filters or enhancements that can be widely used
  - Provide the customization needed for each user, without having many hard-coded business rules
- Streamline the process

## Long-Term:

 Use this process to automatically cancel payments to deceased payees through PAM



## Appendix

## List of DNP death data sources used by the DRC Scoring Tool:

- Social Security Administration Death Master File Public
- American InfoSource Obituary
- American InfoSource Probate
- Department of Defense Death Data
- Department of State Death Data
- DNP Portal Improper Payments Data
- Fiscal Service Death-Related Returns and Reclamations Data
- National Association for Public Health Statistics and Information Systems -Electronic Verification of Vital Events Fact of Death



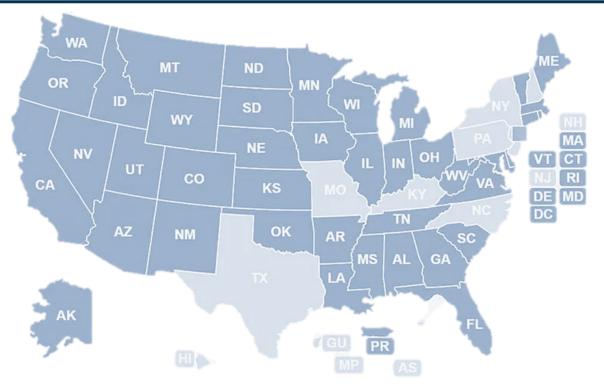
## EVVE FOD

**NAPHSIS** provides EVVE FOD which aids customers in identifying and verifying decedent vital records information.



#### **EVVE FOD Benefits**

- States and Jurisdictions reported deaths (not available in the Limited Access Death Master File)
- Verify death certificate
- Provides access to most up-to-date death records & ability to query all participating vital records databases simultaneously.



 NAPHSIS acts as a secure information transmission hub, facilitating queries between approved users and participating States and Jurisdictions.

Note: 44 of the 57 total Jurisdictions are participating, with ongoing efforts to onboard more.



## **Contact Information**

If you want more information or want to enroll in the solution in the future:

- Please contact your DNP Agency Lead, or the DNP mailbox donotpay@fiscal.treasury.gov
- We can provide live demos for any of your programs
- If you request to enroll, we will initiate a data governance form and partner with you on requirements and how to best use the process
  - -Governance lasts for three years; the initial process takes about a month



## ACCOUNT VERIFICATION SERVICE

**Evolution and Findings** 

**Payment Integrity Center of Excellence** 



## **Trivia**



## What was the total estimated Federal improper payments in FY20?

~see Link & QR in Chatbox

- \$206 billion (source: paymentaccuracy.gov)
- Increased from 5.1% in FY19 to 5.6% in FY20 (resultant \$31.6 billion increase over FY 2019)

ACCOUNT VERIFICATION SERVICE (AVS)



## The Need for Account Verification

Analytical environments

Centralized location for govt-wide use

#### Who **Agency Payment Officials** Improper Payment & Fraud Teams **IG** Auditors and Investigators Account What **Verification** June 2 Web-based & digital enrollments **Service** New payees & first-time payments Banking changes for existing payees Where Operational payment systems

Supplement Fiscal Service

Cross-government data with

3<sup>rd</sup> Party Verification Service

Why

Verify account is valid and open
Ensure account belongs to payee
Support prevention and recovery

#### When

Pre-award identity authentication

Pre-payment banking info validation

Post-payment research & analysis

#### How

PICOE pilot to explore a centralized service that provides account verification throughout the payment lifecycle with actionable outcomes

## **AVS Pilot Overview**

Pilot Objectives	<ul> <li>Evaluate pre-payment information about account status (Open, Closed, Frozen)</li> <li>Authenticate account ownership throughout the payment lifecycle</li> <li>Assess coverage boundaries, effectiveness, accuracy, cost, and responsiveness</li> </ul>
Service Providers	<ul> <li>PNC Bank is the Financial Agent selected for the AVS pilot</li> <li>PNC is partnered with GIACT and Early Warning System (industry leaders)</li> </ul>
Use Cases	<ul> <li>Verify ACH return outcomes (historic look-back) to determine "could use of AVS have prevented this return?"</li> <li>Perform account verification and account owner authentication for the following scenarios: <ul> <li>New payees receiving a payment for the first time</li> <li>Bank account changes for existing payees</li> <li>Agency ad-hoc files (e.g. high-risk payees per agency controls and risk weighting)</li> <li>Non-Receipt Claim cases</li> </ul> </li> </ul>

The Account Verification Service may be used in conjunction with other Fiscal Service cross-government payee and bank account data

## **Review of How AVS Works**

1

PICOE calls AVS service with payee and account info. Can be conducted throughout the payment lifecycle as appropriate, per the business use cases.

Input data

RTN

Account #

Payee SSN

Payee Name

Website API File







2

AVS responds with EWS Verify and Authenticate functions Or Customer ID for Non-Participating Banks

Verify		Result
<b>&gt;</b>	Pass	Account is open and valid
×	Decline	Account closed or risk factor reported
?	No Data	No information, bank may not participate

EWS Participating Banks

Authenticate		Result	
<b>*</b>	Pass	SSN and Name match with Acct Owner	
×	Decline	Neither SSN nor Name match with Acct Owner	
?	Risk 1	SSN matches but name does not	
?	Risk 2	Name matches but SSN does not	

EWS Contributing Banks

What we've learned so far		
AVS generally has 85% RTN coverage		
AVS is only as good as the info banks provide		
Need outreach to non-participating banks		
Need more situational testing to understand and interpret results		
Need to work with agencies for operational implementations		

- 3
- PICOE integrates AVS response with cross-govt post-payment data
- Provide integrated response to agency
- Agency determines appropriate next steps or outcomes

## Transmission Options

#### Web-Based

- Top-rated commercial online banking portal created by PNC
- Best for batch file/single entry

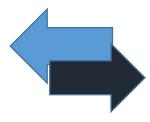
#### File

- Follows secure file transfer protocol
- Ideal for high-volume inquiries

#### **API**

- Integration with backoffice or online enrollment systems
- Best for rapid single-entry inquiries







## **Inquiry & Response Examples**

#### **Inquiry / Verification**

**Routing Number: xxxxxxxxx** 

Account #: 0000000000



#### Inquiry / Verification/Authentication

**Routing Number: xxxxxxxxx** 

Account #: 0000000000



First Name: X

Last Name: X

#### Response

Bank: Any Bank

**Date Account Info. Last Updated:** 4/15/2019

**Date Account Info. Added to Network:** 2/14/2017

**Response Code (Account):** 

XXXX (Account Verified, open and valid account)

**Verification Response: PASS** 



#### Response

Bank: Any Bank

**Date Account Info. Last Updated:** 4/15/2019

**Date Account Info. Added to Network:** 2/14/2017

**Response Code (Account):** 

XXXX (Account Verified, open and valid account)

Response Code (Customer): XXXX The customer's name or

business name did not match authentication data.

**Response: RISK ALERT** 

\*This data is fictional

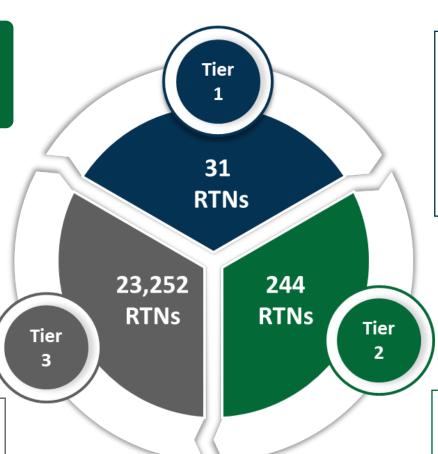
## Participating Banks

Divide population of 212M payees into three tiers of 24k banks based on number of payees per RTN

Banks	Payees
Tier 1	71M
Tier 2	71M
Tier 3	71M

Tier 3 – Small Banks

- 3<sup>rd</sup> 71M payees spread across 23K RTNs
- Average 3K federal payees per RTN
  - Range 116K to 1 distinct payee
- · Local bank and small credit union RTNs



#### Tier 1 – Large Banks

- 1st 71M payees spread across 31 RTNs
- Average 2.2M federal payees per RTN
  - Range 6.7M to 914K distinct payees
- National bank RTNs

#### Tier 2 – Medium Banks

- 2<sup>nd</sup> 71M payees spread across 244 RTNs
- Average 289K federal payees per RT
  - Range 913K to 117K distinct payees
- Regional bank and credit union RTNs

## Examples of Use Cases for AVS

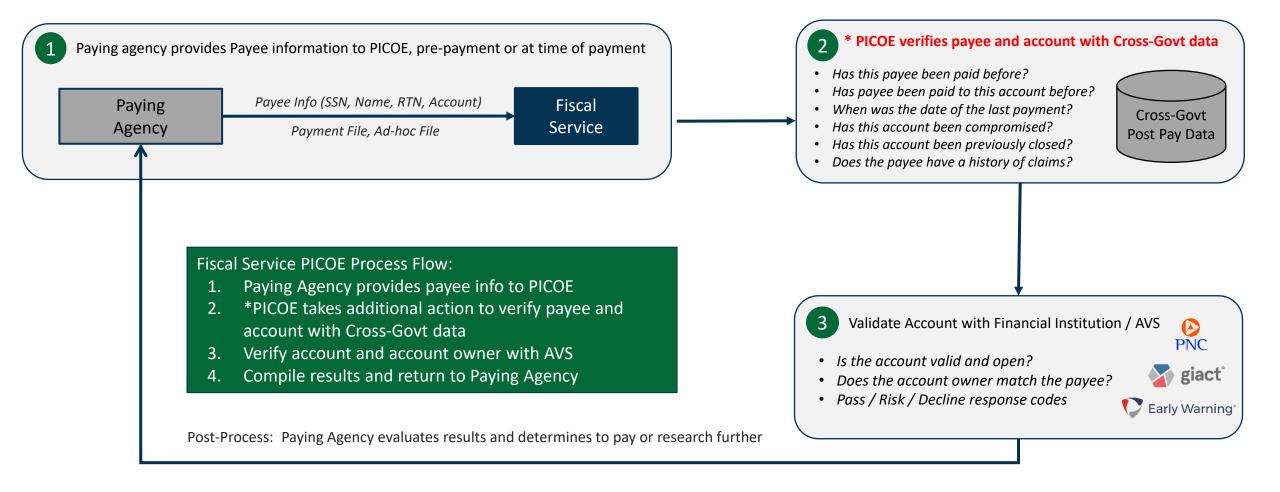


### NACHA: The New "Golden" Account Validation Rule for Web Debits

## **New Rule**

- ✓ A new rule implemented by National Automated Clearing House Association (NACHA) became effective on March 19, 2021, that will improve fraud screening of Automated Clearinghouse (ACH) participants.
- ✓ Originators of ACH web debits must validate the account owner's information upon first use.
- ✓ The rule will not be enforced for an additional one year from the effective date for entities working toward compliance.
- ✓ There is no mandate on what specific method of validation is used.
- ✓ Additional information and guidance may be found on NACHA's Website.

## Validate New Payees and Banking Changes (Pre-Payment)



## Thank You for Your Time

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# Questions & Answers Break

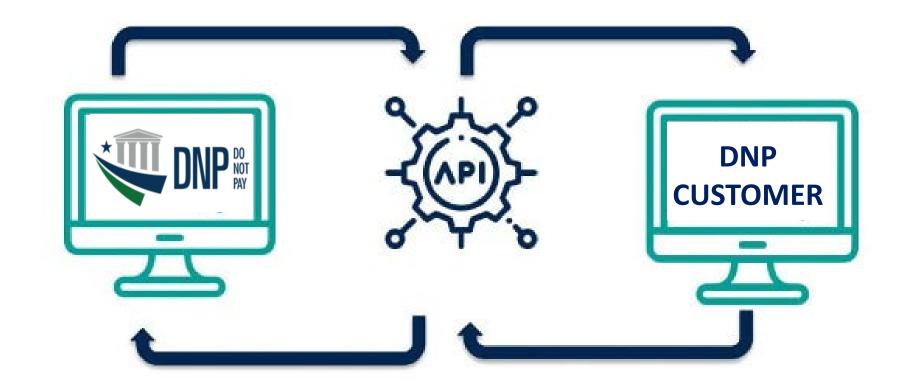




## Introducing Do Not Pay's Application Programming Interface (API)

Hayden Gunter
Do Not Pay

## What is an API?





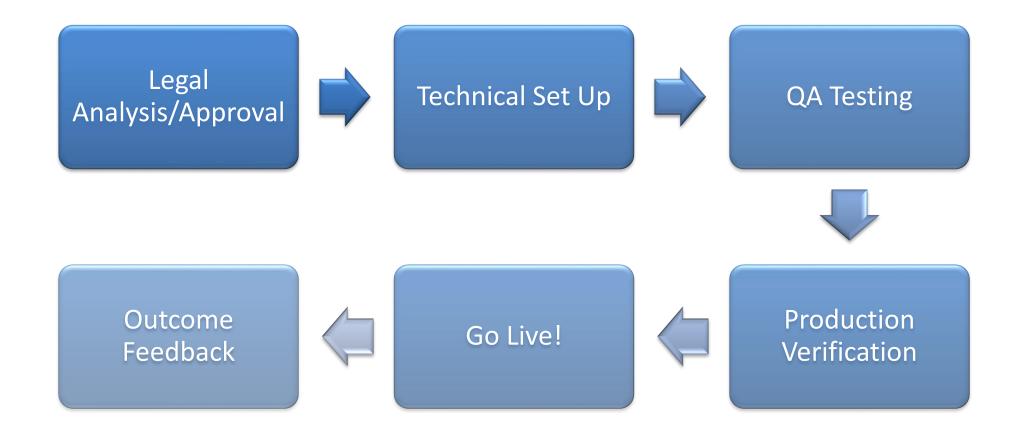
## What is an API?

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

- An API is a way for one software to access information from another software. An API takes the human aspect out of communicating between business lines and automates the process.
- The type of API offered by DNP is Representational State Transfer (REST). It defines the interface and conventions used between a web service provider and clients. REST is the most used and considered industry standard.
- In this case, your API would be the consumer of information and would be accessing information from DNP's databases – as we would be the provider.
- Essentially, the consumer is integrating DNP data into their own system.



## Process – High Level





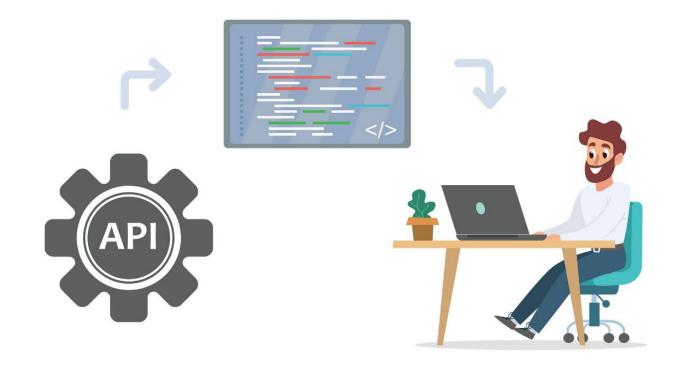
## API vs. Do Not Pay Portal

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



## Query Options: Option 1 - Single Record

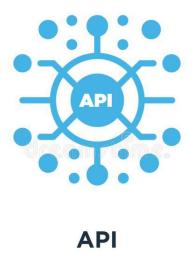
 Single API call contains the search criteria of one entity to be matched against your agency's approved data source(s). The DNP response will include data source match results(s) for that single entity.





## Query Options: Option 2 - Multiple Record

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





## What Does DNP Do to Set Up?

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





## What Will You Do to Set Up?

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



## What Will DNP Do With Your Feedback?

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





## **Contact Information**

## For more information please contact:

## **Primary Contact:**

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## **Cross Government Data Analytics**

Payment Integrity Center of Excellence PICOE.Outreach@fiscal.treasury.gov

## **PICOE: Community of Experts**



#### **VISION**

Be a trusted Government-wide partner to provide **actionable business insights and solutions** that transform how agencies approach identification, prevention, and recovery of improper payments.



#### **MISSION**

Provide Government-wide partnership, guidance, and customer centric solutions that aid in the prevention and recovery of improper payments due to fraud, waste, and abuse.



#### GOAL

Improve the integrity of Government-wide financial transactions by providing business insight and solutions that assist Government agencies in identifying, preventing and recovering improper payments.



PICOE is working towards the shared goal of improving the integrity of Government-wide financial transactions and addressing Improper Payments





## Data Sharing

Legal agreements that allow data to be cross-referenced across Government while maintaining appropriate privacy protections.

#### **Operational Example: Cross Government Data Sharing**

#### Provided by Agency

#### Payee Data

- SSN / TIN
- · Payee Name
- Payee Address (Check & ACH)
- · Representative Payee Info
- · We paid 200M people in 2020!

#### Payment Data

- · Payment Date
- · Payment Amount
- TAS BETC
- Payment Type
- · Bank info

#### Post-Payment Data

- · Return Date / Return Reason
- · Claim Status / Disposition
- · Amount Recovered
- · Account Holder Info
- · Last Withdrawer Info



#### Cross Government Data

- · Have other agencies:
  - Paid the same payee?
  - · To the same account / address?
  - · Reported as deceased?
  - · Discovered fraud or ID theft?
- · Cross agency benefit eligibility rules

Provided by Fiscal





## Cross-Government Solutions

Solutions implemented to meet improper payments challenges faced by multiple agencies.

#### **Operational Example: Deceased Payee Validation**

#### 1. Identify Death

- Identify death through current DNP sources or post payment exceptions
- Obtain access to full DMF

#### 2. Validate Death

- Confirm death with a 2<sup>nd</sup> source
- Automated fact of death (EVVE)
- Death certificate information

#### 3. Inform & Notify

- Notify all stakeholders:
  - Agencies who make payments
  - FI's who receive payments



Once identified and validated, use continuous monitoring approach to automate actions that prevent and recover improper payments to the deceased



#### Future Payments



**Payments** 

**In-Process** 





#### **Post-Payment**

- Auto-recall payments in transit
- Auto-recovery request to FI for payments already made
- Return reclaimed funds to agency

#### **Pre-Payment**

- Set auto-prevention rule to prevent future payments
- Agency payment systems
- Fiscal Systems (DNP, PAM)

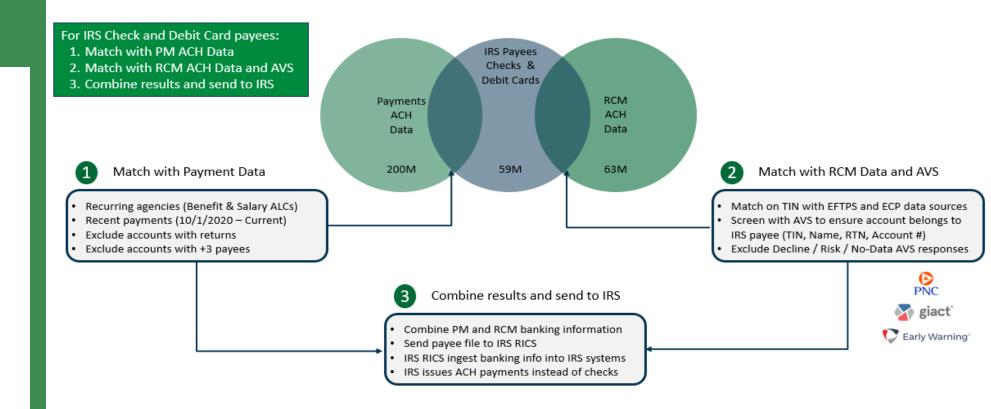




Agency-Specific Solutions

Solutions
implemented to meet
specific Agency
challenges related to
improper payments.

#### **Operational Example: Cross-Government Data and Account Verification Service**



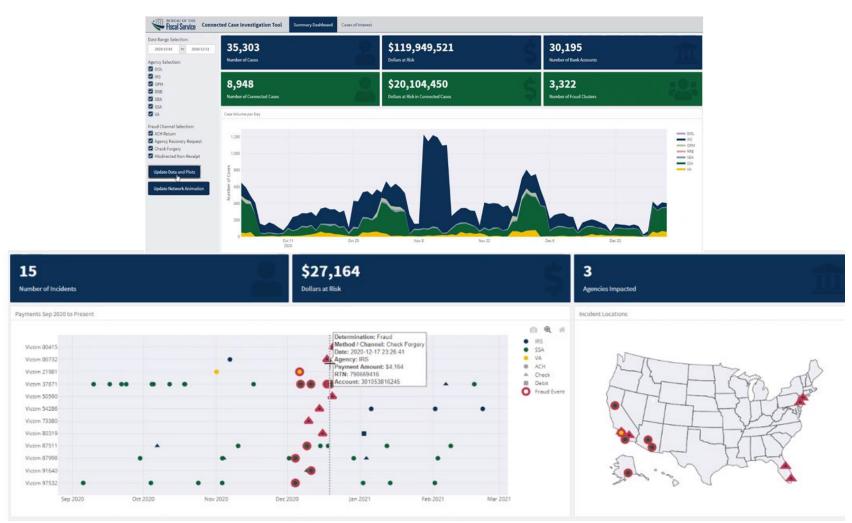




## Data Analytics

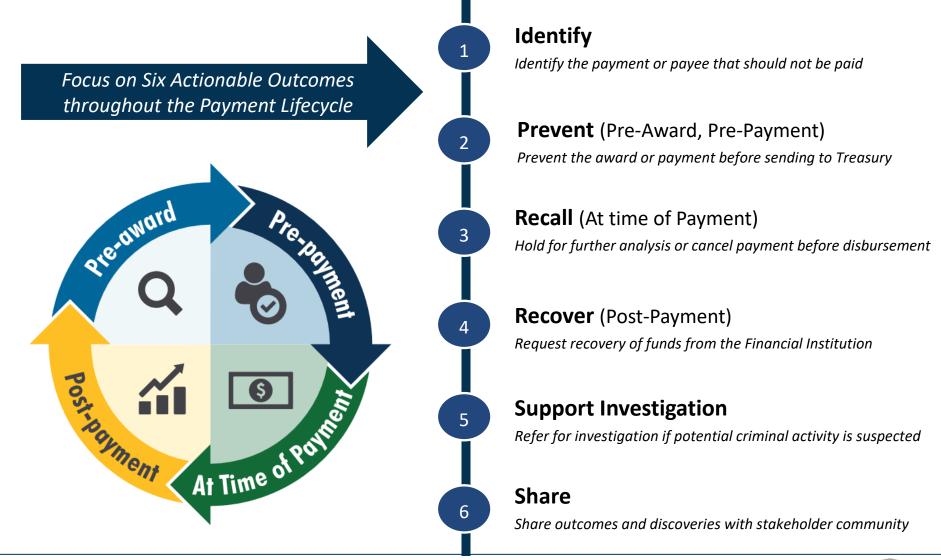
Garnering data insights to identify opportunities that meet improper payment challenges faced across Government.

#### **Operational Example: Investigative Case Support**





#### **How We Achieve Results**





## **Fiscal Service Seeing Results of FEMA Partnership**

<u>Service</u>	<u>Program Profile</u>	<u>Results</u>
FEMA Individuals and Households Program  ✓ AVS ✓ Cross-Government	FEMA provides expedited and critical needs assistance to individuals and households displaced from their primary residence as a result of a disaster. FEMA is using AVS and Cross-Government to support applicant identity/eligibility determination.	<ul> <li>FEMA prevented \$70M in fraud as a result of cross-government data to support disaster assistance in fall 2020.</li> <li>Commenced in late August 2021.</li> <li>PICOE has matched 650k FEMA Hurricane Ida assistance applicants against AVS and Fiscal records to date and identified risk with 38k claims. FEMA will further analyze to determine the outcome.</li> </ul>
FEMA COVID-19 Funeral Assistance  ✓ AVS  ✓ EVVE  ✓ Cross-Government	FEMA provides financial assistance to those who incurred disaster related funeral expenses. FEMA is using AVS, EVVE and Cross-Government to support applicant and decedent identity and eligibility determinations.	<ul> <li>PICOE has matched 205k applicants against AVS and Fiscal Records to date. AVS identified risks with 7k payments. Of those, 6.3k discrepancies were not paid resulting in \$48.1M in fraud prevention.</li> <li>EVVE identified \$6.3M which FEMA will further analyze to determine the outcome.</li> </ul>



## **Fiscal Service Seeing Results of IRS Partnership**

<u>Service</u>	Program Profile	<u>Results</u>
IRS EIP and ACTC Bank  Matching  ✓ AVS  ✓ Cross-Government	PICOE leveraged Fiscal Service banking information and AVS to convert checks to ACH to expedite the safe and secure delivery of payments to taxpayers during the pandemic. IRS is also using AVS and Cross-Government to support payee identity verification.	<ul> <li>Commenced in 2020.</li> <li>During EIP and ACTC 70.2 million payments were converted from check to direct deposit with a 99.6% accuracy rate, avoiding \$33 million in check production costs (check stock, envelope and postage costs).</li> </ul>
IRS Get My Payment (GMP) Portal  ✓ AVS ✓ Cross-Government	IRS 'GMP' tool enabled taxpayers to provide banking information to receive their EIP and ACTC electronically. IRS is using AVS and Cross-Government to support payee identity verification.	<ul> <li>IRS leveraged PICOE services to mitigate fraud risk of bank accounts entered in the IRS portal. During <u>EIP</u>     and CTC 2.1M accounts were screened, <u>125K</u> risk items identified, and <u>\$123.1M</u> revenue was protected to date.</li> </ul>
Taxpayer Protection Program (TPP)  ✓ AVS ✓ Cross-Government	TPP strengthens the integrity of the tax system and serving public interest by taking actions fairly and appropriately to identify, evaluate and prevent the issuance of improper refunds. IRS is using AVS and Cross-Government to support payee identity verification.	<ul> <li>Commenced in 2019.</li> <li>10k returns were confirmed as IDT, totaling more than \$92 million dollars in fraudulent claims prevented.</li> <li>615k returns valued at \$3.4 billion flagged by TPP (suspected identity theft queue) expedited to payees using AVS and Cross-Government.</li> </ul>



## **Thank You for Your Time**



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## Payment Integrity Info-Apps

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#### **Info-Apps Fast Facts**

#### What are the benefits of Info-Apps?

- ✓ Provides customer centric solution with actionable results
- ✓ Quick time to market solutions typically evolve over 1-2 weeks
- ✓ Solves the need to make large datasets more targeted and manageable, meeting increased demand for analytical services, via bird's eye view portal

#### What do Info-Apps Provide?

- ✓ Analysis of many payees to one account or address
- ✓ Zip code analysis (Payments / Exceptions)
- ✓ Returned payment analysis (Check and ACH)
- ✓ High Dollar / High Risk Payments
- ✓ Cross governmental identity theft support
- ✓ Data quality reviews



#### **Info-Apps Fast Facts continued...**

#### Who uses them today?

- Agency Operational Areas (SSA, FEMA)
- Agency Anti-Fraud and Inspector General community
- 150 Treasury Inspector General (Case / Prosecution Support) Community Representatives such as IRS, VA, OPM and Department of Education.

#### How are they initiated?

- Triggered by customer outreach related to an evolving trend, operational analysis, discovery or event (i.e. natural disaster) or training session
- Identification of Payment Integrity need by customer





## **Info-Apps Example**



The Payment Integrity Statistics Dashboard allows your agency to survey your data via high-level reporting and dashboards, drilling down as required:

- Are there unusual exceptions?
- Are there unusually large, or small transactions?
- Are you seeing a large volume of payments to the same payee/account/address?

The Payment Integrity Statistics Dashboard helps your agency get the most from its payment data.



#### **Case Study: Info-Apps for Disaster Recovery**

#### Monitor Payees Impacted by Natural Disasters

#### THE PROBLEM



SSA and FEMA check payees were impacted by natural disasters.

Agencies needed to know:

- Are payees getting their needsbased payments timely?
- Are checks being returned due to undeliverable address?
- Are checks being fraudulently endorsed due to forgery?



Info-App to monitor daily post payment activity in zip codes impacted by the disaster.

- Monitor daily check status (Outstanding, Paid / Reconciled, Canceled)
- Alert agency as checks are returned (Return Date, Return Reason)
- Alert agency as possible check forgeries are identified
- Alert agency with payment integrity risk scenarios (e.g. Many payees at one address).

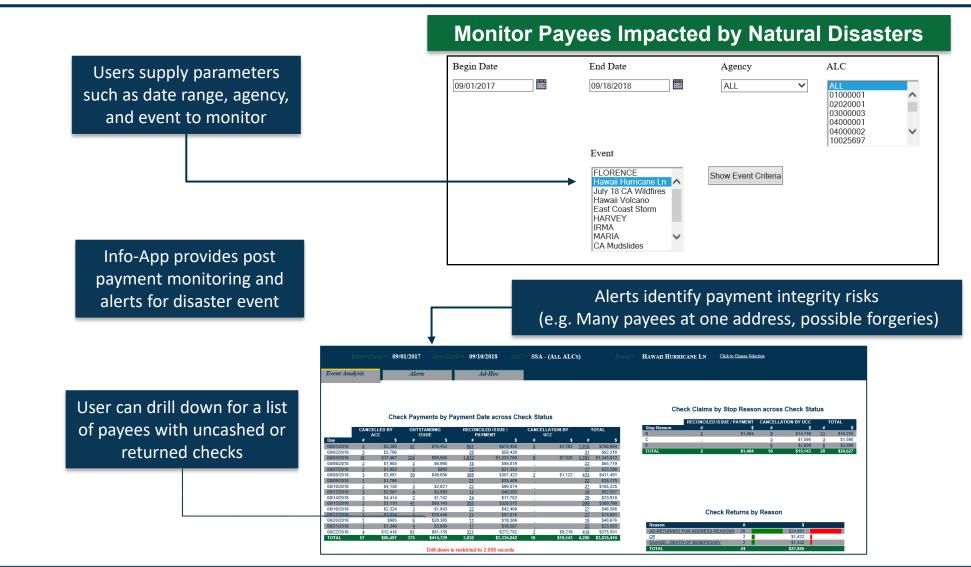


Provided agency visibility to ensure payees received funds timely

- Monitored events for hurricanes,
   California wildfires, and volcanoes
- Enabled agencies to proactively identify payees who needed replacement payments
- Provided tools to manage 30% increase in returns and claims
- Cross government payee profile analysis and pre-payment controls to be implemented in 2018.

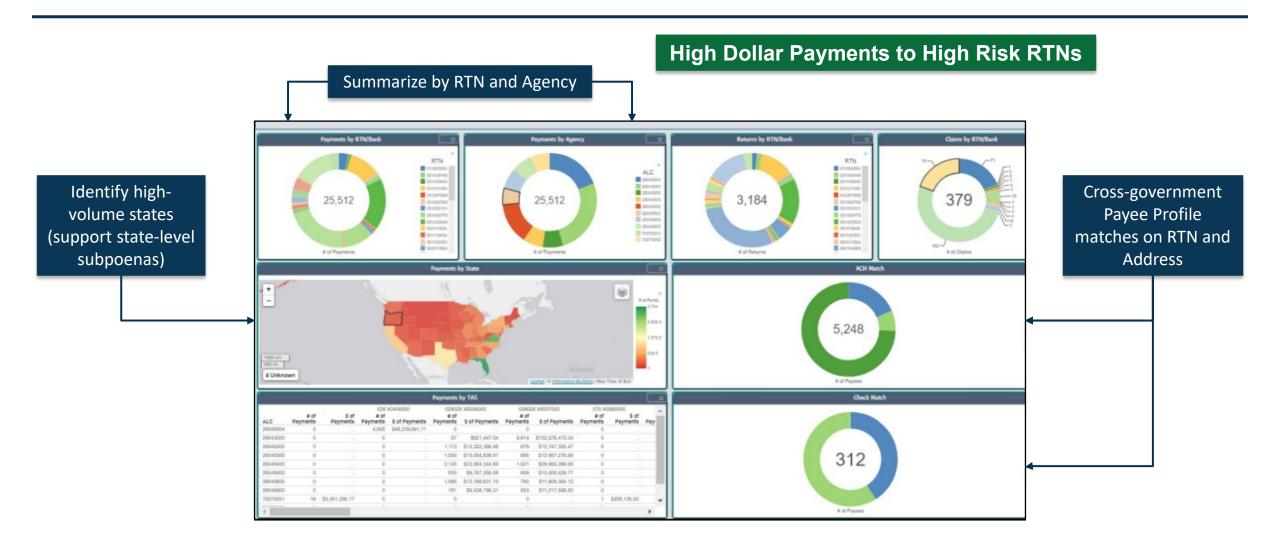


## **Case Study: Info-Apps for Disaster Recovery continued...**





## **Case Study: Info-Apps for Disaster Recovery continued...**





## **Case Study: Info-Apps for Disaster Recovery continued...**

#### Agencies and IGs have Payment Integrity Questions...

**Problem:** 

Zip Codes identified as "at risk" for theft

**Solution**:

Zip Code / Check Number View

**Problem**:

SSN identified as victim of identity theft

Solution: Payee View

Info-Apps has the answers!

**Problem:** 

Hurricane requiring monitoring of a geographic region

Solution:
Agency Geographic View

<u>Problem:</u>
Apartment building

identified as "suspect"

Solution:
Address View

Problem:
Increased fraud suspected on a given RTN

Solution: Bank View



## Thank You for Your Time Questions?

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## Do Not Pay Collaborating on the Changing Landscape of Payment Integrity

Dominique McCreary, Manager Angélique Bridges, Agency Lead Outreach & Business Processes

## Why We Are Here

Fiscal Service is identifying and prioritizing opportunities to improve the services offered through the Treasury Working System of the Do Not Pay Initiative (DNP)

- This breakout session offers a chance for our federal partners to give a voice to challenges and needs with improper payments and payment integrity:
  - Discuss opportunities to improve DNP services
  - Gather feedback from current and potential DNP customers that will impact planning, prioritization, and implementation of improvements
  - o Provide Fiscal Service with new and innovative ideas that impact customer processes



## **DNP** Background

#### **AUTHORITY**



#### Office of Management and Budget (OMB)

- OMB issues guidance for the DNP program but retains program authority
- OMB must designate additional databases for use in DNP

## HOST – THE WORKING SYSTEM



**Department of the Treasury** 

The working system and DNP together create one element of the larger multi-agency government-wide DNP Initiative and centrally provides a variety of data matching and data analytics services to support agency programs in their efforts to prevent and detect improper payments

#### **BUSINESS CENTER**



**Do Not Pay** 

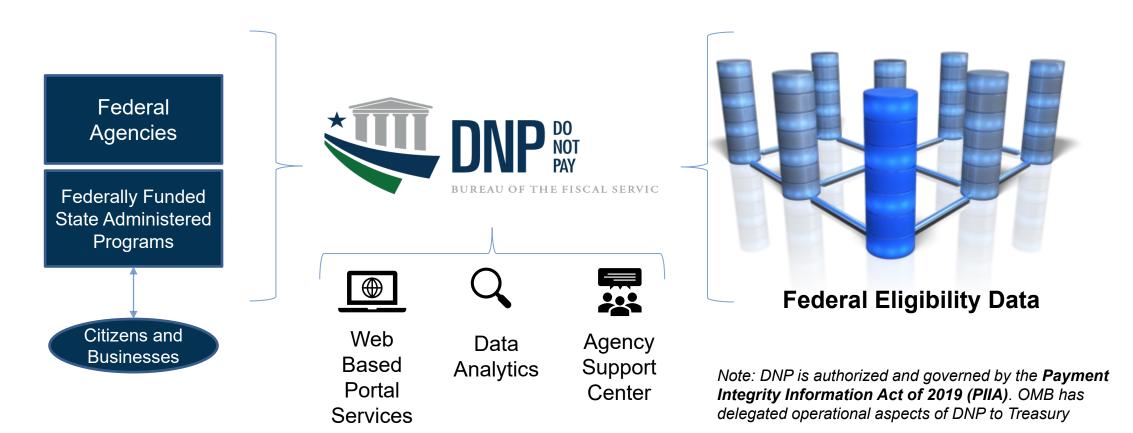
The **Do Not Pay Business Center** was established by Fiscal Service to provide the framework and support structure for the **working system** 

DNP is **authorized** and **governed** by the **Payment Integrity Information Act of 2019 (PIIA)** and
several OMB memoranda and circulars



## What is the DNP Business Center?

The Do Not Pay Busines Center is a resource that offers centralized access to relevant data sources for verifying payment or award eligibility. DNP offers customized data analysis to help agencies detect fraud, waste, and abuse and strengthen internal control. DNP provides agencies Improper payment consultation and ongoing support.



## Eligibility Hub Concept for DNP

#### PIIA allowed DNP to partner with FFSA programs

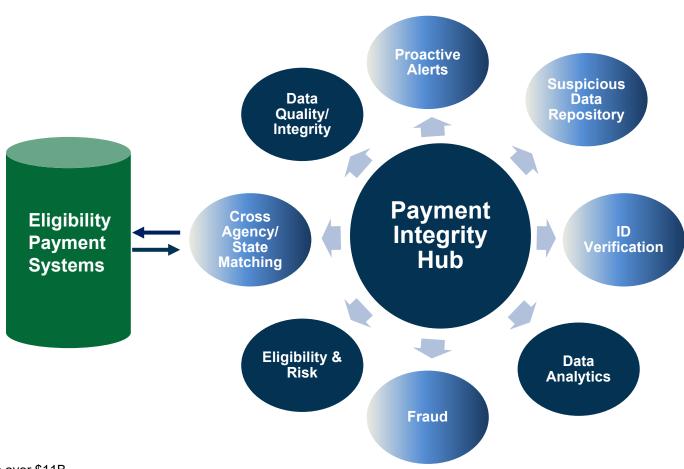
- FFSA include Unemployment Insurance and Medicaid
- Fiscal has been working towards meeting Agency/FFSA needs via a single payment integrity hub in DNP
- Fiscal has continuous interactions with programs across multiple states and federal agencies
- Modularized services to adapt and meet evolving needs
- Actively sourcing customers to develop dual enrollment and cross government identification functionality

PIIA - Payment Integrity Information Act FFSA- Federally Funded State Administered

#### **Payment Integrity Hub**

Centralized access point to perform eligibility verification, interstate match, data analysis (quality/integrity/etc.)

- Can address eligibility verification and dual enrollment universe (\$10.5B estimate)\*
- Future add additional Fraud and ID Verification sources
- Future add potential suspicious data repository, e.g., TINs, routing numbers



<sup>\*</sup>This estimate has been updated since this slide creation to reflect FY21 data. The universe is over \$11B.



## Pre-payment / Pre-award

#### Encourage pre-payment / pre-award activities rather than retroactive or compliance focused use



#### **Pre-award**

Before you start to pay, search DNP to make sure it's okay to pay this person or company.

#### **Pre-payment**

Check again throughout the time this person or company is getting payments or set up to monitor their eligibility. You can also research matches.

#### **At Time of Payment (Payments)**

Agency payments submitted to Treasury via the PAM file are automatically matched against death data sources available in the Portal through the Payments function.

#### Post-payment

Use Data Analytics to get reports and see trends. Use the reports to repair any problems and improve your service.



## Web-based Portal Services

#### **Pre-Award/Pre-Payment**



#### **Online Search**

User can search an individual or entity and view matching records



#### **Batch Matching**

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



#### **Continuous Monitoring**

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



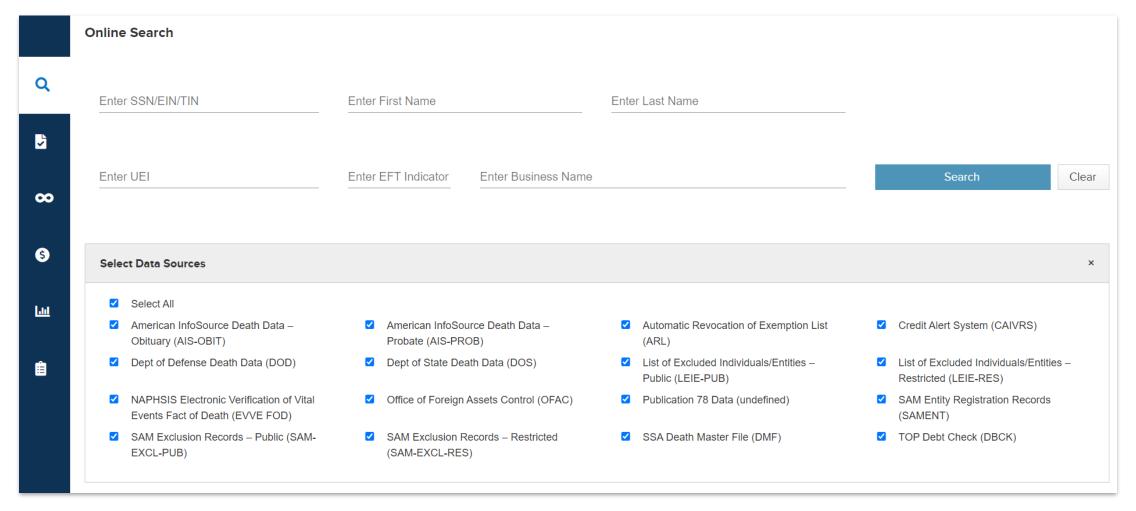
#### Web Service/API

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

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

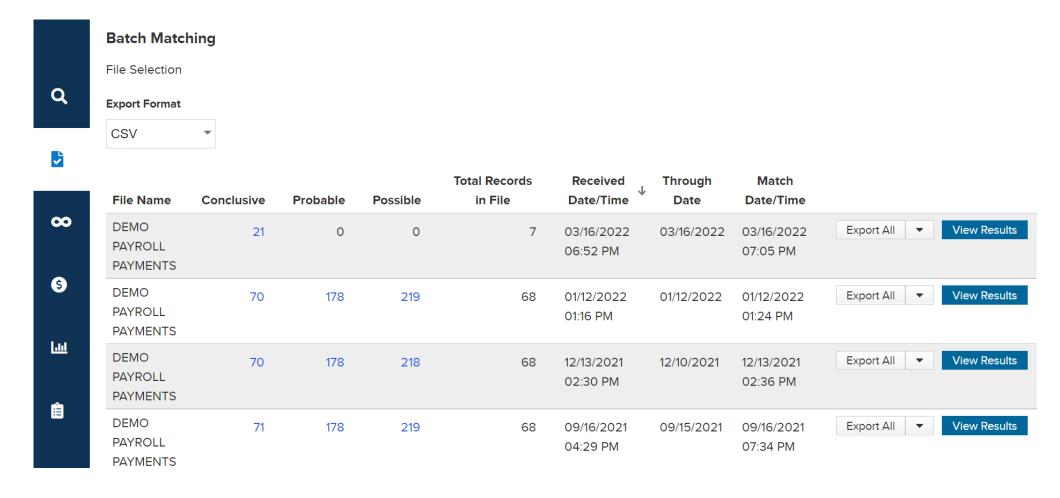


Q Online Search: User can search an individual or entity and view matching records



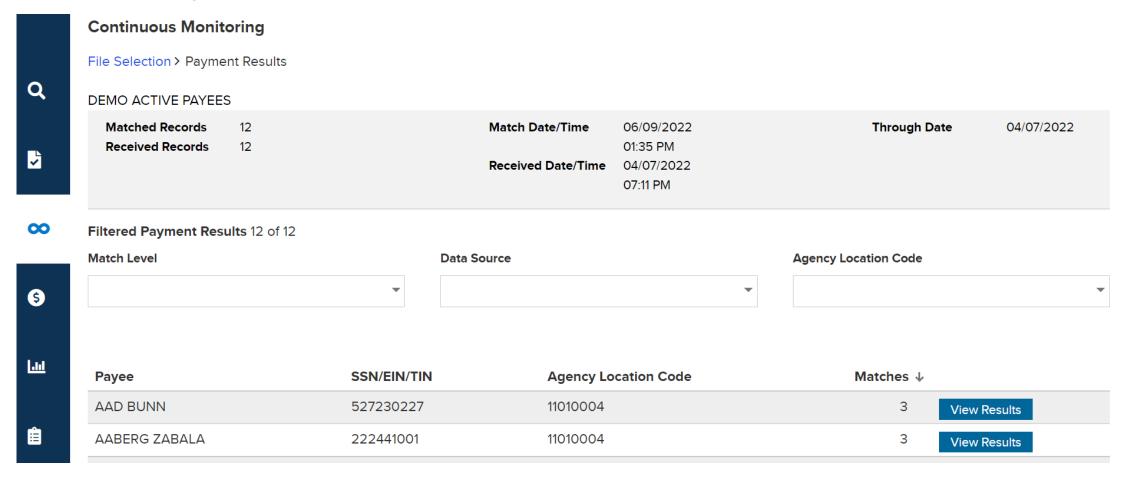


Batch Matching: One-time bulk submission for screening grants or loan payments against specified data sources





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







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

#### **API Example DMF Request**

/datasource?filter[dmf.tin]=12345

/datasource/dmf?filter[dmf.tin]=12345

/datasource?filter[dmf.firstName]=John &filter[dmf.lastName]=Doe

/datasource/dmf?filter[dmf.firstName]= John&filter[dmf.lastName]=Doe

#### **API Example DMF Response**

```
"data":
{"attributes": {
  "name": "JOHN DOE",
  "tin": "123456789",
  "deathDate": "01/01/2000",
  "birthDate": "01/01/1930",
  "verifyOrProof": "P"
 "id": "1001",
 "type": "dmf"
}]
```



## Data & Services

#### **Analytics Services**

- Deceased payees
- Medicaid Screening Service
- Dual Enrollment
- Unemployment Insurance Claimants
- Federal Benefit Eligibility

#### <u>Data</u>

- Death
- Debarment
- Non-profit Status
- Delinquent Federal Debt





## Social Security Administration Death Master File

#### Current

#### Death Master File **Public**

- SSA receives death reports from many sources, including family members, funeral homes, financial institutions, postal authorities, States, and other federal agencies.
- Data may include: Social Security Numbers (SSNs), first name, middle name, last name, date of birth, date of death

#### December 2023

Death Master File Full

\*Includes State Death Records





## **Best Practices**

How DNP can enhance alignment with common agency processes/internal controls





## **Contact Information**

Click <u>HERE</u> to or scan QR Code to complete survey:

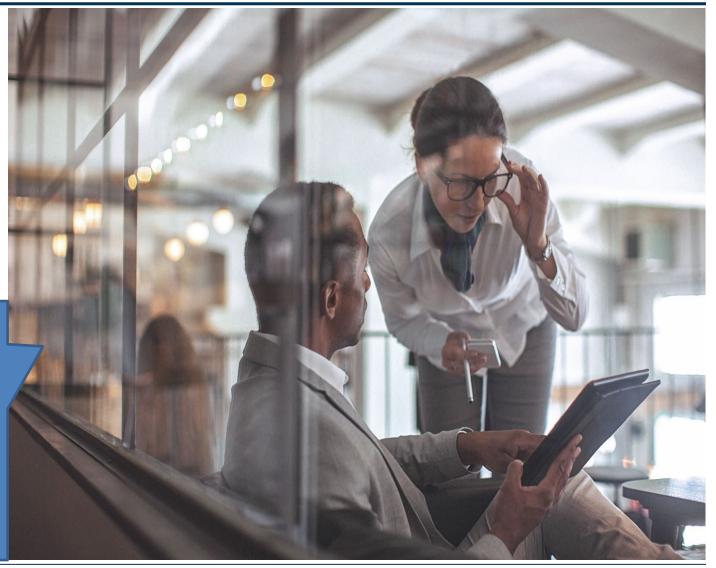


Interested in getting started? Here's How!

## Contact us

donotpay@fiscal.treasury.gov
855-837-4391

Visit us online at fiscal.treasury.gov/dnp





# Questions & Closeout

