

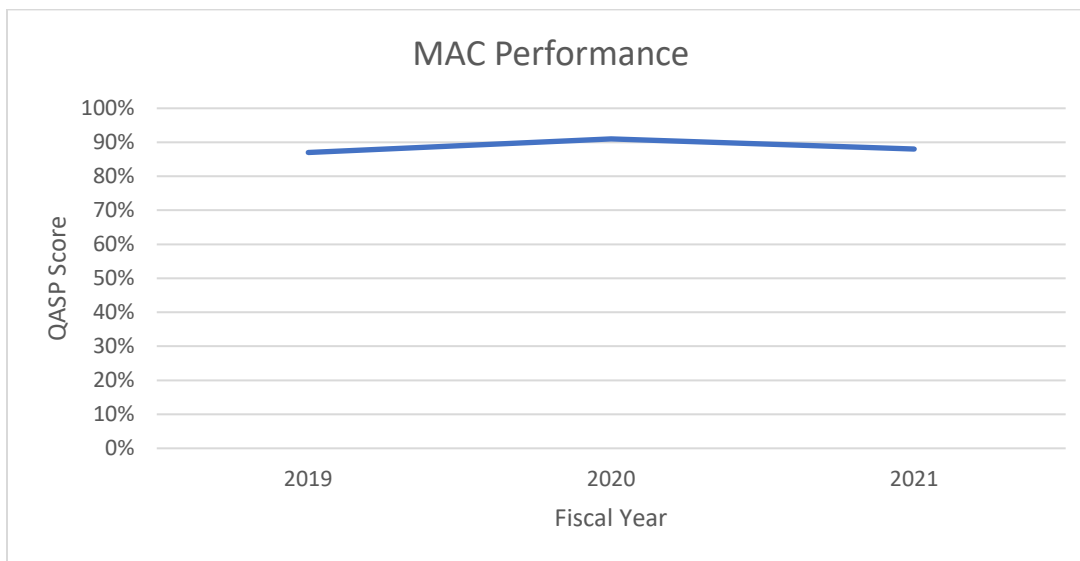
QASP Debt Management

What is measured?

The Debt Management QASP standards measure: Debt Referral Procedures; Overpayment recovery processes; Receipt of appeals request processes; Interest Calculations; Debt Transmittal and Collections Update Procedures; Returned to Agency Update Process; Receipt of Appeal Decision Processes; and Treasury Dispute Response Processes.

Performance Data

Fiscal Year	Avg	Low	Median	High
2019	87%	55%	100%	100%
2020	91%	56%	100%	100%
2021	88%	50%	95%	100%



Alt Text: This graph displays the average QASP Score in the Debt Management business function for Fiscal Years 2019 - 2021. The chart is a line graph with the Fiscal Years along the X axis the QASP core in percentage along the Y axis.

Trends and Observations

A general positive trend can be observed from Fiscal Year 2019 - 2021. Overall there has been a one percentage point increase (1% increase) in average scores. The slight negative trend in 2020 was mostly due to the unprecedented public health emergency and new CMS policies and direction in addressing COVID-19 related issues. Nonetheless, every year at least one MAC was in 100% compliance.