



helping prevent improper payments

# *Reviewing Do Not Pay Results*



# Results Review Process

Based on information learned, determine if award/payment should be made.

TAKE ACTION!

8

1

Analysis on the DNP file completed with conclusive, probable and possible matches



Ensure alignment with existing process and mission of the organization



7

Notification email sent to log in and view results in the DNP Portal



2

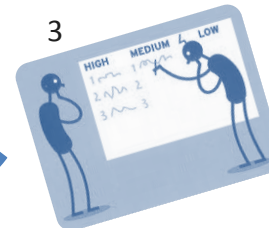
Uncertainty about how to proceed begins

Investigate further, confirm matches & document decision



6

Prioritize the critical matches for your agency



3

Apply the rules that are applicable to each of the data sources



5

Research the internal business rules that apply to your data



4

*Problem: When results are returned, DNP users are sometimes confused on how to use the information.*

### **Data Driven Uncertainty**

- What do I do with the results?
- I entered into a contract with this vendor, do I still have to pay?
- How do I determine if the results are useful to me?
- Where should I focus my efforts?
- 20 vendors matched businesses in EPLS. Now what?
- Where can I find guidance to help determine if this is an improper payment?



### **Process Driven Uncertainty**

- How do I use analytics to improve business?
- How do I justify spending time on DNP when I have competing priorities?
- Do we have the right staff to interpret and understand the data?
- How do I get buy-in from every level of the organization?
- What process do we need to have in place if we are challenged on a decision to not pay?

# Step 3: Prioritize Results

What matters most to my agency for this type of payment?

Filter Matching Results for Batch Matching

Select to Filter Payment Amount:  Total Payment Amount to Payee greater than or equal to 50

120 Matches Found

Select all checkboxes:

DATA SOURCE	# of CONCLUSIVE matches	# of PROBABLE matches	# of POSSIBLE matches
<input type="checkbox"/> TOP Debt Check as of 01/31/12	14	2	0
<input type="checkbox"/> SSA Death Master File as of 05/19/12	0	1	0
<input type="checkbox"/> Excluded Parties List - Private as of 05/20/12	0	0	118
<input type="checkbox"/> Excluded Parties List - Public as of 05/20/12	0	0	118
<input type="checkbox"/> List of Excluded Individuals and Entities as of 05/09/12	0	0	67

Select Boxes to Filter by Data source and/or Matches, and Click Submit.

Clear Selection(s) Submit



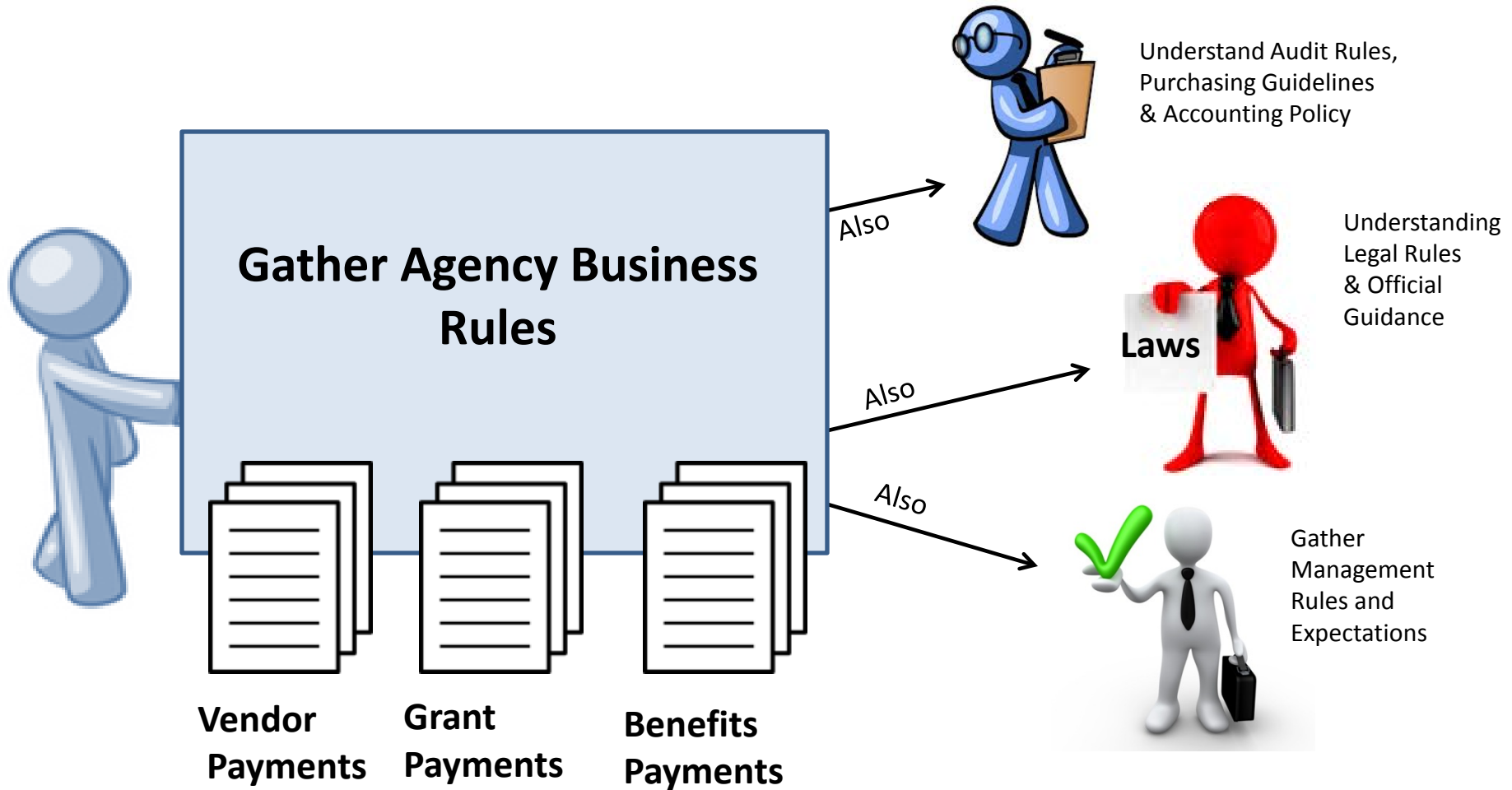
Agency

**Tip:** Investigate those that have the highest dollar amount or that would have the largest impact on your business

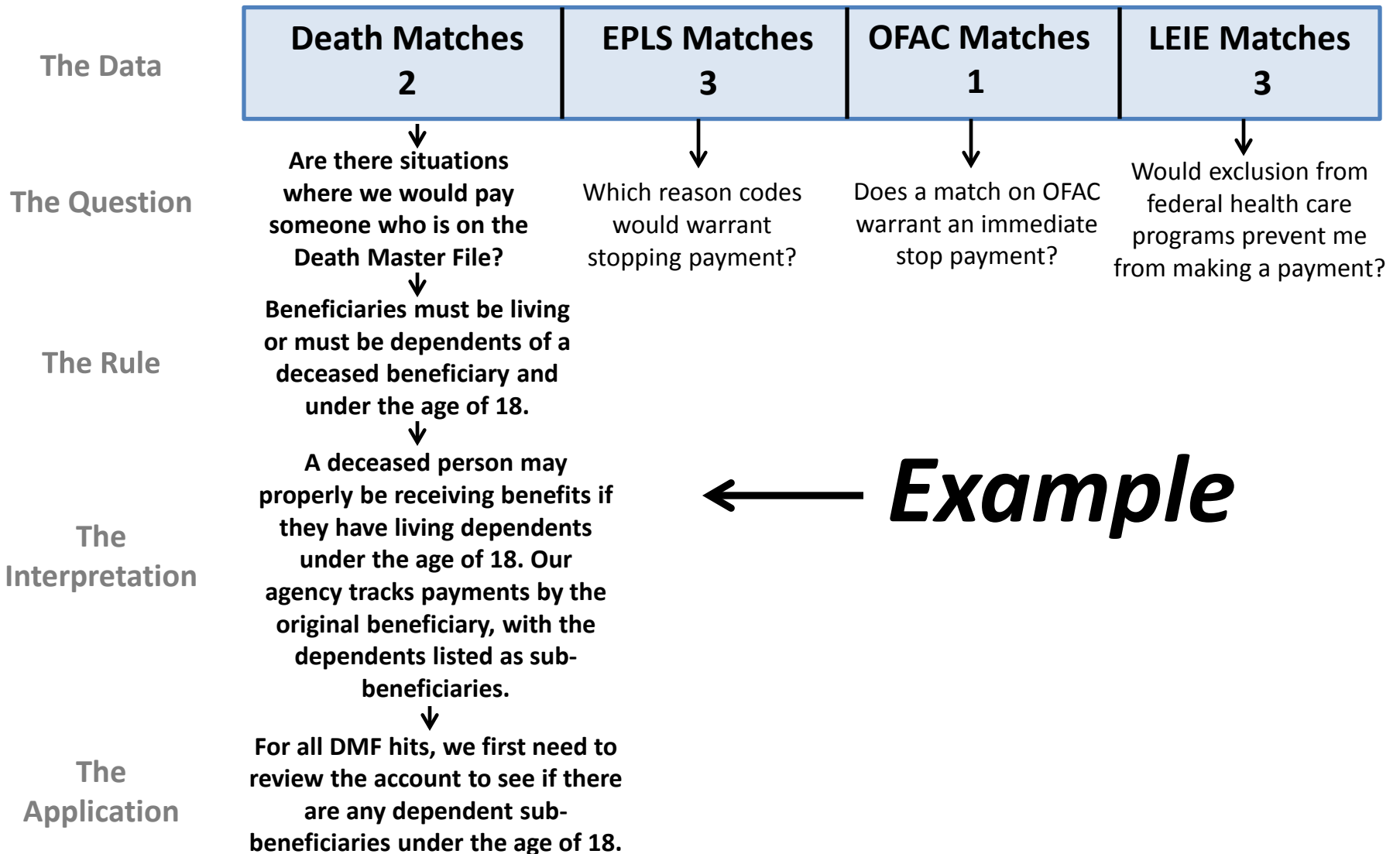


Relationship Manager

# Step 4: Identify internal business rules for each type of payment/payee



## Step 5: Apply internal business rules to each data source



## *Step 6: Investigate Further, Confirm Match Results & Document Decisions*

### **Agency**

Escalate to manager, review obituaries and confirm additional detail such as address and phone number matches.



### **Do Not Pay**

Work with DAS to identify opportunities where suspicious activity and red flags could occur. Use of additional data sources such as Clear and LexisNexis.

*Step 7: Ensure alignment with existing process and mission of the organization*

1

Closely link new process to business strategy

2

Train staff on the new process

3

Take action at the right time



*Step 8: Based on information learned, determine if award/payment should be made.*



- Conduct Prioritization**
- Research Business Rules**
- Apply Business Rules**
- Investigate Further**
- Confirm Matches**
- Ensure Organizational Alignment**
- Document Findings**
- Update Procedures**

## *Additional challenges for Agencies using Do Not Pay:*

- The need for computer matching agreements makes it difficult for agencies to receive conclusive results
- Relationship Managers work with agencies to determine the best data sources; however, varying circumstances can result in more data sources than needed for a particular user, which can make it overwhelming when they receive results