

3.2

Post Payment Verification (PPV) Update

Presenter: Huw Thomas

PPV Update December 2019

PPV Report April - September 2019

**PWYLLGOR ARCHWILIO A SICRWYDD RISG
AUDIT AND RISK ASSURANCE COMMITTEE**

DYDDIAD Y CYFARFOD: DATE OF MEETING:	19 December 2019
TEITL YR ADRODDIAD: TITLE OF REPORT:	Post Payment Verification (PPV) Update for the period 1 st April 2019 to 30 th September 2019
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Huw Thomas, Director of Finance
SWYDDOG ADRODD: REPORTING OFFICER:	Huw Thomas, Director of Finance

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Er Gwybodaeth/For Information

**ADRODDIAD SCAA
SBAR REPORT**

Sefyllfa / Situation

Post Payment Verification (PPV) of claims from General Medical Services (GMS), General Ophthalmic Services (GOS) and General Pharmaceutical Services (GPS) are undertaken in accordance with Welsh Government (WG) directions as part of an annual plan by NHS Shared Services.

This report summarises PPV activities undertaken during the financial year to date.

Cefndir / Background

The aim of the PPV process is to ensure propriety of payments of public monies by Local Health Boards (LHBs). The probity checks conducted during a PPV visit will provide reasonable assurance to LHBs that public money has been spent appropriately by contractors making accurate claim submissions, contractors internal protocols are clinically sound and services are being claimed for in accordance to clinical specifications.

Asesiad / Assessment

The report attached highlights the activity undertaken from 1st April to 30th September 2019. The summary page for each group of primary care contractors details the findings highlighted for the last 3 visits. This shows the change in error rates over a period of time.

The key points to note are also summarised, together with actions being taken to address issues of concern.

Argymhelliad / Recommendation

The Audit & Risk Assurance Committee is asked to note the content of the report.

Amcanion: (rhaid cwblhau) Objectives: (must be completed)	
Committee ToR Reference Cyfeirnod Cylch Gorchwyl y Pwyllgor	5.14 Receive an assurance on Post Payment Verification Audits through quarterly reporting to the Committee.
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Not applicable
Safon(au) Gofal ac Iechyd: Health and Care Standard(s):	7. Staff and Resources
Amcanion Strategol y BIP: UHB Strategic Objectives:	4. Improve the productivity and quality of our services using the principles of prudent health care and the opportunities to innovate and work with partners.
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Statement	Improve efficiency and quality of services through collaboration with people, communities and partners

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Evidence is collated based on claims submitted by primary care contractors for a specific sample period.
Rhestr Termiau: Glossary of Terms:	Included in the report
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Archwilio a Sicrwydd Risg: Parties / Committees consulted prior to Audit and Risk Assurance Committee:	Not applicable

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	To promote value for money by deterring and preventing fraud and loss
Ansawdd / Gofal Claf: Quality / Patient Care:	Not applicable
Gweithlu: Workforce:	Not applicable
Risg: Risk:	Not applicable
Cyfreithiol: Legal:	Not applicable

Enw Da: Reputational:	Not applicable
Gyfrinachedd: Privacy:	Not applicable
Cydraddoldeb: Equality:	Not applicable

Hywel Dda University Health Board

Medical PPV Progress Report: 1st April 2019 to 30th September 2019

0-4%	Low risk
5-9%	Medium risk
10%+	High risk

UHB Claim error % Ave	14.32%
Wales claim error % Ave	
2019/20 recovery amount	£29,190.49

Practice code	Visit 1				Visit 2				Visit 3					
	Visit date	Visit type	Claim error %	Recovery	Visit date	Visit type	Claim error %	Recovery	Visit date	Visit type	Sample size	Claim errors	Claim error %	Recovery
Practice 1	22/01/2015	Revisit	17.50%	£1,812.65	28/07/2017	Routine	5.07%	£637.19	08/04/2019	Revisit	2600	115	4.42%	£2,680.81
Practice 2	03/07/2013	Routine	1.16%	£125.33	15/06/2016	Routine	6.91%	£516.24	07/05/2019	Revisit	4498	1574	34.99%	£14,142.49
Practice 3	20/04/2016	Routine	3.43%	£460.08					16/05/2019	Revisit				
Practice 4									20/05/2019	Routine	2102	17	0.81%	£862.33
Practice 5	14/10/2016	Revisit	3.33%	£482.81	29/01/2018	Routine	2.43%	£674.17	03/06/2019	Revisit	122	2	1.64%	£207.84
Practice 6	14/11/2016	Revisit	26.98%	£1,483.47	26/10/2017	Routine	3.45%	£208.69	03/06/2019	Revisit	1947	84	4.31%	£1,027.95
Practice 7	03/06/2014	Routine	1.98%	£165.68	23/05/2017	Routine	2.85%	£573.20	11/06/2019	Revisit				
Practice 8	09/03/2017	Routine	10.97%	£1,060.86	29/08/2018	Revisit	43.13%	£13,963.29	12/06/2019	Routine	417	65	15.59%	£4,189.75
Practice 9	28/01/2015	Routine	1.28%	£62.51	27/09/2017	Routine	4.12%	£743.93	15/07/2019	Revisit	2331	246	10.55%	£5,204.85
Practice 10	15/03/2016	Revisit	5.65%	£1,225.80	21/03/2017	Routine	2.30%	£213.54	24/07/2019	Routine	557	14	2.51%	£511.81
Practice 11	22/02/2017	Revisit	7.12%	£429.12	15/03/2018	Routine	1.69%	£202.03	01/08/2019	Revisit	299	4	1.34%	£144.68
Practice 12	15/03/2016	Routine	0.82%	£128.98					27/08/2019	Routine	2594	387	1.29%	£198.38
Practice 13	30/04/2012	Routine	0.00%	£0.00	24/05/2018	Routine	2.84%	£295.55	30/08/2019	Revisit	61	2	3.28%	£19.60
Practice 14	26/07/2017	Revisit	2.00%	£1,209.63	06/09/2018	Routine	1.29%	£218.24	11/09/2019	Revisit				
Practice 15	14/07/2018	Routine	4.30%	£518.16	11/01/2019	Revisit	3.57%	£39.20	18/09/2019	Routine				
Practice 16	03/07/2013	Routine	1.16%	£125.33	15/06/2016	Routine	6.91%	£516.24	23/09/2019	Routine				

	Health Board		
	2017/2018	2018/2019	2019/2020
Number of practices visited	27	35	TBC in annual report
Amount of claims sampled	31,677	17,184	TBC in annual report
Claim errors identified	2,587	1,650	TBC in annual report
Average admin error rate	1.18%	1.12%	TBC in annual report
Average claim error rate	8.17%	9.60%	TBC in annual report
Recovery amount	£45,887.70	£60,553.13	TBC in annual report

	All Wales		
	2017/2018	2018/2019	2019/2020
	192	216	TBC in annual report
	106,579	93,772	TBC in annual report
	9,961	7,585	TBC in annual report
	9.75%	4.51%	TBC in annual report
	9.35%	8.09%	TBC in annual report
	£222,594.59	£223,105.62	TBC in annual report

Key report points:

We have connected two Health Boards with each other to work on a claiming guide explaining what is expected from each Enhanced Service. In conjunction with this PPV will have input to ensure we put criteria for a Payment claim and then the document will be ratified and shared nationally.

Quarterly meetings are set-up where we have PPV, Counter Fraud, Primary Care and Finance present around the table to discuss a 6 month period of cases. The idea behind this is joined-up working and allows us to agree next steps for practices whether it be a Primary Care letter/visit, PPV one-on-one training or whether Fraud need to send a letter to the practice.

We are working with the Primary Care lead for GMS to schedule training events where we will present a powerpoint to demonstrate what is expected in patient medical records. This in conjunction with the offer we present of one-on-one training will help practices understand requirements fully.

All PPV audit reports are sent to the Director of Primary Care for information purposes and for feedback.

Hywel Dda University Health Board

Ophthalmic PPV Progress Report: 1st April 2019 to 30th September 2019

	0-4%	Low risk
	5-9%	Medium risk
	10%+	High risk

UHB Claim error % Ave	4.20%
Wales claim error % Ave	
2019/20 recovery amount	£1,993.86

Practice code	Visit 1				Visit 2				Visit 3					
	Visit date	Visit type	Claim error %	Recovery	Visit date	Visit type	Claim error %	Recovery	Visit date	Visit type	Sample size	Claim errors	Claim error %	Recovery
Practice 1	20/10/2015	Routine	9.30%	£392.15	21/03/2018	Routine	2.00%	£61.71	05/04/2019	Routine	103	5	4.85%	£195.20
Practice 2	10/09/2015	Routine	1.53%	£100.00					12/04/2019	Routine	100	2	2.00%	£60.80
Practice 3	13/11/2015	Routine	5.38%	£237.35	07/04/2017	Revisit	15.79%	£177.10	24/04/2019	Routine	103	6	5.83%	£226.30
Practice 4	25/04/2014	Routine	5.15%	£344.50	08/06/2016	Routine	2.70%	£82.50	29/04/2019	Routine	103	0	0.00%	£0.00
Practice 5	07/12/2015	Routine	0.00%	£0.00					01/05/2019	Routine	103	0	0.00%	£0.00
Practice 6	20/04/2015	Routine	2.67%	£144.50	19/04/2018	Routine	6.86%	£213.80	13/05/2019	Revisit	38	4	10.53%	£51.75
Practice 7	09/05/2016	Routine	4.51%	£320.00	26/06/2017	Revisit	11.67%	£1,740.00	17/05/2019	Routine	103	7	6.67%	£309.20
Practice 8	20/12/2013	Routine	3.68%	£300.10	23/11/2016	Routine	0.77%	£40.00	21/06/2019	Routine	103	4	3.88%	£113.60
Practice 9	22/09/2016	Routine	1.48%	£67.30					16/07/2019	Routine	103	5	4.85%	£258.40
Practice 10	27/10/2016	Routine	1.54%	£65.20	18/09/2017	Routine	1.82%	£100.00	21/08/2019	Routine				
Practice 11	22/07/2016	Routine	2.31%	£178.71	07/12/2018	Routine	0.00%	£0.00	09/09/2019	Routine	103	2	1.94%	£216.40
Practice 12	26/05/2015	Routine	0.00%	£0.00	22/06/2018	Routine	13.59%	£746.80	17/09/2019	Revisit	300	18	6.00%	£562.21

Health Board	Year	GOS 3	GOS 4	EHEW
Hywel Dda	2018/2019	8	28	45
	2017/2018	6	19	167

	Health Board		
	2017/2018	2018/2019	2019/2020
Number of practices visited	20	19	TBC in annual report
Amount of claims sampled	2,386	1,888	TBC in annual report
Claim errors identified	154	81	TBC in annual report
Average admin error rate	7.35%	14.97%	TBC in annual report
Average claim error rate	6.45%	4.29%	TBC in annual report
Recovery amount	£6,703.11	£2,821.40	TBC in annual report

	All Wales		
	2017/2018	2018/2019	2019/2020
	172	141	TBC in annual report
	22,083	17,780	TBC in annual report
	1,342	1,080	TBC in annual report
	7.29%	4.39%	TBC in annual report
	5.74%	5.73%	TBC in annual report
	£54,640.34	£39,025.55	TBC in annual report

Key report points:

We have an Ophthalmic training presentation we have created that we are in talks with Primary Care surrounding delivery. We are undertaking this as an evening exercise to allow contractors to remain open to patients during working hours.

There is only one practice in the red rating, and this was a revisit where we would expect to see higher error rates. Looking at the reports for the practice the percentage of errors remained in the time period where claims first had issues, since PPV intervention the claims have all been validated.

We are currently in communication with the UHB surrounding the live launch of a recently successful pilot where we utilise trend analysis data to write out to patients to ensure they are receiving the services that have been claimed in their names.

Looking at the financial year statistics it shows that the Health Board are around the All Wales average for error rates with Ophthalmic practices, though the claim error rate for 18/19 financial year is lower which is pleasing. The administrative error rate is high for 18/19 which shows there is still more education needed and our events will aid this long term, with the goal of reducing the percentage.

Hywel Dda University Health Board

Pharmacy PPV Progress Report: 1st April 2019 to 30th September 2019

	0-4%	Low risk
	5-9%	Medium risk
	10%+	High risk

UHB Claim error % Ave	5.69%
Wales claim error % Ave	
2019/20 recovery amount	£2,033.46

Practice code	Visit 1				Visit 2				Visit 3					
	Visit date	Visit type	Claim error %	Recovery	Visit date	Visit type	Claim error %	Recovery	Visit date	Visit type	Sample size	Claim errors	Claim error %	Recovery
Practice 1	18/12/2017	Routine	11.43%	£224.00					03/04/2019	Revisit	239	27	11.30%	£756.00
Practice 2									03/04/2019	Routine	86	3	3.49%	£84.00
Practice 3	24/01/2017	Routine	0.00%	£0.00					30/04/2019	Routine	54	1	1.85%	£28.00
Practice 4	24/01/2017	Routine	0.00%	£0.00					30/04/2019	Routine	45	0	0.00%	£0.00
Practice 5									14/05/2019	Routine	74	7	9.46%	£196.00
Practice 6	13/09/2016	Routine	0.00%	£0.00					14/05/2019	Routine	100	7	7.00%	£196.00
Practice 7	15/02/2017	Routine	0.00%	£0.00					19/06/2019	Routine	99	0	0.00%	£0.00
Practice 8	10/10/2016	Routine	1.64%	£28.00					01/07/2019	Routine	53	1	1.89%	£17.46
Practice 9	13/02/2017	Routine	1.88%	£84.00					17/07/2019	Routine	77	10	12.99%	£280.00
Practice 10	13/02/2017	Routine	3.13%	£43.96					17/07/2019	Routine	100	4	4.00%	£112.00
Practice 11	15/02/2016	Routine	0.00%	£0.00	04/06/2018	Routine	10.10%	£280.00	05/08/2019	Revisit	188	10	5.32%	£280.00
Practice 12	27/03/2017	Routine	1.00%	£28.00					29/08/2019	Routine	94	0	0.00%	£0.00
Practice 13	30/11/2016	Routine	2.47%	£56.00					29/08/2019	Routine	74	3	4.05%	£84.00
Practice 14	29/01/2016	Routine	0.00%	£0.00	30/07/2018	Routine	14.00%	£344.20	21/09/2019	Revisit				
Practice 15	28/02/2017	Routine	2.25%	£56.00					30/09/2019	Routine				
Practice 16	26/07/2016	Routine	1.32%	£28.00					15/10/2019	Routine				
Practice 17									24/10/2019	Routine				

Health Board	Year	MUR	Flu
Hywel Dda	2018/2019	190	13
	2017/2018	89	1

	Health Board		
	2017/2018	2018/2019	2019/2020
Number of practices visited	51	34	TBC in annual report
Amount of claims sampled	2,694	3,028	TBC in annual report
Claim errors identified	90	278	TBC in annual report
Average admin error rate	13.52%	19.04%	TBC in annual report
Average claim error rate	3.34%	9.18%	TBC in annual report
Recovery amount	£2,506.59	£5,534.02	TBC in annual report

	All Wales		
	2017/2018	2018/2019	2019/2020
	298	230	TBC in annual report
	22,976	18,570	TBC in annual report
	520	845	TBC in annual report
	16.86%	16.16%	TBC in annual report
	2.26%	4.55%	TBC in annual report
	£14,079.99	£20,003.75	TBC in annual report

Key report points:

PPV will begin work on a training package for Pharmacy for both presentation events and one-on-one training following the success in Medical and Ophthalmic nationally.

We have removed Flu from our verification audit on the basis of the CHOOSE pharmacy system being robust and have now agreed to pilot into two new advanced services, Collaborative Working and Quality & Safety.

Both the administrative and claim error percentages for 18/19 financial year are above the All Wales average and show there is still need for us to provide more training around what is expected of contractors to reduce the percentage figures.