Erroneous Payments

Instructor Lesson Plan

Time Required: 2 Hours

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| Lesson Description |
| The information below provides the instructor with an overview of the lesson and the materials that are required to effectively present this instruction. |
| TMS # | 3948790 |
| Prerequisites | Students must have completed Challenge Training and the Administrative Decision Process (609916) lesson. |
| target audience | The target audience for Erroneous Payments is Veteran Service Representatives (VSRs) |
| Time Required | 2 hours |
| Materials/TRAINING AIDS | Erroneous Payments Power Point* Erroneous Payments Handout
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| Training Area/Tools  | The following are required to ensure the trainees can meet the lesson objectives: * Classroom or private area suitable for participatory discussions
* Seating, writing materials, and writing surfaces for trainee note taking and participation
* Handouts, which include a practical exercise
* Large writing surface (easel pad, chalkboard, dry erase board, etc.) with appropriate writing materials
* Computer with PowerPoint software to present the lesson material
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| Pre-Planning  | * Become familiar with all training materials by reading the Instructor Lesson Plan while simultaneously reviewing the corresponding PowerPoint slides. This will provide you the opportunity to see the connection between the Lesson Plan and the slides, which will allow for a more structured presentation during the training session.
* Become familiar with the content of the trainee handouts and their association to the Lesson Plan.
* Practice is the best guarantee of providing a quality presentation. At a minimum, do a complete walkthrough of the presentation to practice coordination between this Lesson Plan, the trainee handouts, and the PowerPoint slides and ensure your timing is on track with the length of the lesson.
* Ensure that there are copies of all handouts before the training session.
* When required, reserve the training room.
* Arrange for equipment such as easel charts, an overhead projector, and any other equipment (as needed).
* Talk to people in your office who are most familiar with this topic to collect experiences that you can include as examples in the lesson.
* This lesson plan belongs to you. Feel free to highlight headings, key phrases, or other information to help the instruction flow smoothly. Feel free to add any notes or information that you need in the margins.
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| Training Day  | * Arrive as early as possible to ensure access to the facility and computers.
* Become familiar with the location of restrooms and other facilities that the trainees will require.
* Test the computer and projector to ensure they are working properly.
* Before class begins, open the PowerPoint presentation to the first slide. This will help to ensure the presentation is functioning properly.
* Make sure that a whiteboard and the associated markers are available.
* You will complete a roll call attendance sheet or provide a sign-in sheet to the students. The attendance records are forwarded to the Regional Office Training Managers.
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|  Introduction: Erroneous Payments |
| INSTRUCTOR INTRODUCTION | Complete the following:* Introduce yourself
* Orient learners to the facilities
* Ensure all learners have the required handouts
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| time required | 0.25 hours |
| Purpose of Lesson | The purpose of this lesson is to explain what to do upon discovery of an erroneous payment of benefits to a beneficiary. |
| Lesson ObjectivesDiscuss the following:Slide 3Handout p. 2  | In order to accomplish the purpose of this lesson, the VSR will be required to accomplish the following lesson objectives.TheVSRwill be able to: Define erroneous paymentsIdentify multiple causes of erroneous payments and whether they are administrative errors (which require an administrative decision)* Describe actions to correct erroneous payments

Explain how to process cases involving an administrative error |
| Motivation | The correction of erroneous payments often results in an overpayment of benefits. Requiring a beneficiary to repay an overpayment VA was at fault for creating is unfair and could cause the beneficiary financial hardship. |
| STAR Error code(s) | VSR Tasks 1, 7, 10 and 11 |
| ReferencesSlide 4Handout p. 3 | Explain where these references are located in the workplace.All M21-1 references are found in the [Compensation and Pension Knowledge Management (CPKM) portal](https://vaww.compensation.pension.km.va.gov/).* [M21-1, Part III, Subpart v, 1.I](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000014228/M21-1-Part-III-Subpart-v-Chapter-1-Section-I-Correcting-the-Erroneous-Payment-of-Benefits-to-a-Beneficiary), Correcting the Erroneous Payment of Benefits to a Beneficiary
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| Topic 1: Identifying Erroneous Payments |
| Introduction | Introduce yourself and inform participants of the lesson topic. Talk about some personal examples of erroneous payments that you’ve dealt with. |
| Time Required | 0.5 hours |
| OBJECTIVES/Teaching Points | Topic objectives:* Define erroneous payments
* Identify multiple causes of erroneous payments and whether they are administrative errors (which require an administrative decision)
 |
| Definition of Erroneous PaymentsSlide 6Handout p. 4 | Define erroneous payments.Discuss the different reasons why a beneficiary could be receiving erroneous payments, and briefly describe duplicate payments.Explain to the students that we are not discussing duplicate payments in depth because they are relatively rare, and each kind has specific rules for how they should be corrected. Refer trainees to M21-1 III.v.1.I.2 for specific instructions on correcting duplicate payments.  |
| Actions to Take for Erroneous Payments*Slide 7**Handout p. 4*  | If the erroneous payment does not represent a duplicate payment, trainees must:determine whether the erroneous payment was due to:administrative erroraction the beneficiary took or failed to take, orfraudulent intent, and  |
| **Examples of Erroneous Payments That Are Not Duplicate Payments**Slide 8Handout p. 4  | Go over the examples on this slide, providing a personal experience if you can, and ask if the students have any scenarios in mind. |
| Definition of Administrative Error*Slide 9**Handout p. 5*  | Use this definition to clarify the examples on the previous slide. |
| Erroneous Payment Due to System Malfunction or Programming Error*Slide 10**Handout p. 5*  | Explain that system malfunction and programming errors are generally not administrative errors, but be sure to highlight that RBPS errors are. |
| Erroneous Payment Due to Claims Processing Delays*Slide 11**Handout p. 5*  | Explain that even though we are responsible for creating the overpayment caused by claims processing delays, the Veteran is not entitled to that money.  |
| Erroneous Payment Due to Veteran Action*Slide 12**Handout p. 5*  | Explain that it is a Veteran’s duty to inform the VA of their return to active duty. If a Veteran fails to give VA advance notice of their return to active duty, VA must retroactively discontinue their benefits, thereby creating an overpayment. The Veteran is responsible for repaying the overpayment.  |
| Example of an Administrative Error*Slide 13**Handout p. 6* | Review the example. |

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| Topic 2: Handling Cases Involving Erroneous Payments  |
| Introduction | Discuss the steps to take when a notice of adverse action, and possibly an administrative decision, is/are required. |
| Time Required | 0.5 hours |
| OBJECTIVES/Teaching Points | Topic objectives:Explain to VSRs that we will discuss notice of adverse actions and when an administrative decision is needed.The following topic teaching points support the topic objectives: * Different actions to take based on the type of erroneous payment
* Recognizing whether an erroneous payment needs an administrative decision
 |
| Erroneous Payment Based on a Non-Rating Error*Slide 15*Handout p. 7 | Explain the procedure contained in [M21-1 III.v.1.I.3.g](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000014228/M21-1-Part-III-Subpart-v-Chapter-1-Section-I-Correcting-the-Erroneous-Payment-of-Benefits-to-a-Beneficiary#3g), when the VA is paying erroneous benefits to a beneficiary due to administrative error that was *not* based ona rating decision.Stress that claims processors must establish EP 600 to control for a response to the notice of proposed adverse action. If the evidence of record, to include evidence the beneficiary provides in response to the notice of proposed adverse action, shows an error was made and VA was at fault for the error, claims processors must establish EP 960 (to track the administrative error) before preparing an administrative decision. |
| Approvals of Administrative Decisions Involving Administrative ErrorSlide 16*Handout p. 7* | Review the chart on the slide that shows who must approve an administrative decision when the amount of the overpayment is less than $2,000, between $2,000 and $24,999, or $25,000 or more.When calculating the total amount of benefits VA erroneously paid to a beneficiary, multiply the amount of benefits VA erroneously paid each month by the number of months VA made the erroneous payments, up to and including the last day of the month following the 60-day period VA gave the beneficiary to respond to the notice of proposed adverse action. |
| Requesting Compensation Service Approval of an Administrative Decision Slide 17-18Handout p. 8 | Discuss how to request approval of an administrative decision from Compensation Service (CS), per [M21-1 III.v.1.I.3.i.](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000014228/M21-1-Part-III-Subpart-v-Chapter-1-Section-I-Correcting-the-Erroneous-Payment-of-Benefits-to-a-Beneficiary#3i)   |
| **Erroneous Payments Based on Fraud**Slide 19Handout p. 8 | Inform the students that in certain areas, the local Office of Inspector General (OIG) Regional Field Office provides locally-determined guidelines to regional offices (ROs) in their jurisdiction for referring cases of suspected fraud. For more information on processing cases of fraud, refer to [M21-1, Part III, Subpart vi, 5.A.2](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000014296/M21-1%2C-Part-III%2C-Subpart-vi%2C-Chapter-5%2C-Section-A---Fraud). |

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| Practical Exercise |
| Time Required | 0.5 hours |
| EXERCISE*Handout p. 9* | Go over answers and check for comprehension. Ask if there are any questions about the information presented in the exercise and then proceed to the Review. |

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| Lesson Review, Assessment, and Wrap-up |
| IntroductionDiscuss the following: | The Erroneous Payment lesson is complete. Review each lesson objective and ask the trainees for any questions or comments. |
| Time Required | 0.25 hours  |
| Lesson Objectives*Slide 19* | You have completed the Erroneous Payment lesson. The trainee should be able to: * Define erroneous payments
* Identify multiple causes of erroneous payments and whether they are administrative errors
* Describe actions to take upon discovering the erroneous payment of benefits
* Explain how to process cases involving an administrative error
 |
| Assessment  | Remind the trainees to complete the on-line assessment in TMS to receive credit for completion of the course.The assessment will allow the participants to demonstrate their understanding of the information presented in this lesson. |