

## I. Background:

The Department of Veterans Affairs (VA) experienced a data quality issue with the SSA Income Verification Match program between 2011 and 2022, resulting in the SSA Income Match program being paused. The purpose of this match is to allow VA to verify an individual's continued eligibility for VA benefits by disclosing accurate SSA income for VA beneficiaries receiving income-based benefits. The data quality issue was resolved by the results of the SSA Income Verification Match (SSIVM) that occurred on June 24, 2022.

In December 2022, legislation was enacted (Cleland Dole Act) to prevent establishing debts related to VA's failure to timely process award actions (38 U.S.C. 5302B). In December 2023, the Secretary of Veterans Affairs signed a Temporary Timeliness Instruction memorandum which outlined VA's policy for implementing 38 U.S.C. § 5302B (5302B).

Between June 24, 2022, and November 2023, approximately 12,515 Pension beneficiary awards were amended following the required Due Process period associated with the June 24, 2022, IVM match. These award actions resulted in the establishment of over \$850 Million in debt for impacted individuals.

Subsequently, VA determined these debts were not established timely as required by 5302B due to the Social Security Income Verification Match data quality issue, and as such, VA was prohibited from establishing and collecting debts resulting from the June 24, 2022, SSIVM.

On March 20, 2024, all remaining SSIVM debt for this cohort of beneficiaries was administratively cancelled through an automated script in the Enterprise Management of Payments, Workload, and Reporting for VA (eMPWR-VA) system. Additionally, since these debts were barred under 5302B, amounts which had previously recouped through recurring or retroactive award payments, or through direct collection from the beneficiary, were refunded to beneficiaries.

After the March 20, 2024, action to refund previously collected amounts, it was discovered that some beneficiaries may have been made whole through a previous award action, which may have led to a Duplicate Refund **which now needs to be recouped**.

This job aid is intended to supplement the "Social Security Match Debt Erroneous Payment" guidance issued by Pension and Fiduciary Service and provide guidance on how to navigate the eMPWR-VA system for researching these cases and identifying refund amounts which may need to be collected.

## II. Overview of SSIVM Debt Scenarios

VA's Office of General Counsel has provided guidance on three likely scenarios, which are outlined below. Each case listed on the Spreadsheet needs to be reviewed to determine which scenario is applicable.

### **Duplicate Refund**

On March 20, 2024, a previously collected SSIVM debt amount was refunded to the beneficiary. Additional award action(s) for the same award reason(s) and same period as the original SSIVM debt results in a duplicate payment of amount(s) previously refunded – further action is required to establish and recoup this overpayment with proper due process.

To determine if a subsequent award action represents a duplicate refund, VSRs should review the Remarks/Award Reason associated with any awards authorized following the establishment of the SSIVM debt. If the reason for the subsequent award action was “IVM”, this represents a duplicate refund scenario, and SSD will need to re-establish the debt as outlined in the “Social Security Match Debt Erroneous Payment” guidance procedures.

### **Concurrent Award Action**

Amounts may be recouped and applied to the SSIVM debt within the same award action in which the SSIVM debt is established. Offsets in calculations and the application of retroactive entitlements to the SSIVM debt amount may occur. The final SSIVM debt amount (after all calculations and offsets) is barred by Cleland Dole, Section 5302B, as the result of untimely processing.

Cases with a Concurrent Award scenarios are represented in the linked spreadsheet below, and can be identified by amounts greater than zero in Column K. This scenario requires **NO further action** by the VSR or SSD when reviewing for duplicate payments.

### **Subsequent Claim**

Awards processed after the SSIVM debt was established may have resulted in a retroactive payment which was erroneously applied to the SSIVM debt. This amount was refunded to the beneficiary and represents a legitimate refund.

A previous SSIVM debt is barred by 5302B. A subsequent claim results in retroactive increase in monthly benefits. The “increase” time period overlaps with the time period for which debt is barred by 5302B. VA may only pay above what was previously overpaid during the overlapping time period in order to avoid duplicate payments. Some subsequent claims contained

administrative errors that impacted the refund amounts. See the “Social Security Match Debt Erroneous Payment Procedures” for instructions on handling these cases.

## SSIVM Debt Listing

The [Spreadsheet](#) provides summary information regarding the original amount of the SSIVM debt and any subsequent actions that reduced the debt balance. The following provides an overview of the information contained in this spreadsheet.

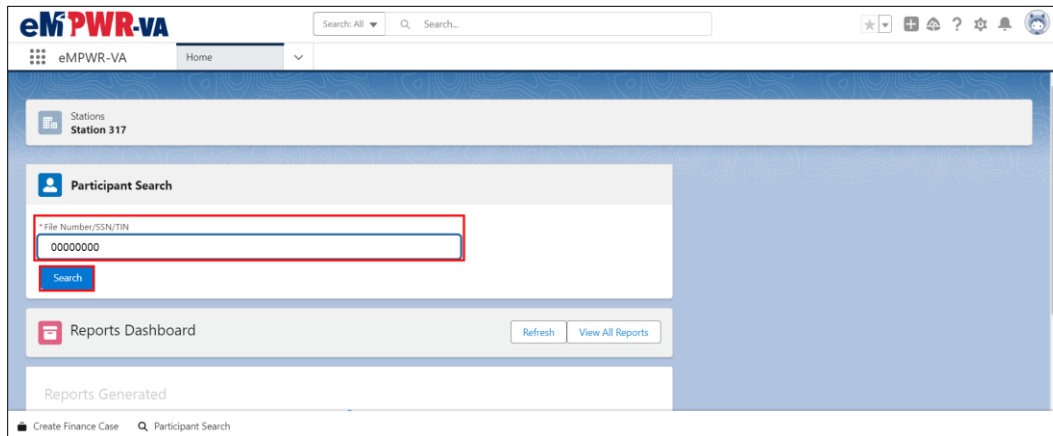
Column Heading	Description	Other Notes
Column A: SSIVM Award Event Date	the date the SSIVM Debt award was authorized	
Column B & C: File Number/Beneficiary SSN	File Number and SSN of beneficiary ( <i>note: these columns are hidden in the screen shot to protect PII</i> )	
Column D: Beneficiary PID	Participant ID of beneficiary	
Column E: Payee Code	Payee Code of the beneficiary	
Column F: Date of Death	Date of Death of the beneficiary	
Column G: Original SSIVM Debt Amount	Original amount of the SSIVM debt. This amount should match the Net Effect of the award authorized on the date in Column A.	
Column H: Balance Amount on 03/20/24	The balance of the SSIVM debt on March 20, 2024	
Column I: Cancelled Amount	Amount of SSIVM debt cancelled under Cleland Dole (5302B).	08E
Column J: Refund Amount	Amount of Refund issued to the beneficiary on March 20, 2024	06A
Column K: Recouped by Same Award Event	Amount applied to SSIVM debt within the same award action.	<u>Amounts greater than zero in this column indicate a concurrent claim scenario</u> , where payables were applied to the SSIVM debt within the same award action. Amounts in this column were <u>not refunded</u> to the beneficiary.
Column L: Waived Amount	Amount of SSIVM debt waived by the Committee on Waivers prior to March 20, 2024	Amounts in this column were <u>not refunded</u> to the beneficiary (07C)
Column M: Written Off Amount	Amount of SSIVM debt written off by the RO or Debt Management Center (DMC) prior to March 20, 2024	Amounts in this column were <u>not refunded</u> to the beneficiary (07D)
Column N: Canceled Amount (Prior to 3/20/24)	Amount of SSIVM debt cancelled by the RO or DMC prior to March 20, 2024	Amounts in this column were <u>not refunded</u> to the beneficiary (08E)
Column O: Recouped by Award/RP Amount	Amount of recurring or retroactive payments applied to the SSIVM debt prior to March 20, 2024.	Amounts in this column were <b>refunded in full</b> to the beneficiary. <i>These amounts <b>MAY</b> represent a duplicate refund or subsequent claim scenario.</i> (13C)
Column P: Direct Collection Amount	Amount collected directly from the beneficiary and applied to the SSIVM debt prior to March 20, 2024	Amounts in this column were <b>refunded in full</b> to the beneficiary (08A)

### III. eMPWR-VA Basic Navigation Instructions:

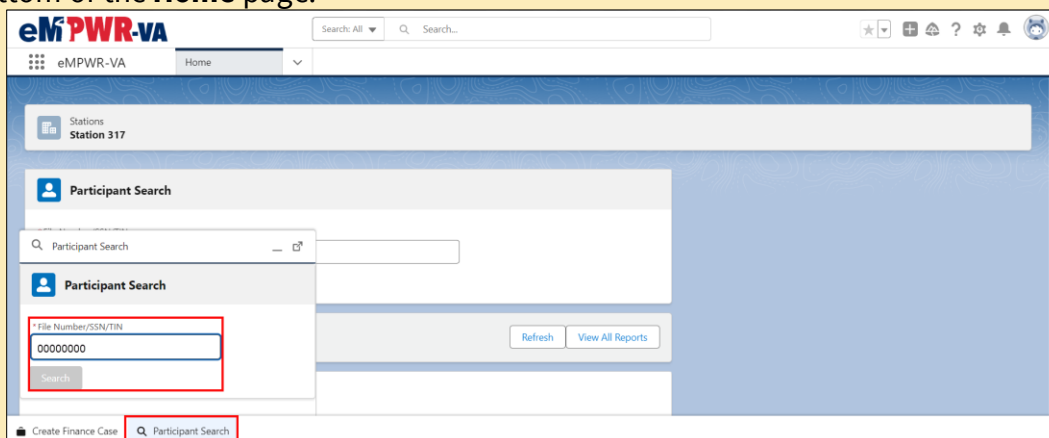
The purpose of this section is to highlight the key navigating components of eMPWR-VA as a “View Only” User. This section covers the following topics: completing a participant search, navigating the participant’s transaction history, accessing reports, and accessing resources in Salesforce Knowledge (SFK).

#### Participant Search

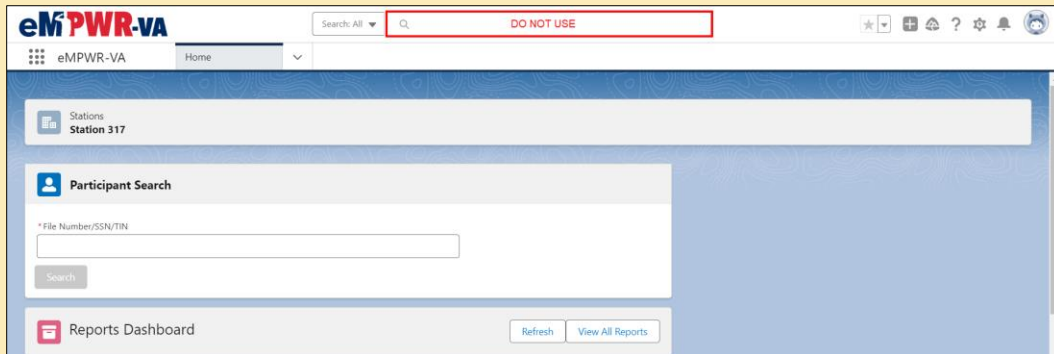
Search for Participants in the **Participant Search** field using a file number, social security number, or tax identification number. Then, select **Search**.



**Note:** You can also search for Participants using the **Participant Search** feature at the bottom of the **Home** page.



**Note:** Do not search for a participant using the search feature at the top of the eMPWR screen.



## Transaction History

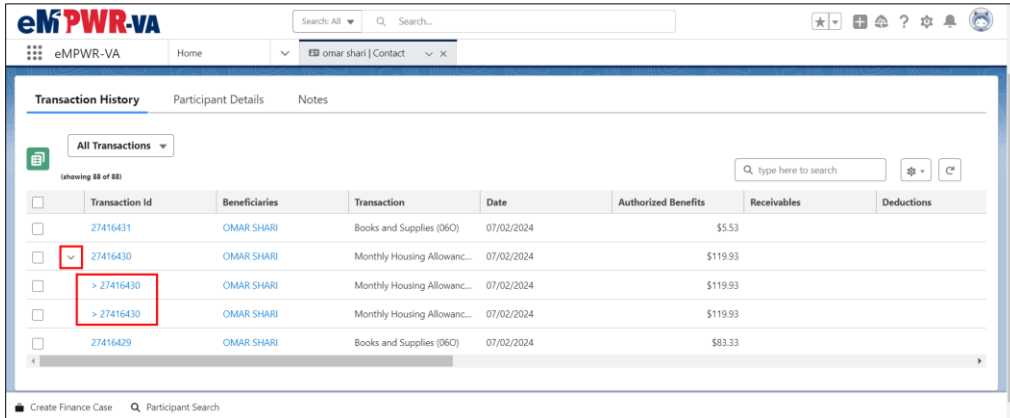
View the Participant's transaction history on the **Transaction History** tab.

Transaction Id	Beneficiaries	Transaction	Date	Authorized Benefits	Receivables	Deductions
27416431	OMAR SHARI	Books and Supplies (060)	07/02/2024		\$5.53	
> 27416430	OMAR SHARI	Monthly Housing Allowanc...	07/02/2024		\$119.93	
27416429	OMAR SHARI	Books and Supplies (060)	07/02/2024		\$83.33	
> 27416428	OMAR SHARI	Monthly Housing Allowanc...	07/02/2024		\$158.53	
27416427	OMAR SHARI	Books and Supplies (060)	07/02/2024		\$125.00	

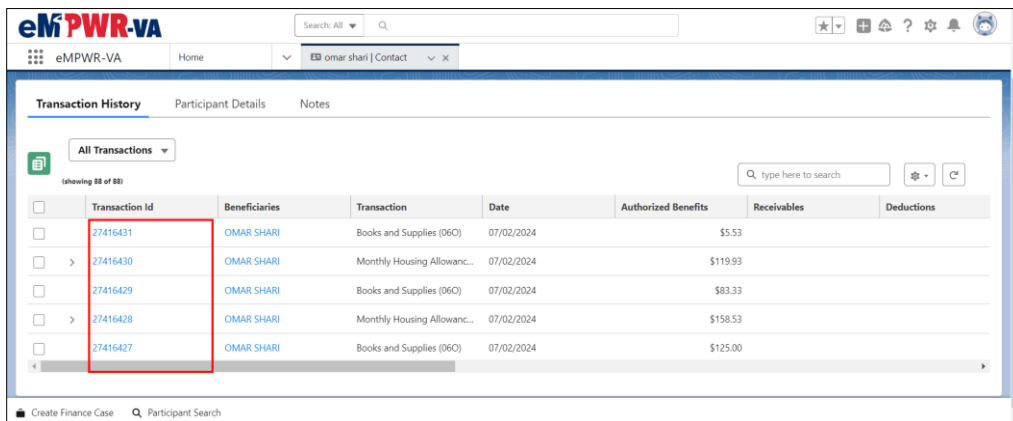
Filter transactions to view **Accountable Balances**, **Deductions**, **Payments**, or **Receivables** by selecting the drop-down arrow next to **All Transactions**.

Transaction Id	Beneficiaries	Transaction	Date	Authorized Benefits	Receivables	Deductions
> 27416429	OMAR SHARI	Books and Supplies (060)	07/02/2024		\$83.33	
> 27416428	OMAR SHARI	Monthly Housing Allowanc...	07/02/2024		\$158.53	
27416427	OMAR SHARI	Books and Supplies (060)	07/02/2024		\$125.00	

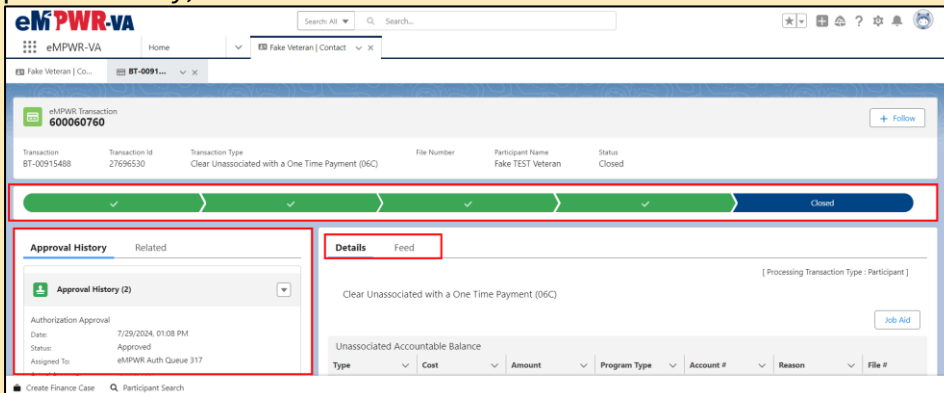
View additional transactions by selecting the carat next to the **Transaction ID**.

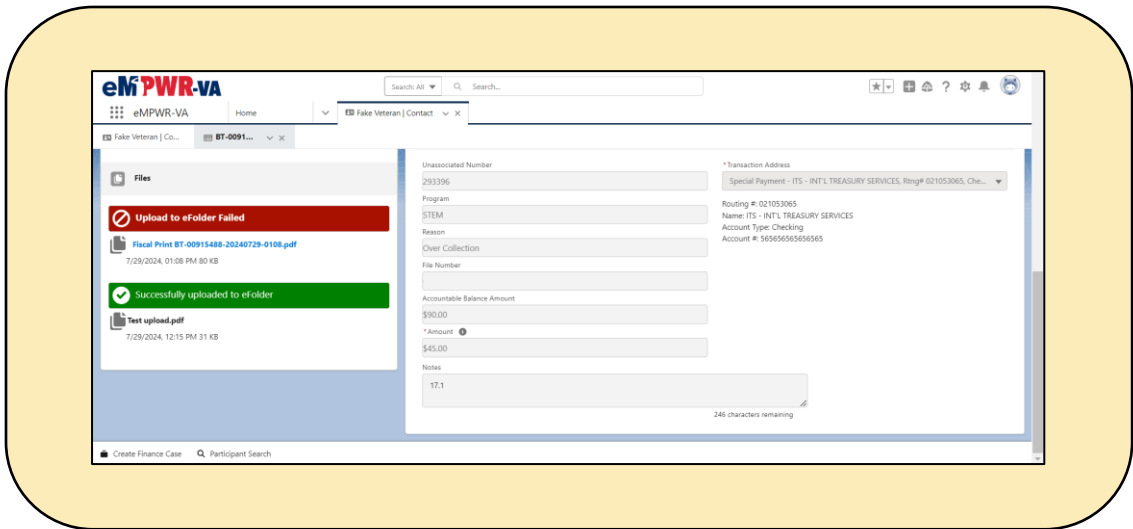


View the Business Transaction and audit details for a transaction by selecting the **Transaction ID**.



**Note:** A new tab will open displaying the status of the transaction, the approval history, and audit details.



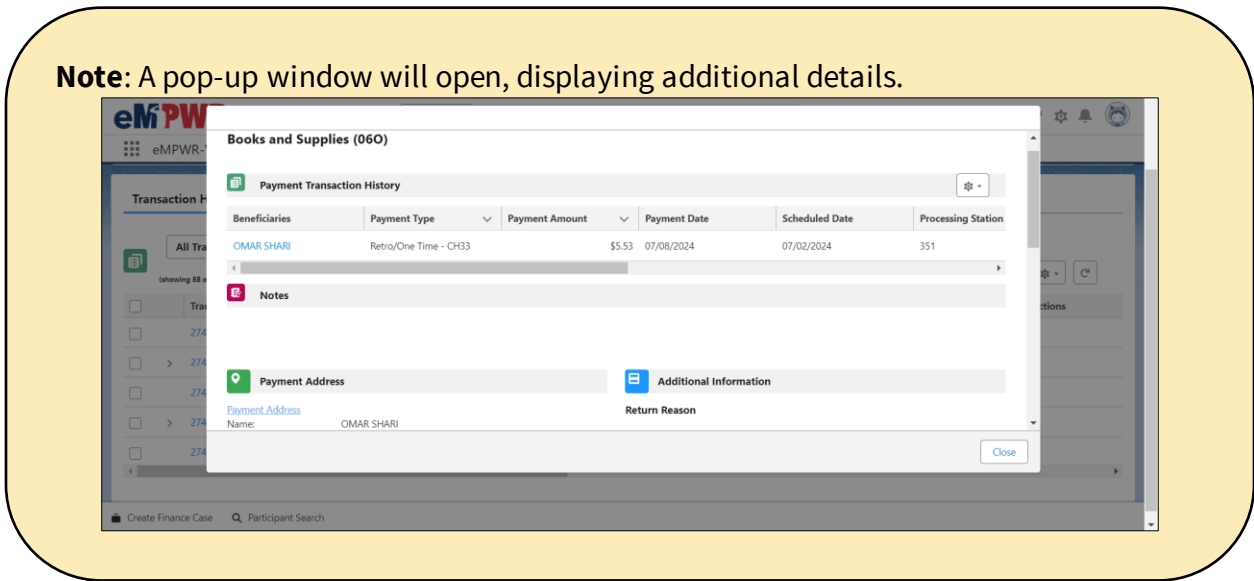


View details for a transaction by selecting the beneficiary's name in the **Beneficiaries** column.

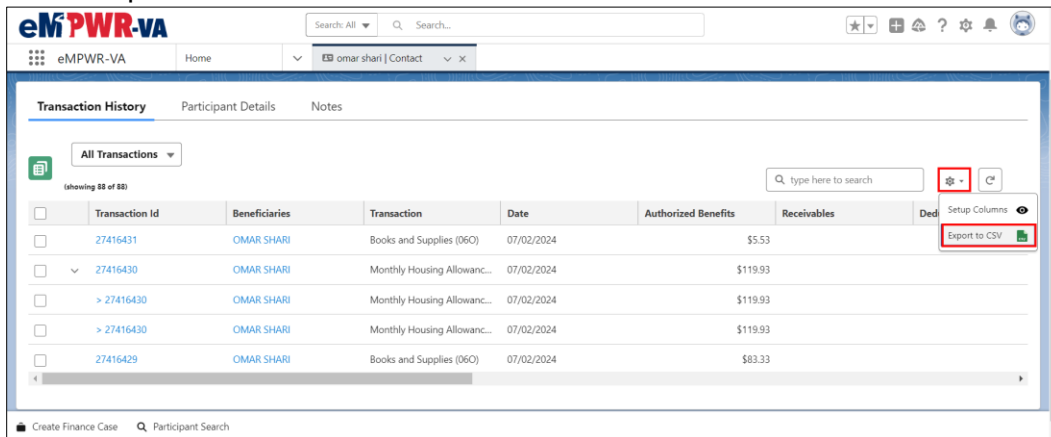
The screenshot shows the 'Transaction History' page. A table lists transactions with columns: Transaction Id, Beneficiaries, Transaction, Date, Authorized Benefits, Receivables, and Deductions. The 'Beneficiaries' column is highlighted with a red box. The table shows several transactions for 'OMAR SHARI'.

Transaction Id	Beneficiaries	Transaction	Date	Authorized Benefits	Receivables	Deductions
27416431	OMAR SHARI	Books and Supplies (060)	07/02/2024		\$5.53	
27416430	OMAR SHARI	Monthly Housing Allowanc...	07/02/2024		\$119.93	
> 27416430	OMAR SHARI	Monthly Housing Allowanc...	07/02/2024		\$119.93	
> 27416430	OMAR SHARI	Monthly Housing Allowanc...	07/02/2024		\$119.93	
27416429	OMAR SHARI	Books and Supplies (060)	07/02/2024		\$83.33	

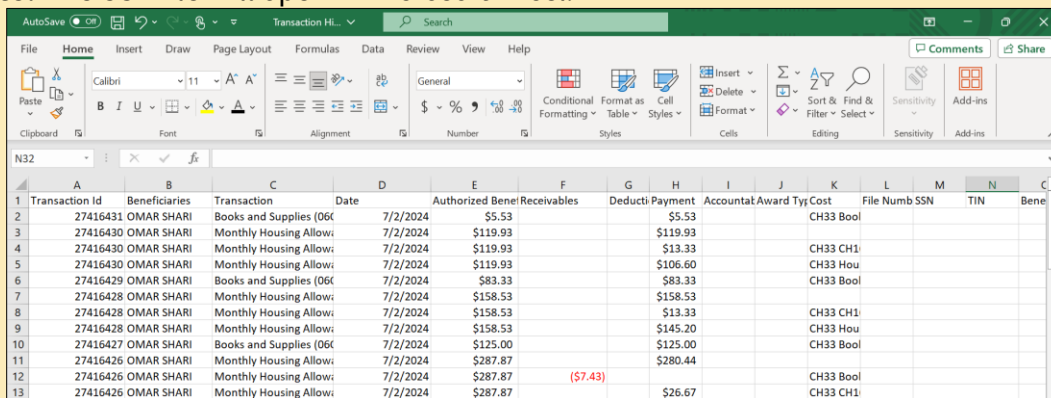
**Note:** A pop-up window will open, displaying additional details.



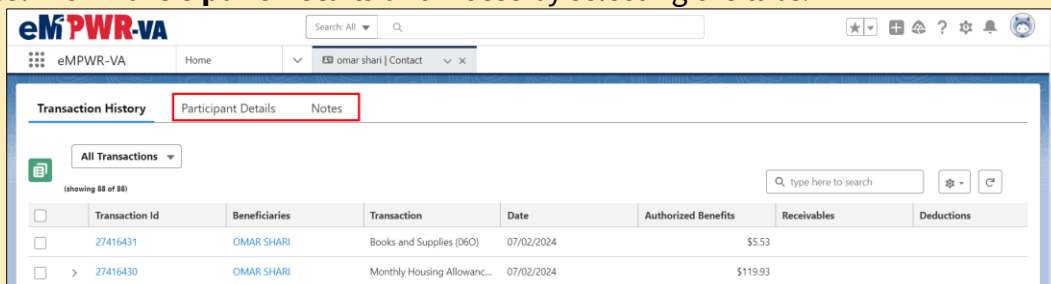
Download the Transaction History as a CSV file by selecting the gear icon and selecting the **Export to CSV** option.



**Note:** The CSV file will open in Microsoft Excel.



**Note:** View **Participant Details** and **Notes** by selecting the tabs.



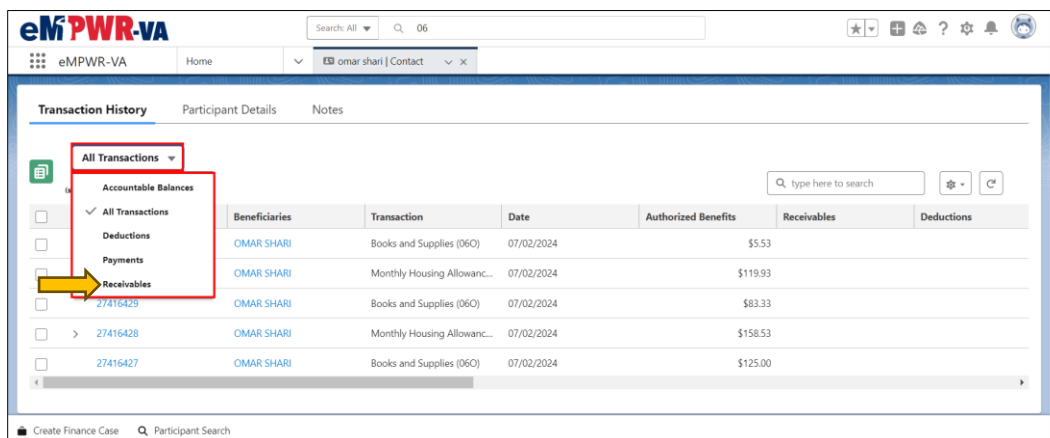


## IV. Viewing Basic Debt Information:

The purpose of this section is to highlight the key navigating components for researching historical and current debt information for a beneficiary. This job aid covers the following topics: navigating to eMPWR-VA Receivables Screen, understanding the eMPWR-VA Receivables Grid, how to View Historical Debt Information, understanding the Receivables “View Details” screen, and understanding how the debt changed over time.

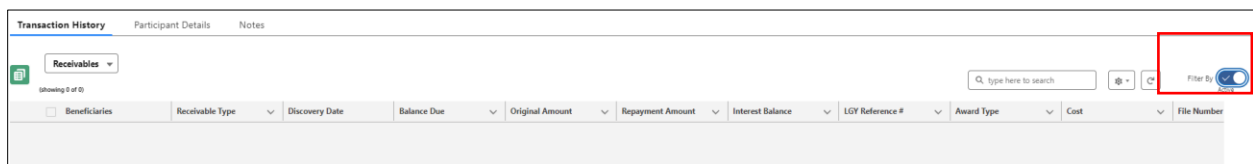
### eMPWR-VA Receivables Screen

Users can find details related to current and historical debts by navigating to the Receivables Screen



After navigating to the Receivables screen, the view will default to all current, active debts owed by the beneficiary.

- For the cases under review, users will need to navigate to the “Inactive” portion of the screen by hitting the “Filter by” toggle button shown below. This will display all historical debts – including the SSIVM debts.
  - Note: When this filter toggle is set to “Active” all current debts will display – which will not include the SSIVM debts.



When viewing the inactive data, you’ll notice the balance due for these debts is set to \$0.00. This is because these debts have previously been cancelled or collected.

- You can view additional details by selecting the beneficiary’s name hyperlink.

Beneficiaries	Receivable Type	Discovery Date	Balance Due	Original Amount	Repayment Amount	Interest Balance	LGY Reference #	Award Type	Cost
<input type="checkbox"/> ELDRIDGE PETER LANGFORD, JR	Compensation or Pension R...	01/14/2023	\$0.00	\$0.00	\$0.00	\$0.00			Pension Veteran PGW PL 95...
<input type="checkbox"/> ELDRIDGE PETER LANGFORD, JR	Compensation or Pension R...	01/14/2023	\$0.00	\$4,729.00	\$4,729.00	\$0.00			Pension Veteran PGW PL 95...
<input type="checkbox"/> ELDRIDGE PETER LANGFORD, JR	Compensation or Pension R...	01/14/2023	\$0.00	\$9,660.00	\$9,660.00	\$0.00			Pension Veteran PGW PL 95...
<input type="checkbox"/> ELDRIDGE PETER LANGFORD, JR	Compensation or Pension R...	01/14/2023	\$0.00	\$760.00	\$760.00	\$0.00			Pension Veteran PGW PL 95...
<input type="checkbox"/> ELDRIDGE PETER LANGFORD, JR	Compensation or Pension R...	01/14/2023	\$0.00	\$859.00	\$859.00	\$0.00			Pension Veteran PGW PL 95...

After selecting the hyperlink, a new screen will appear, showing additional details about the debt, including the “Receivable Reason”.

- This reason will reflect the reason the debt was established and is related to the award line reason associated with the “Begin Date”, or effective date of the debt.

Receivable Type	Receivable Reason	Balance Due	Begin Date	End Date	Fiscal Year	Collect
Compensation or Pension R...	Countable Income Adjustment	\$0.00	02/01/2015	11/30/2016	2023	Collecti

Additionally, you’ll be able to view the history of transactions which affected the debt. For more information on the transaction type codes you may encounter on this page, see [here](#).

Transaction Type	Date	Transaction Amount	Previous A/R Balance	New A/R Balance
Amended Running Award (13C)	01/14/2023	\$0.00	\$0.00	\$31,900.00
Change Dates and Indicators (02C)	02/14/2023	\$0.00	\$31,900.00	\$31,900.00
Amended Running Award (13C)	02/21/2023	\$31,900.00	\$31,900.00	\$0.00
Establish Recurring Deduction (18)	03/29/2023	\$1,336.00	\$0.00	\$0.00
Change Recurring Deduction (18A)	04/10/2023	\$226.00	\$0.00	\$0.00
Change Recurring Deduction (18A)	11/03/2023	\$0.00	\$0.00	\$0.00

## V. How to access additional eMPWR-VA Job Aids and Tutorials

### eMPWR-VA Online Help Dashboard

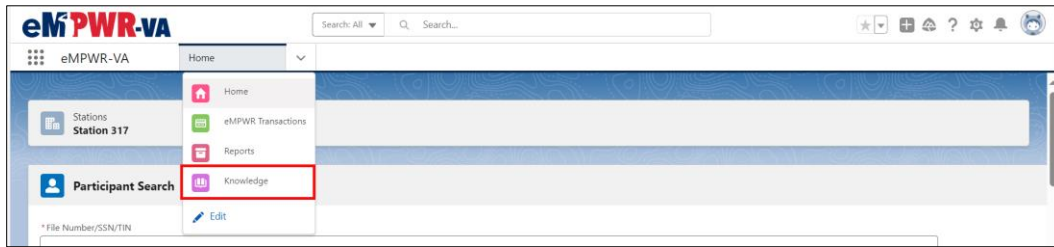
The [eMPWR-VA Online Help Dashboard](#) contains a complete eMPWR-VA User Guide, a series of Job Aids, Video Tutorials, and Frequently Asked Questions, including a more detailed video tutorial on how to navigate eMPWR-VA, found [here](#).

### Salesforce Knowledge (SFK)

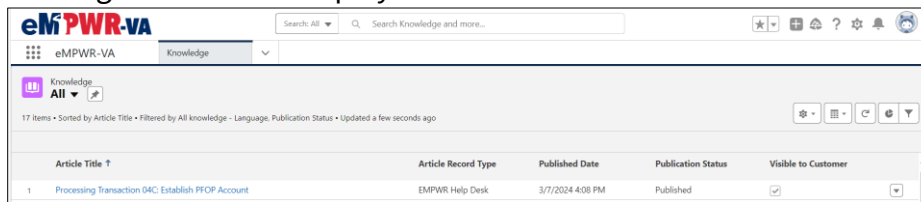
Users can also find additional job aids and training resources directly in eMPWR, within our Salesforce Knowledge library. Users can access the SFK library of resources one of two ways.

## Option 1:

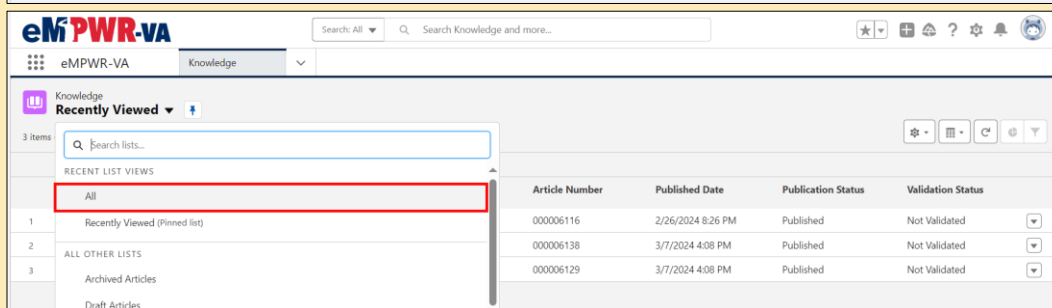
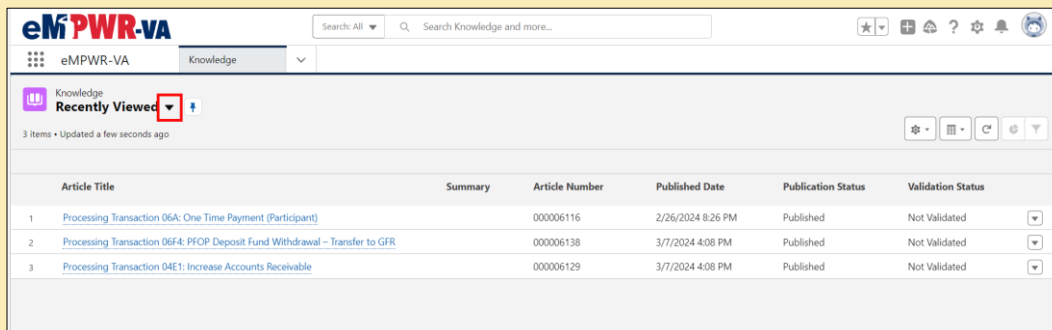
- Select **Knowledge** from the top **Home** button.



The list of knowledge articles will display.

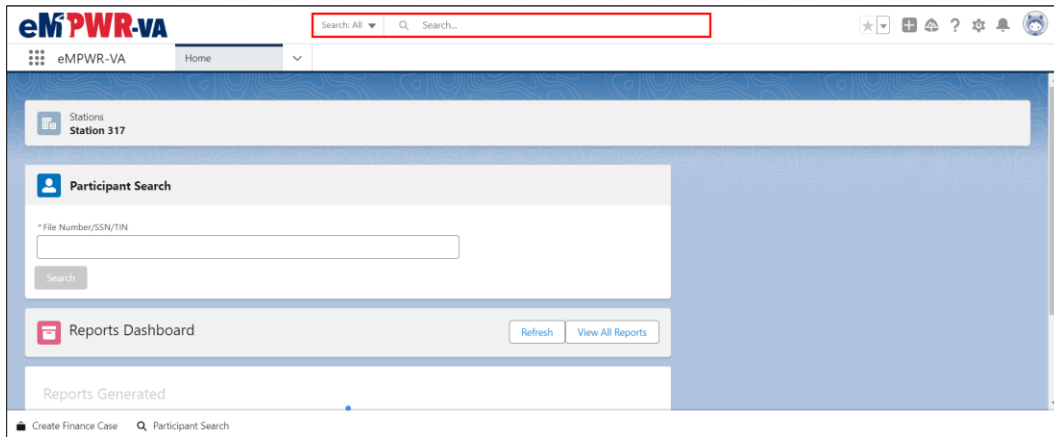


**Note:** If the screen does not display the **All** list view, select the drop-down arrow next to the list view (in our example **Recently Viewed**) and select **All**. Then, all knowledge articles should be visible.

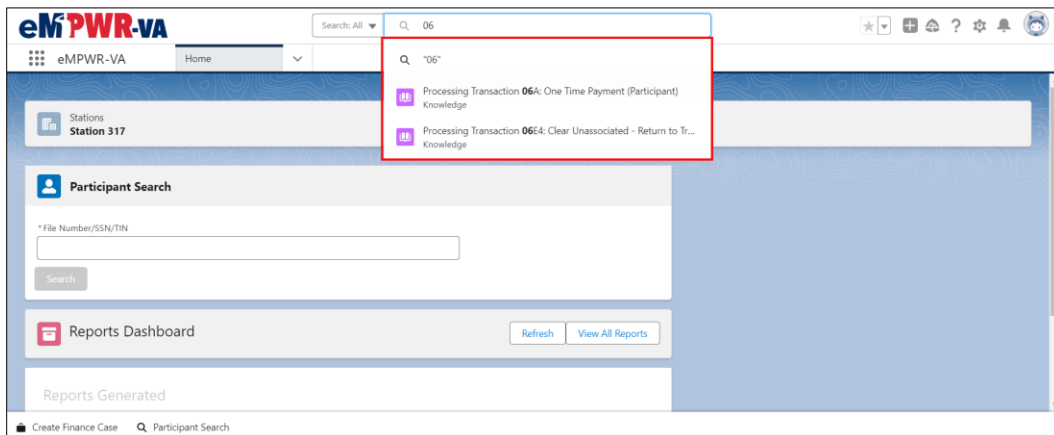


## Option 2:

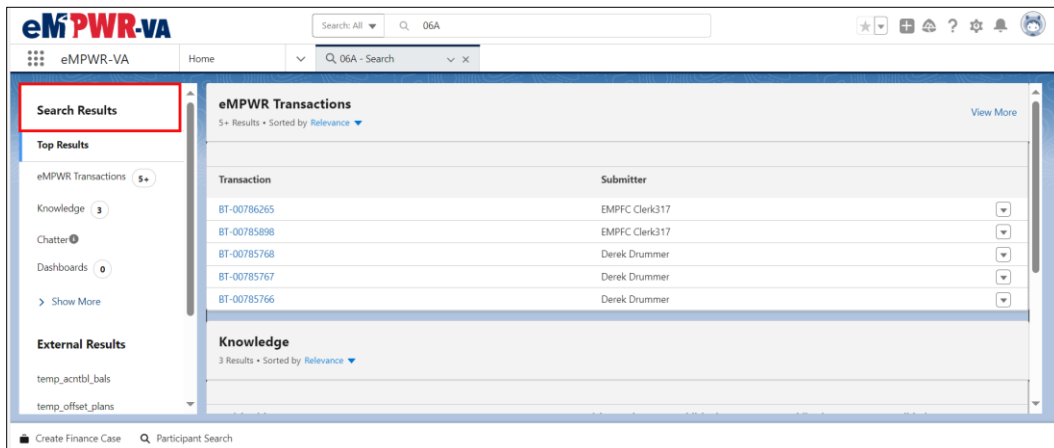
- Enter key words or topics in the **Search** field at the top of the screen.



- Make your selection from the search results that appear in the drop-down list.



- If you do not see the resource, you are looking for in the results that initially appear, press **Enter** on your keyboard to be taken to the **Search Results** screen.



- Scroll down to the **Knowledge** section or select **Knowledge** on the left to view the SFK search results.

The screenshot displays the eMPWR-VA search interface. The search bar at the top contains '06A'. The left sidebar shows 'Search Results' with 'Knowledge' selected and highlighted in red. The main content area is titled 'eMPWR Transactions' and shows 5+ results sorted by relevance. Below this, there is a table of transactions and a 'Knowledge' section with 3 results, also highlighted in red.

Transaction	Submitter
BT-00786265	EMPFEC Clerk317
BT-00785898	EMPFEC Clerk317
BT-00785768	Derek Drummer
BT-00785767	Derek Drummer
BT-00785766	Derek Drummer