

# IMPROVING PROGRAM INTEGRITY BY OPTIMIZING THE **BENEFIT VERIFICATION** PROCESS

Government agencies with beneficiary-centric missions face a constant challenge: How do they balance providing benefits and payments promptly to help those in need of assistance while simultaneously guarding against improper payments?

**\$151**  
BILLION

is the estimated amount of improper payments annually at the U.S. federal level alone.<sup>1</sup>

**55%**

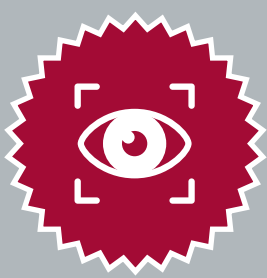
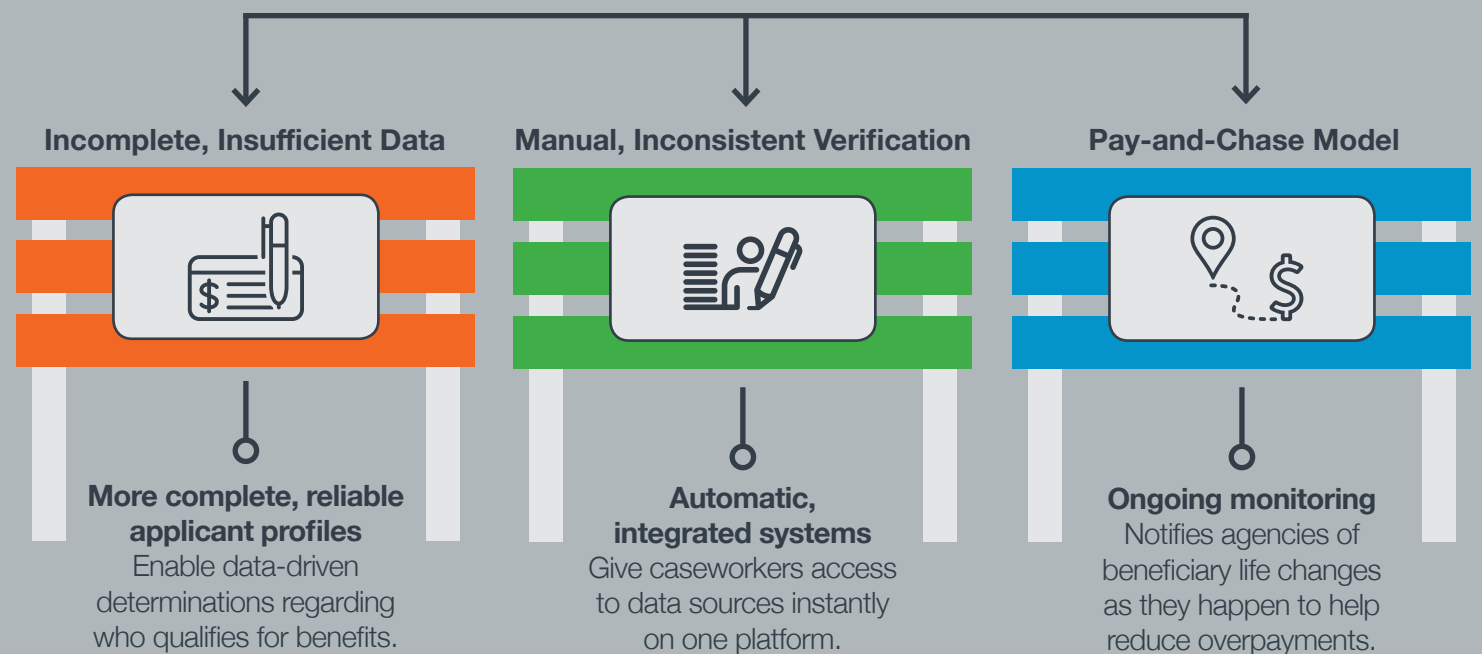
or \$82.5 billion, are due to insufficient documentation, inability to authenticate eligibility, and failure to verify.<sup>2</sup>

**“The amount of information that is available *doubles* every three years. So how do we manage that? How do we stay focused on what’s valuable?”<sup>3</sup>**

*Deborah Doyle Director of the Division of Program Integrity  
Washington Department of Social and Health Services*



## BREAKING THROUGH THE ROAD BLOCKS



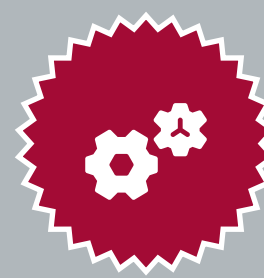
### **FL Dpt. of Children & Families Office of Public Benefits Integrity**

Automating processes and creating a more nimble, responsive team has allowed the office to become completely self-funded through their own recovery efforts, realizing over \$1B in cost avoidance.<sup>4</sup>



### **NY State Office of Temporary & Disability Assistance**

To minimize losses, NY has dedicated significant effort to preventing potential fraud and overpayments. These pre-certification investigations led the agency to identify more than \$340M in improper federal expenditure.<sup>5</sup>



### **WA State Dpt. of Social & Health Services**

Adopting a systems-thinking approach and focusing on the entire benefits lifecycle -- from the wording on an application to surveillance -- has allowed them to identify potential fraud before it occurs.<sup>6</sup>

## IMPROVED PROGRAM INTEGRITY IN ACTION

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#### Sources

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2. Ibid
3. Equifax: “Program Integrity: Ways to Prevent Fraud and Abuse in Government Programs.” May 2018. <https://www.govexec.com/feature/equifax-program-fraud-webcast/>
4. See 3.
5. Supplemental Nutrition Assistance Program: “State Activity Report: Fiscal Year 2016.” September 2017. <https://fns-prod.azureedge.net/sites/default/files/snap/FY16-State-Activity-Report.pdf>
6. Ibid