

Robinson, Ronald, VBACMS

From: [REDACTED]
Sent: Monday, February 27, 2012 8:58 AM
To: Robinson, Ronald, VBACMS
Subject: FW: Audit of VAs Internal Controls Over the Use of Disability Benefits Questionnaires
Signed By: [REDACTED]

FYI

From: Veterans Affairs Office of Inspector General (OIG) [mailto:vaog@service.govdelivery.com]
Sent: Monday, February 27, 2012 7:55 AM
To: [REDACTED]
Subject: Audit of VAs Internal Controls Over the Use of Disability Benefits Questionnaires

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Audit of VA's Internal Controls Over the Use of Disability Benefits Questionnaires

02/22/2012 07:00 PM EST

The OIG conducted this audit to provide an early assessment of VA's internal controls over the use of disability benefits questionnaires (DBQ). We wanted to determine whether adequate front-end controls to identify and minimize risks were in place before benefit payments were initiated. VA implemented the new DBQ process to reduce the claims backlog by changing the way VA collects medical evidence to support claims. VA expects DBQs to replace the current need for C&P medical exams, by relying on information from veterans and private physicians. We expect the volume of claims processed using DBQs to increase significantly. Our review found VA has a quality assurance review process, but it verifies only a limited number of DBQs and does so after claims are awarded. These quality assurance reviews do not provide reasonable assurance that fraud will be detected in the DBQ program as it accepts claims. The Under Secretary for Benefits and Under Secretary for Health generally concurred with our report recommendations. We will follow up on the implementation of corrective actions.

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