



# US DEPARTMENT OF VETERANS AFFAIRS OFFICE OF INSPECTOR GENERAL

Office of Audits and Evaluations

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## VETERANS BENEFITS ADMINISTRATION

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### **Review of VBA's Recurring Benefits for Beneficiaries Aged 100 Years or Older**

Review

25-02364-84

April 30, 2026

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## Executive Summary

The VA Office of Inspector General (OIG) initiated this assessment to determine whether the Veterans Benefits Administration (VBA) has sufficient procedures to review recurring benefits received by beneficiaries aged 100 years or older. For the purposes of this report, “beneficiaries” refers to both veterans and their survivors. The OIG’s assessment focused on beneficiaries who were aged 100 years or older as of May 31, 2025, and receiving recurring benefits. Overall, the OIG team determined that VBA incorrectly processed some reviews for these beneficiaries and could improve its procedures. There were 195 foreign beneficiaries (those with a foreign address) requiring a routine review. Of these, 119 (about 61 percent) had processing inaccuracies, seven of which resulted in about \$612,000 in overpayments. VBA generally processed the reviews accurately for domestic beneficiaries with an address in the United States.

In August 2025, the OIG team provided the results of the review to officials from VBA’s Compensation Service and Pension and Fiduciary Service. Subsequently, VBA has begun updating the requirements to ensure all foreign beneficiaries are reviewed annually. On January 13, 2026, the OIG team provided a formal interim briefing to a deputy executive director with the Compensation Service, an assistant director in the Pension and Fiduciary Service, a senior management adviser in the Office of Field Operations, and other VBA officials, describing what the review found and discussing potential recommendations.

In this report, the OIG made six recommendations to strengthen oversight and improve guidance related to these reviews to ensure beneficiaries’ continued eligibility for benefits. In March 2026, the principal deputy under secretary for benefits, performing the delegable duties of the under secretary for benefits, concurred with all six recommendations and requested closure of recommendation 2.

### What the Review Found

The OIG team found that most of the processing inaccuracies for foreign beneficiaries occurred because those residing in the Philippines were omitted from the review process and because VBA staff were uncertain how to verify whether foreign beneficiaries were still alive. Staff were also confused about which regional office had jurisdiction over beneficiaries receiving compensation with a Philippines address. In October 2020, VBA’s Office of Field Operations centralized routine reviews for veterans who were receiving compensation and had a Philippines address to be processed by the San Diego Benefit Eligibility Support Team. However, the OIG team observed some of these cases were transferred between the San Diego and Manila regional offices for months before action was taken.

VBA correctly processed most reviews of recurring benefits for the sampled domestic beneficiaries receiving compensation, pension, and survivor benefits. Based on the statistical

results, the team estimated that 2,600 of 2,900 veterans receiving compensation (88 percent) and about 5,700 of 6,600 pension and survivor beneficiaries (86 percent) had appropriately generated end products, had evidence showing the beneficiaries were alive, and had a correct birth date in VBA's systems. Deficiencies primarily involved incomplete or inaccurate documentation. However, the OIG team could confirm generally that the beneficiaries were alive, and payments should continue. The OIG determined that since each deficiency on its own was not systemic, VBA generally processed the reviews for domestic beneficiaries accurately.

VBA could strengthen oversight of benefit payments for beneficiaries aged 100 years or older by updating its systems, procedures, and guidance for routine reviews. Specifically, VBA could clarify steps to verify foreign beneficiaries are alive, ensure jurisdiction guidance is clear, and provide claims processors additional guidance and updated requirements for documentation and system use.

## **Next Steps**

The comments and action plans from the principal deputy under secretary for benefits, performing the delegable duties of the under secretary for benefits, are generally responsive and meet the intent of the recommendations. The full response is in appendix E.

Based on documentation provided by VBA, the OIG considers recommendation 2 closed as requested. The OIG will continue to monitor VBA's corrective actions and will close the remaining recommendations once VBA provides sufficient evidence that it has addressed the risks identified in this report.



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# Contents

Executive Summary .....	i
Introduction.....	1
Results and Recommendations .....	7
Finding: VBA Could Improve Its Process for Routine Reviews of Recurring Benefits for Beneficiaries Aged 100 Years or Older .....	7
Recommendations 1–6.....	14
Appendix A: Scope and Methodology.....	16
Appendix B: Statistical Sampling Methodology .....	19
Appendix C: Monetary Benefits in Accordance with Inspector General Act Amendments .....	23
Appendix D: Example of Social Security Administration Inquiry Results .....	24
Appendix E: VA Management Comments .....	25
OIG Contact and Staff Acknowledgments .....	28
Report Distribution .....	29



## Introduction

The VA Office of Inspector General (OIG) conducted this review to determine whether the Veterans Benefits Administration (VBA) has sufficient procedures to review recurring benefits received by beneficiaries aged 100 years or older. The OIG's assessment focused on beneficiaries who were aged 100 years or older as of May 31, 2025, and receiving recurring benefits. In August 2025, the OIG team provided the results of the review to officials from VBA's Compensation Service and Pension and Fiduciary Service. On January 13, 2026, the OIG team provided a formal interim briefing to a deputy executive director with the Compensation Service, an assistant director in the Pension and Fiduciary Service, a senior management adviser in the Office of Field Operations, and other VBA officials, describing what the review found and discussing potential recommendations.

For the purposes of this report, "beneficiaries" refers to both veterans and their survivors. VBA's mission is to provide benefits and services to veterans, their families, and survivors in a responsive, timely, and compassionate manner in recognition of their service to the nation.<sup>1</sup> These benefits and services include disability compensation, pension, life insurance, education and training programs, home loan guarantees, and transition assistance and provide a gateway to VA's healthcare services. For example, VBA administers several tax-free monthly benefits to beneficiaries according to Title 38 of the Code of Federal Regulations:

- **Disability compensation.** This benefit is paid to veterans with disabilities that are the result of a disease or injury incurred or aggravated during active military service.<sup>2</sup>
- **Veterans pension.** Wartime veterans are eligible for this benefit if they meet certain age or disability requirements and have income and net worth within certain limits.<sup>3</sup>
- **Survivors pension.** Surviving spouses and unmarried dependent children of wartime veterans are eligible for this benefit if they meet certain income and net worth requirements.<sup>4</sup>
- **Dependency and Indemnity Compensation.** This benefit is paid to eligible survivors of service members who died in the line of duty or survivors of veterans who died of a service-related injury or illness.<sup>5</sup>

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<sup>1</sup> VA, *FY 2025 Budget Submission*, vol. 3, *Burial and Benefit Programs and Department Administration*, March 2024, <https://www.va.gov/opa/docs/remediation-required/management/fy2025-va-budget-volume-iii.pdf>.

<sup>2</sup> 38 C.F.R. § 3.4 (1979).

<sup>3</sup> 38 C.F.R. § 3.3(a) (2022).

<sup>4</sup> 38 C.F.R. § 3.3(b) (2022); 38 C.F.R. § 3.57(a) (2015).

<sup>5</sup> 38 C.F.R. § 3.5 (2008).

VBA's *Adjudication Procedures Manual* provides general guidance for processing and adjudicating benefits claims for veterans and their dependents. This manual is based on Title 38 of the United States Code and Title 38 of the Code of Federal Regulations. According to 38 C.F.R. § 3.652 (1987), beneficiaries must certify, when requested, that they still meet the eligibility criteria for the benefit being paid.

To ensure accurate payments, VBA periodically confirms continued eligibility of beneficiaries by routinely reviewing their records; for example, routine reviews are conducted for beneficiaries aged 100 years or older with recurring benefits. If these reviews are not timely and accurate, VBA risks overpaying beneficiaries whose eligibility status has changed or who have died.

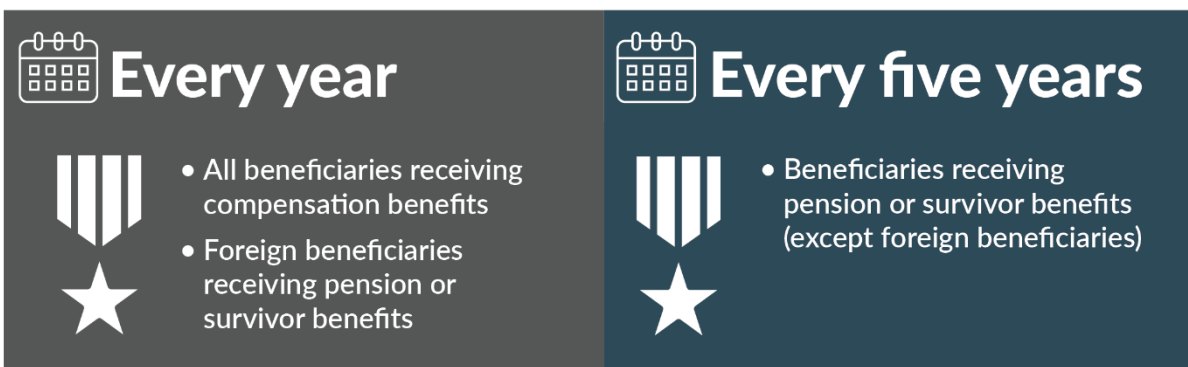
## **Routine Reviews for Beneficiaries Aged 100 Years or Older**

Effective November 2023, VBA's manual states that pension and survivor beneficiaries receiving recurring benefits are reviewed every five years starting when the recipient is 100 years old. Previously, VBA reviewed these benefits annually, starting when the beneficiary was 100 years old.<sup>6</sup> This change was a result of an analysis completed by the Pension and Fiduciary Service in 2022. This analysis found that the frequency of reviews could be extended to every five years because the Pension and Fiduciary Service already relies on weekly information from the Social Security Administration as a reliable source of beneficiary death. Compensation benefit recipients, regardless of where they reside, and foreign pension and survivor beneficiaries are reviewed annually starting when beneficiaries are 100 years old (figure 1).<sup>7</sup>

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<sup>6</sup> VA Manual 21-1, "General Information on the Routine Review of Running Awards to 100-Year-Old Beneficiaries," updated November 6, 2023, topic XIV.3.1, in *Adjudication Procedures Manual*; VA Manual 21-1, "General Information on the Routine Review of Running Awards to 100-Year-Old Beneficiaries," updated October 11, 2022, topic XIV.3.1, in *Adjudication Procedures Manual*.

<sup>7</sup> VA Manual 21-1, "General Information on the Routine Review of Running Awards to 100-Year-Old Beneficiaries," updated November 6, 2023.



**Figure 1.** Frequency of reviews of recurring benefits for beneficiaries aged 100 years or older.

Source: VA OIG analysis of VA Manual 21-1, “General Information on the Routine Review of Running Awards to 100-Year-Old Beneficiaries,” updated November 6, 2023.

The VA Hines Information Technology Center manages critical information technology systems that process and maintain essential data for veterans’ benefits. VBA provides this center with the requirements to identify beneficiaries aged 100 years or older, and each year the center generates “end products” for these routine reviews based on the required frequency, known as the “batch process.” End products are a tool VBA uses to manage and monitor its workload by identifying the type of claim or issue with a numerical designation.<sup>8</sup> The end product batch process occurs twice per year for beneficiaries aged 100 years or older: on the second Monday of every January for veterans receiving compensation and on the first working day of every July for beneficiaries receiving pension and survivor benefits.

## Procedures for the Routine Reviews of Recurring Benefits for Beneficiaries Aged 100 Years or Older

According to VBA’s *Adjudication Procedures Manual*, claims processors conduct these routine reviews to verify

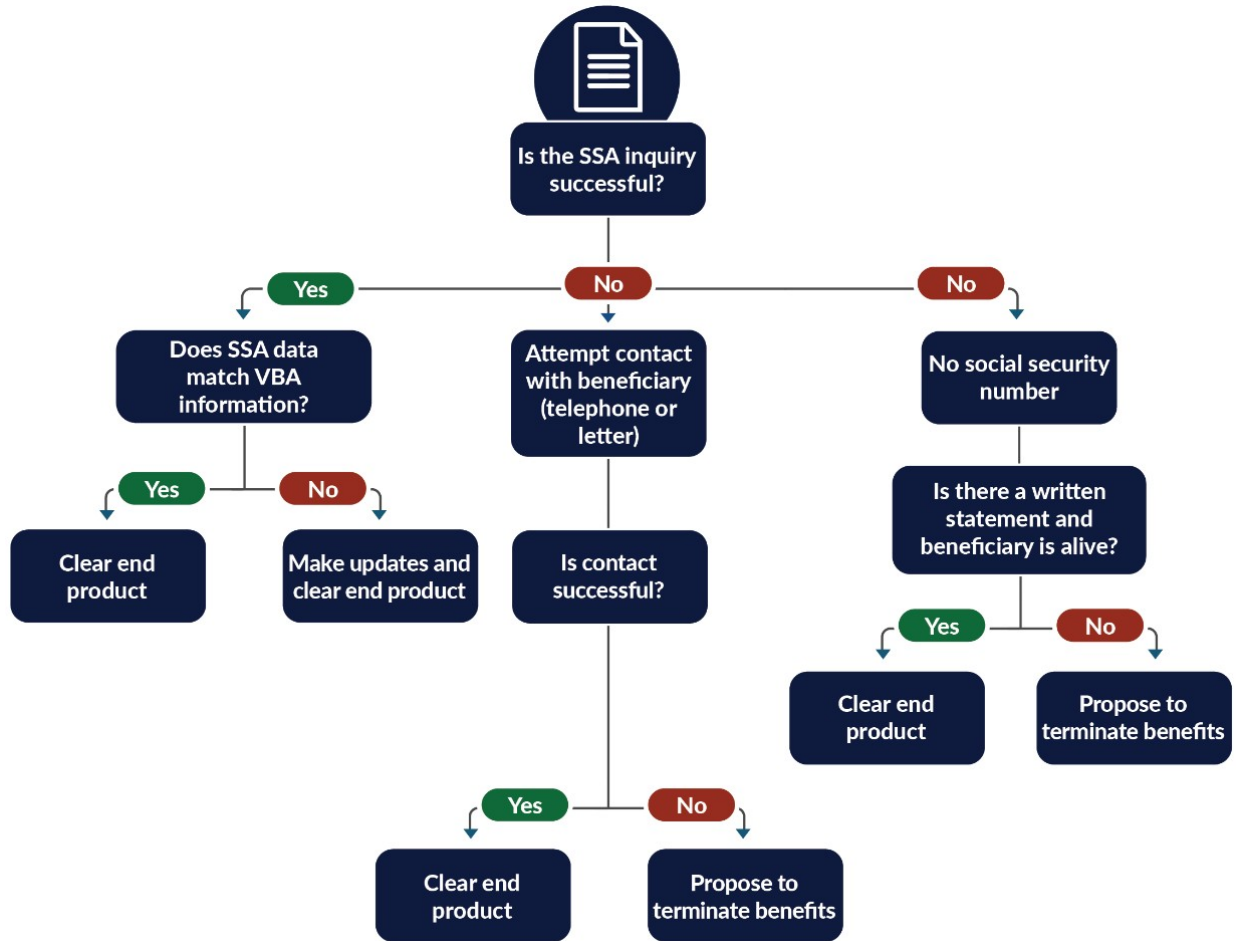
- the accuracy of birth dates in VA’s database,
- whether beneficiaries are alive, and
- whether social security income is being properly counted for income-dependent cases.<sup>9</sup>

After the end products are generated (known as end product control), claims processors follow the procedures outlined in this manual and attempt to verify the beneficiary’s information by

<sup>8</sup> VA Manual 21-4, “End Product Codes,” updated October 9, 2024, app. B.

<sup>9</sup> VA Manual 21-1, “General Information on the Routine Review of Running Awards to 100-Year-Old Beneficiaries,” updated November 6, 2023.

comparing VBA's data with data from the Social Security Administration.<sup>10</sup> To obtain this information, claims processors should first submit a Social Security Administration inquiry through the Veterans Benefits Management System, a web-based application designed to support end-to-end claims processing. Figure 2 shows VBA's procedures for these routine reviews.



**Figure 2.** Procedures for the routine reviews of recurring benefits for beneficiaries aged 100 years or older.

Abbreviations: SSA, Social Security Administration.

Source: VA OIG analysis of VA Manual 21-1, "Routine Review of Running Awards to 100-Year-Old-Beneficiaries."

If the inquiry results show the beneficiary is alive and the information in VBA's records is correct, then claims processors clear the end product to complete the review. If the results show the date of birth or social security number needs to be updated, the claims processor should update this information in VBA systems before clearing the end product. For beneficiaries receiving a pension, the social security income should be reviewed to ensure it is being properly

<sup>10</sup> VA Manual 21-1, "Routine Review of Running Awards to 100-Year-Old-Beneficiaries," updated November 6, 2023, chap. XIV.3 in *Adjudication Procedures Manual*.

counted. The manual provides that if a beneficiary has died, then the benefits are discontinued effective the first day of the month of death.<sup>11</sup> When overpayments result in a debt, the VA Debt Management Center is responsible for collecting the debt.

If a claims processor cannot complete the Social Security Administration inquiry, they should attempt to contact the beneficiary by telephone to confirm the beneficiary's name, birth date, and social security number. If the beneficiary cannot be reached by telephone, the claims processor must write to the beneficiary to ask for a statement from the Social Security Administration showing the beneficiary's social security number and birth date. If the beneficiary does not respond to the written request within 60 days, the claims processor should send the beneficiary notice proposing to terminate benefits.<sup>12</sup>

However, not all beneficiaries have social security numbers. For example, a foreign national married to a veteran and living in a foreign country may not have a social security number; therefore, their information cannot be verified through social security records. In these instances, VBA's manual states the claims processor should review the existing documentation for a written certified statement that the beneficiary was not assigned a social security number.<sup>13</sup> If this statement exists, the claims processor should check for evidence that the beneficiary is alive, such as a physical examination or hospitalization at a VA medical facility.<sup>14</sup> But the manual does not state how recently dated the medical evidence must be. If the existing documentation does not show the beneficiary is alive or does not have a written statement about why the beneficiary does not have a social security number, the claims processor should send the beneficiary a notice proposing to terminate benefits. This notice should also ask the beneficiary to submit a statement that clearly identifies them as the living beneficiary, provide a social security number, or submit a statement explaining why a social security number was not assigned.<sup>15</sup>

## Oversight of the Routine Reviews

Several offices in VBA share oversight responsibilities for these routine reviews. The Compensation Service oversees VA's disability compensation benefits through developing

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<sup>11</sup> VA Manual 21-1, "Processing EP 130 Generated to Initiate the Review of Running Awards to a 100-Year-Old Beneficiary," updated October 11, 2022, topic XIV.3.2 in *Adjudication Procedures Manual*; VA Manual 21-1, "General Information About Non-Veteran Beneficiary NOD Processing," updated April 6, 2022, topic XI.i.1.D.1 in *Adjudication Procedures Manual*; VA Manual 21-1, "General Policies for Veteran First Notice of Death (FNOD) Processing," updated September 25, 2025, sec. XI.i.1.A in *Adjudication Procedures Manual*.

<sup>12</sup> VA Manual 21-1, "Processing EP 130 Generated to Initiate the Review of Running Awards to a 100-Year-Old Beneficiary"; 38 C.F.R. § 3.103 (2023).

<sup>13</sup> VA Manual 21-1, "Processing EP 130 Generated to Initiate the Review of Running Awards to a 100-Year-Old Beneficiary."

<sup>14</sup> VA Manual 21-1, "Processing Cases Identified by the DMF Match," updated August 1, 2022, topic XIV.2.B.2 in *Adjudication Procedures Manual*.

<sup>15</sup> VA Manual 21-1, "Processing EP 130 Generated to Initiate the Review of Running Awards to a 100-Year-Old Beneficiary."

rulemaking and policy requirements, conducting advisory reviews, developing and facilitating training, and assessing accuracy of processing compensation claims. The Pension and Fiduciary Service administers pension benefits for wartime veterans and their survivors and Dependency and Indemnity Compensation benefits through developing rulemaking and policy requirements, conducting advisory reviews, developing and facilitating training, and assessing the accuracy of processing pension claims. The Office of Field Operations oversees 56 regional offices responsible for helping service members, veterans, and their families with VA benefits and services. Performance and workload management for VBA's regional offices is determined by the Office of Field Operations. In this office, the National Work Queue manages and distributes the claims workload to each regional office.

Regional offices administer various services and benefits. Some regional offices have processing centers that are responsible for routine reviews for particular types of claims. The routine reviews of veterans aged 100 and older receiving payments for disability compensation are processed by the Benefit Eligibility Support Teams. According to VBA guidance, all the required reviews for veterans aged 100 and older with a Philippines address are centralized at the San Diego Benefit Eligibility Support Team, with other foreign veterans aged 100 and older being centralized at the Pittsburgh Regional Office.<sup>16</sup> The routine reviews for beneficiaries receiving pension and survivor benefits are processed by the Milwaukee and St. Paul Pension Management Centers.

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<sup>16</sup> VBA, "Compensation-Related Non-Rating Resource Job Aid," April 1, 2025; VA Manual 21-1, "Claims Jurisdiction and Transfer," updated September 12, 2022, topic II.ii.3 in *Adjudication Procedures Manual*.

## Results and Recommendations

### **Finding: VBA Could Improve Its Process for Routine Reviews of Recurring Benefits for Beneficiaries Aged 100 Years or Older**

The OIG team reviewed three datasets of beneficiaries aged 100 years or older as of May 31, 2025, who were receiving recurring benefits. These datasets included foreign beneficiaries, domestic beneficiaries with an address in the United States receiving compensation, and domestic beneficiaries receiving pension and survivor benefits.

The OIG team assessed all 195 foreign beneficiaries requiring routine reviews and found that 119 (about 61 percent) had issues, such as a lack of end product control, incomplete or inaccurate requests for additional information, unaddressed death notifications, or no action taken after the 60-day notice to terminate benefits. In seven instances, these deficiencies led to about \$612,000 in overpayments. The team found these deficiencies occurred because beneficiaries with an address in the Philippines were omitted from the batch end product generation, and VBA staff were uncertain how to verify whether foreign beneficiaries were still alive. VBA staff were also confused about which office has jurisdiction over beneficiaries receiving compensation in the Philippines.

The OIG team found that procedures were correctly followed for an estimated 2,600 of 2,900 of those receiving compensation (88 percent) and about 5,700 of 6,600 of those receiving pension and survivor benefits (86 percent). The OIG found that most deficiencies involved incomplete or inaccurate documentation; however, the team was able to generally confirm that beneficiaries were alive and that payments should continue. Since these deficiencies were not systemic, VBA was found to be processing reviews accurately overall. Still, the OIG identified opportunities to improve accuracy by strengthening oversight through updates to VBA's systems, procedures, and guidance.

### **What the OIG Did**

The review population included about 9,683 beneficiaries aged 100 years or older as of May 31, 2025, who were receiving recurring benefits. The OIG team reviewed three datasets from this population. The first dataset (foreign beneficiaries) included all 195 beneficiaries with an address in a foreign country. The second and third datasets (domestic beneficiaries) included a random sample of 80 veterans from a population of about 2,919 receiving disability compensation and a random sample of 80 beneficiaries from a population of about 6,570 receiving pension and survivor benefits. The team interviewed staff and managers at the Pension Management Center in Milwaukee, Wisconsin; the Benefit Eligibility Support Teams in Milwaukee and San Diego, California; VBA central office staff and managers; and staff at the Manila VA Regional Office in the Philippines. In August 2025, the OIG team notified the

Compensation Service and the Pension and Fiduciary Service of the deficiencies identified. On January 13, 2026, the OIG team conducted a formal interim briefing to a deputy executive director with the Compensation Service, an assistant director in the Pension and Fiduciary Service, a senior management adviser in the Office of Field Operations, and other VBA officials, describing what the review found and discussing potential recommendations. Appendixes A and B provide more details about the team's actions and the review's scope and methodology.

## **Routine Reviews for Foreign Beneficiaries**

The OIG team found that the required reviews for the 195 foreign beneficiaries were not always accurate. Of the 195 foreign beneficiaries that required a routine review, 119 (about 61 percent) had at least one of the following deficiencies:

- An end product was not generated annually for 69 of the foreign beneficiaries.
- There was no evidence of a Social Security Administration inquiry or other attempt to make contact, such as a phone call or letter to the beneficiary requesting more information, for 38 of the beneficiaries.
- The beneficiary's birth date in VBA's systems was incorrect for 21 beneficiaries.

Some samples had more than one deficiency. For example, incomplete development and an incorrect date of birth in VBA's system could be shown in the same sample.

Seven instances resulted in overpayments totaling about \$612,000.<sup>17</sup> VBA staff did not terminate benefits despite evidence showing the beneficiaries had died between August 2013 and January 2025 or when beneficiaries did not respond to the 60-day notice proposing to terminate their benefits. Example 1 illustrates an instance where there was evidence that the beneficiary had died, but payments continued.

### ***Example 1***

*VBA has been paying survivor's death pension benefits to a veteran's spouse, born in 1923, who was residing in Mexico. Routine reviews were conducted in January 2024 and July 2025, with the Social Security Administration inquiry showing no date of death. The OIG team found correspondence received in 2018 stating that the spouse had died that month, but VBA staff had not stopped the benefit payments. From the month of death in 2018 through June 2025, VBA continued making monthly direct deposit payments to the spouse, totaling about \$65,052 during this period. The OIG team provided this finding to VBA officials*

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<sup>17</sup> See appendix C for more information about monetary benefits.

*in August 2025, and they concurred. However, as of December 2025, benefits continued to be paid and will keep being paid until VBA terminates them.*

In August 2025, the OIG team notified VBA of the routine reviews for the seven foreign beneficiaries where overpayments were identified. In September and October 2025, VBA responded by concurring with all seven of the identified overpayments. As of February 2026, three of the foreign beneficiaries' records had not been corrected and the beneficiaries were still receiving benefit payments.

For 69 foreign beneficiaries, neither VBA nor the OIG team could verify whether the beneficiary was alive because there was no end product control or VBA did not obtain or request all necessary evidence. This potentially results in about \$71,200 in ongoing monthly overpayments, ranging from \$72 to \$2,507. Example 2 illustrates an instance where there was incomplete follow-up for necessary evidence. VBA does not have assurance the beneficiary is still living, resulting in potential monthly overpayments.

### **Example 2**

*VBA has been paying Dependency and Indemnity Compensation to a veteran's spouse, born in 1921, who had an address in the Philippines. An end product was generated in November 2023, but VBA staff did not verify whether the spouse was alive. No other end products for routine reviews had been generated since November 2023. As of August 2025, VBA was paying the spouse about \$827 per month, without verifying whether the spouse was still alive.*

For 21 foreign beneficiaries, the OIG team determined the beneficiary's birth date was incorrect in VBA's systems when compared to documents in the beneficiaries' records. While the incorrect date of birth alone does not result in an overpayment or potential for overpayment, it demonstrates a deficiency with processing these routine reviews.

## **End Products for Routine Reviews for Foreign Beneficiaries**

The OIG team found VBA's batch process did not always generate end products for routine reviews for foreign beneficiaries. The team identified 69 foreign beneficiaries receiving pension or survivor benefits who lacked an end product for routine reviews in calendar year 2024, 2025, or both. All these beneficiaries except one had an address in the Philippines.

As a result of a 2022 analysis, the Pension and Fiduciary Service updated the batch processing requirements, including the frequency, to generate the end products. The OIG team received a copy of the document prepared in October 2023 that was sent to Hines Information Technology Center; this document states that beneficiaries with a corporate flash of "foreign claim" will be reviewed every year. Corporate flashes are claimant-specific indicators that represent an attribute, fact, or status that may change. According to VBA's manual, a foreign claim flash is system-generated "when the claimant resides in a foreign country"; however, it is not applied to

residents of a US territory or the Philippines.<sup>18</sup> Therefore, VBA's reliance on this flash to identify all foreign beneficiaries for generating the batch end product controls for routine reviews is ineffective because the flash excludes this subset of beneficiaries, leaving them without an end product.

The chief of Quality and Oversight in the Pension and Fiduciary Service acknowledged that the end products should have been generated for beneficiaries in the Philippines, but the Pension and Fiduciary Service was unaware that the foreign claim flash excluded this population. In January 2026, the Pension and Fiduciary Service submitted updated requirements to the Hines Information Technology Center to generate end products for all foreign beneficiaries, including those residing in the Philippines. Implementation was completed in February 2026, in preparation for the July 2026 batch generation.

## **Procedures for and Jurisdiction of Reviews for Beneficiaries in the Philippines**

The OIG team found 18 of 23 staff from the San Diego Benefit Eligibility Support Team were unaware of procedures and jurisdiction for routine reviews of beneficiaries in the Philippines. According to staff from the Office of Field Operations, routine reviews of disability compensation for beneficiaries with an address in the Philippines have been centralized under the San Diego Benefit Eligibility Support Team since October 2020. This centralization was confirmed in an April 2025 job aid, which also stated that transferring these reviews to another office or division is not permitted.<sup>19</sup> However, the OIG team observed multiple instances, including example 3, where an end product was transferred between the San Diego and Manila regional offices for months, delaying action.

### ***Example 3***

*VBA was paying compensation benefits to a veteran born in 1918 who had an address in the Philippines. An end product was generated in January 2024 and claims processors in San Diego attempted to transfer the review to the Manila VA Regional Office 14 times from January to October 2024, at which time a claims processor in Manila sent a letter to the veteran. Following an additional 10 attempts by claims processors in San Diego to transfer the review to Manila from January to March 2025, a claims processor in Manila called the phone number listed in the claims folder and discovered the veteran had died in 2022. VBA terminated the benefits in March 2025, resulting in an overpayment of about \$5,726 from the month of death in 2022 to April 2025.*

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<sup>18</sup> VA Manual 21-4, "Index of Corporate Flashes and Special Issues," updated May 22, 2025, app. E.

<sup>19</sup> Office of Field Operations, "Compensation-Related Non-Rating Resource Job Aid," April 2025.

The *Adjudication Procedures Manual* states that the Manila VA Regional Office has jurisdiction of compensation claims from veterans in the Philippines.<sup>20</sup> Since the manual also specifies that this jurisdiction applies “unless otherwise indicated,” the guidance from the April 2025 job aid takes precedence, as confirmed by the Office of Field Operations, which is responsible for workload management. The manual also states that the National Work Queue will distribute work involving a special mission or circumstance according to jurisdiction and ranking rules determined by the Office of Field Operations.<sup>21</sup> Analysts interviewed from the Office of Field Operations were unaware that the San Diego team had been transferring the work or requesting to transfer this work to the Manila regional office.

During interviews with the OIG, San Diego Benefit Eligibility Support Team staff described challenges with contacting beneficiaries in the Philippines, such as time zone differences and language barriers. As a result, some reviews were being incorrectly transferred to the Manila office for processing.

## **Review of Process for Determining Whether Foreign Beneficiaries Without Social Security Numbers Are Alive**

The OIG team found that VA could clarify procedures for determining whether foreign beneficiaries without social security numbers are alive. VA's *Adjudication Procedures Manual* outlines actions for claims processors to substantiate whether the beneficiary is alive when they do not have a social security number (see figure 2 in this report's Introduction), such as reviewing records for a written certified statement that the beneficiary was not assigned a social security number or sending the beneficiary a notice proposing to terminate benefits.<sup>22</sup> The OIG team found that claims processors did not follow these procedures. Instead, they would attempt to call the beneficiary or send a letter requesting more information. The team also found that when letters were completed, they were inconsistent. Some letters asked why beneficiaries did not have a social security number, others requested they verify information, and some asked for thumbprints and a photo of the beneficiary to verify they were alive.

Claims processors and managers at the Milwaukee and San Diego regional offices told the team the manual does not provide standard language, nor is there a template for letters to send to a beneficiary who is a foreign resident and who does not have a social security number. The OIG team observed, and interviewees stated, the manual does not clearly define what constitutes acceptable evidence of proof of life. Letters sent by the Manila VA Regional Office included a payee identification sheet, which requests a recent photograph with the beneficiary holding a

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<sup>20</sup> VA Manual 21-1, “Jurisdiction of Claims,” updated September 12, 2022, topic II.ii.3.1 in *Adjudication Procedures Manual*.

<sup>21</sup> VA Manual 21-1, “Jurisdiction of Claims.”

<sup>22</sup> VA Manual 21-1, “Routine Review of Running Awards to 100-Year-Old-Beneficiaries.”

sign with the current date, four signatures, and four right thumbprints. Therefore, the OIG team determined that clearer guidance about what to request from foreign beneficiaries without a social security number is needed.

When asked whether the procedures outlined in the manual are clear or robust enough for claims processors to follow for foreign beneficiaries without a social security number, a senior quality review analyst for the Quality Assurance staff in the Compensation Service initially said yes but then acknowledged the instructions were not clear. Furthermore, they said that letters are inconsistent. Program analysts with the Policy and Procedures staff in both the Compensation Service and Pension and Fiduciary Service said the procedures could be fleshed out more for when a beneficiary has no social security number. The chief of Quality and Oversight in the Pension and Fiduciary Service stated the instructions in the *Adjudication Procedures Manual* could be better, and improving the steps and information in the manual could also improve consistency of letters sent to beneficiaries.

## **Routine Reviews of All Foreign Beneficiaries and Social Security Administration Information**

The OIG team found that Social Security Administration inquiries did not always show the date of death for some foreign beneficiaries who had died. According to the Social Security Administration, deaths are reported to the agency “primarily from the States, but also from other sources, including family members, funeral homes, Federal agencies, and financial institutions.”<sup>23</sup> Further, the administration’s website states that when someone dies outside the United States and is a US citizen, their death should be reported to the nearest US embassy or consulate, and the Federal Benefits Unit should be contacted.<sup>24</sup> Of the foreign beneficiaries in the OIG’s dataset, 65 had social security numbers; 28 beneficiaries did not have a social security number, but the associated veteran did. In example 1, the claims processor correctly completed the Social Security Administration inquiry on two occasions, but the inquiry results did not show a date of death; therefore, payments continued even though the beneficiary had died. The review team also observed instances where, although the beneficiary had died, the date of death was not initially shown in the inquiry results.

Several staff at the Milwaukee and San Diego regional offices noted that the Social Security Administration inquiry is not always reliable. Given that the Social Security Administration relies on domestic sources for reports of death or a person to report the death, the inquiry may not be the best method to verify whether a foreign beneficiary is alive.

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<sup>23</sup> “Social Security Provides Update About Its Death Record” (web page), Social Security Administration, accessed February 6, 2026, <https://www.ssa.gov/blog/en/posts/2025-03-17.html>.

<sup>24</sup> “What to Do When Someone Dies” (web page), Social Security Administration, accessed September 18, 2025, <https://www.ssa.gov/personal-record/when-someone-dies>.

## Routine Review Procedures for Domestic Beneficiaries Aged 100 Years or Older

The OIG team estimated that 2,600 of 2,900 compensation beneficiaries (88 percent) and 5,700 of 6,600 pension and survivor beneficiaries (86 percent) had appropriate end products, evidence showing the beneficiaries were alive, and a correct birth date in VBA's systems. While most reviews were accurate, two recurring deficiencies were noted: (1) missing documentation of Social Security Administration inquiries or other requests for evidence from the beneficiary and (2) incorrect birth dates in VBA systems compared to social security records. However, these issues were not deemed systemic, and only one sample showed potential overpayment. In nearly all cases lacking documentation of evidence requests or a completed inquiry, the OIG team was still able to verify the beneficiaries were alive through inquiries to the Social Security Administration.

The OIG identified two areas where VBA can improve accuracy and strengthen procedures. First, VBA could enhance guidance for claims processors on interpreting Social Security Administration inquiry results. As shown in appendix D, instead of verifying the information from the Social Security Administration under the "Profile" section of the results, 23 of 33 claims processors interviewed reported using the information under the "SSA Request Selection Criteria" section, which is the information from VBA systems used to generate the inquiry. Training staff from the Compensation Service confirmed they did not have training covering the Social Security Administration inquiry. However, a program analyst with the Pension and Fiduciary Service training staff gave the OIG team a draft of training materials on this topic that they plan to provide to Pension Management Center claims processors in fiscal year 2026. Further, the analyst sent the team a link to a Social Security Administration inquiry job aid. However, both the draft training and job aid are designed for Pension Management Center claims processors, and the job aid does not specifically address the issue the OIG team identified.

Second, the OIG found instances where there was no Social Security Administration inquiry or other requests for evidence in beneficiaries' records. Although the team could verify through the inquiry feature in the Veterans Benefits Management System that the beneficiaries were alive, neither the team nor VBA could verify whether claims processors completed the required steps outlined in the manual for reviewing these domestic beneficiaries.<sup>25</sup> The OIG team identified a gap in VBA procedural guidance regarding documentation of the Social Security Administration inquiry. While the Veterans Benefits Management System User Guide describes *how* to upload the inquiry results into beneficiaries' records, the *Adjudication Procedures Manual* does not

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<sup>25</sup> VA Manual 21-1, "Processing EP 130 Generated to Initiate the Review of Running Awards to a 100-Year-Old Beneficiary."

specifically *direct* claims processors to upload these results.<sup>26</sup> VBA could update procedural guidance to require uploading Social Security Administration inquiry results to help ensure proper documentation and compliance with procedures.

## Conclusion

The team attributed deficiencies found to VBA inadvertently omitting beneficiaries residing in the Philippines from the batch end product generation and staff's uncertainty about how to verify whether foreign beneficiaries were still alive. VBA could strengthen oversight of recurring benefits for beneficiaries aged 100 years or older by updating its systems, procedures, and guidance for routine reviews. Addressing these issues will help ensure that VBA consistently verifies continued entitlement to compensation, pension, and survivor benefits and accurate payments for this aging population.

## Recommendations 1–6

The OIG made the following recommendations to the under secretary for benefits or to anyone in an acting status or performing the delegable duties of the position:

1. Take corrective action on the remaining three of seven instances that led to about \$612,000 in improper payments.
2. Update requirements provided to the VA Hines Information Technology Center to ensure all foreign beneficiaries, including those with an address in the Philippines, are included in the annual end product generation.
3. Update the Veterans Benefits Administration's *Adjudication Procedures Manual* to clarify and strengthen the actions claims processors should take to verify foreign beneficiaries are alive.
4. Ensure jurisdiction guidance for routine reviews for residents in the Philippines is clearly communicated to all regional offices.
5. Provide guidance to assist claims processors in verifying information in the Veterans Benefits Administration's systems compared to the results from the Social Security Administration inquiry results.
6. Update the *Adjudication Procedures Manual* to require claims processors to upload the Social Security Administration inquiry results to beneficiaries' records.

## VA Management Comments

In March 2026, the principal deputy under secretary for benefits, performing the delegable duties of the under secretary for benefits, concurred with all six recommendations and provided

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<sup>26</sup> Booz Allen Hamilton, "VBMS User Guide," December 6, 2024.

responsive action plans. A summary of VBA's response to each recommendation follows, with full remarks in appendix E.

- **Recommendation 1.** VBA stated that, in February 2026, it began the process to review and correct the remaining claims that led to improper payments.
- **Recommendation 2.** VBA submitted the system requirements to the Hines Information Technology Center to enable the generation of end products for all foreign beneficiaries, including those residing in the Philippines. The requirements were successfully deployed in February 2026, and VBA reported that the updated requirements will run in July 2026 as part of the annual 100-Year-Old Beneficiary Review batch establishment. Based on these actions, VBA requested closure of this recommendation.
- **Recommendation 3.** VBA stated the *Adjudication Procedures Manual* will be updated to provide clear guidance outlining the steps that claims processors should take to verify that foreign beneficiaries are alive, to include clarifying written notification requirements.
- **Recommendation 4.** VBA plans to update regional office claims processing responsibilities in the adjudication procedural guidance for routine reviews for residents in the Philippines. This guidance will be communicated to all regional offices.
- **Recommendation 5.** VBA plans to update the *Adjudication Procedures Manual* to provide guidance on verifying information when comparing VBA's systems to Social Security Administration inquiry results.
- **Recommendation 6.** VBA plans to update the *Adjudication Procedures Manual* to require that claims processors upload the Social Security Administration inquiry result to the beneficiaries' record.

## OIG Response

VBA provided acceptable action plans for implementation of recommendation 1 and recommendations 3 through 6. The OIG considers recommendation 2 closed based on the documentation provided by VBA that shows deployment was completed in February 2026. The OIG will monitor VBA's progress in addressing the remaining recommendations and will close them when satisfied that sufficient progress has been made.

## Appendix A: Scope and Methodology

### Scope

The VA Office of Inspector General (OIG) team conducted its work from June 2025 through March 2026. To determine whether the Veterans Benefits Administration (VBA) had sufficient procedures to conduct the required reviews of recurring benefits for beneficiaries aged 100 years or older, the team reviewed a statistical sample of beneficiaries that were aged 100 years or older as of May 31, 2025, and were receiving recurring benefit payments.

### Methodology

To accomplish its objective, the team completed the following actions:

- Reviewed applicable laws, policies, and procedures related to the routine reviews of beneficiaries aged 100 years or older with recurring benefits.
- Assessed a statistical sample of beneficiaries from this population.
- Interviewed and obtained information from managers and staff at the VBA central office; managers and staff from the Best Eligibility Support Teams in Milwaukee, Wisconsin, and San Diego, California; managers and staff from the Pension Management Center in Milwaukee; and staff from the Manila VA Regional Office in the Philippines.

### Internal Controls

The team assessed internal controls to determine whether they were significant to the review objective. This included consideration of the five internal control components: control environment, risk assessment, control activities, information and communication, and monitoring. In addition, the team reviewed the principles of internal controls as associated with the objective and identified three components and five principles as significant. The team identified internal control deficiencies during this review and proposed recommendations to address those listed in table A.1.

**Table A.1. VA OIG Analysis of Internal Control Components and Principles Identified as Significant**

Component	Principle	Deficiency identified by this report
Risk assessment	8. Management should consider the potential for fraud when identifying, analyzing, and responding to risks.	The Pension and Fiduciary Service changed the frequency of reviews in November 2023 from every year to every five years, which led to a change in requirements and resulted in a lack of end product control for beneficiaries in the Philippines.
Information and communication	13. Management should use quality information to achieve the entity’s objectives.	The criteria used by the Pension and Fiduciary Service to identify foreign beneficiaries specifically excluded those residing in the Philippines.
	14. Management should internally communicate the necessary quality information to achieve the entity’s objectives.	Procedures were unclear on how to verify that foreign beneficiaries are alive when they have no social security number and lacked guidance for how to interpret and document the Social Security Administration inquiry results.
	15. Management should externally communicate the necessary quality information to achieve the entity’s objectives.	Procedures were unclear on how to verify that foreign beneficiaries are alive; therefore, letters to beneficiaries were not consistent.
Monitoring	16. Management should establish and operate monitoring activities to monitor the internal control system and evaluate the results.	Claims processing staff and managers were not aware of their responsibilities and transferred reviews for foreign beneficiaries in the Philippines to another office, creating delays.

*Source: VA OIG analysis of internal control components and principles. The principles listed are consistent with the Government Accountability Office’s Standards for Internal Control in the Federal Government, GAO-14-704G, September 2014.*

*Note: Because the review was limited to the internal control components and underlying principles identified, it may not have disclosed all internal control deficiencies that could have existed at the time of this review.*

## Data Reliability

The team used computer-processed data from VBA’s Corporate Database. To test for reliability, the team determined whether any data were missing from key fields, included any calculation errors, or were outside the time frame requested. The team also assessed whether the data contained obvious duplication of records, alphabetic or numeric characters in incorrect fields, or illogical relationships among data elements. Furthermore, the team compared veterans’ names, beneficiaries’ names, dates of birth, and benefit type in the 355 samples to the files in the Veterans Benefits Management System.

Testing the data showed sufficient reliability for the review objective. Comparison of the data with information contained in the Veterans Benefits Management System records for the veterans in the review sample did not disclose any problems with data reliability.

## **Government Standards**

The OIG conducted this review in accordance with the Council of the Inspectors General on Integrity and Efficiency's *Quality Standards for Inspection and Evaluation*.

## Appendix B: Statistical Sampling Methodology

### Approach

To accomplish the objective of determining whether the Veterans Benefits Administration (VBA) had sufficient procedures to conduct the required reviews of recurring benefits for beneficiaries aged 100 years or older, the VA Office of Inspector General (OIG) team reviewed a statistical sample of beneficiaries aged 100 years or older as of May 31, 2025.

### Population

The review population included 9,802 beneficiaries aged 100 years or older as of May 31, 2025, who were receiving recurring benefits. After reviewing the sample, which revealed that some records were out of scope for various reasons, the team estimated the in-scope population to be 9,683. Further details are provided in the sampling design section.

### Sampling Design

The team coordinated with an OIG statistician to select a statistical sample from the population. Before sampling, the population was stratified into three datasets: (1) foreign beneficiaries (those with an address outside the United States), (2) domestic beneficiaries with an address in the United States who received compensation benefits, and (3) domestic beneficiaries with an address in the United States who received pension and survivor benefits.

The team reviewed all 195 beneficiaries in stratum 1. Simple random sampling was performed to select 80 beneficiaries each from strata 2 and 3. The sample sizes for strata 2 and 3 were designed to produce sufficiently precise estimates of the population error rates, with a coefficient of variation of 26 percent or less, at a 90 percent confidence level with expected error rates of at least 15 percent.

The OIG team reviewed the 355 sampled records to determine whether they were in scope. The team determined two of the sampled records were out of scope and replaced them with alternate samples, resulting in 357 total records reviewed. The team used the 355 records that met review parameters to estimate the in-scope population size of 9,683. All analyses and conclusions are based on the sample of 355 in-scope records.

Table B.1 presents the stratified population and the number of in-scope records reviewed.

**Table B.1. Sampled Beneficiary Records Reviewed**

Stratum	Population size	Sample size
1. Foreign beneficiaries	195	195
2. Domestic beneficiaries receiving compensation benefits	2,955	80
3. Domestic beneficiaries receiving pension and survivor benefits	6,652	80
<b>Total</b>	<b>9,802</b>	<b>355</b>

Source: VA OIG statistician's selected population obtained from VBA's Corporate Database and the team's analysis of sampled beneficiary records.

Table B.2 shows the estimated number of in-scope and out-of-scope beneficiary records in the review population.

**Table B.2. Estimated In-Scope and Out-of-Scope Beneficiary Records Based on a 90 Percent Confidence Interval**

Result	Estimate number	Margin of error	Lower limit	Upper limit	Sample size
In scope	9,683	1,023	8,661	9,800	355
Out of scope	119	148	0	267	2
<b>Total</b>	<b>9,802</b>	—	—	—	<b>357</b>

Source: VA OIG statistician's projection of the number of in-scope and out-of-scope enrollment records, based on the team's sample data analysis.

Note: Numbers in table may not sum due to rounding. The upper limit cannot exceed the universe number of 9,802 minus the two out-of-scope samples.

## Weights

Samples were weighted to represent the population from which they were drawn, and the weights were used in the estimate calculations. For example, the team calculated the error rate estimates by first summing the sampling weights for all sample records that contained the given error, then dividing that value by the sum of the weights for all sample records.

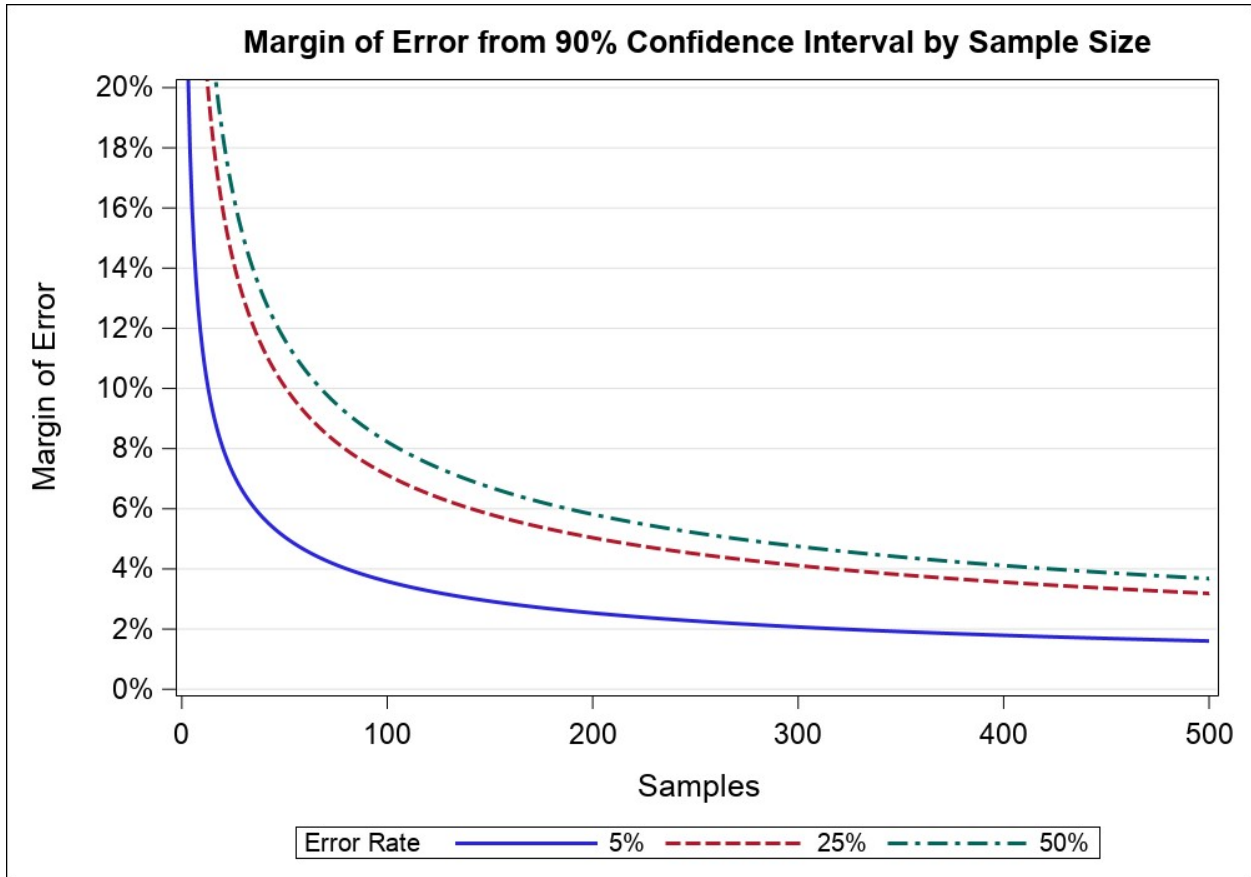
## Projections and Margins of Error

The projection is an estimate of the population value based on the sample. The associated margin of error and confidence interval show the precision of the estimate. If the OIG repeated this review with multiple sets of samples, the confidence intervals would differ for each sample but would include the true population value about 90 percent of the time.

The OIG statistician employed statistical analysis software to calculate estimates, margins of error, and confidence intervals that account for the complexity of the sample design.

The sample size was determined after reviewing the expected precision of the projections based on the sample size, potential error rate, and logistic concerns of the sample review. While precision improves with larger samples, the rate of improvement decreases significantly as more records are added to the sample review.

Figure B.1 shows the effect of progressively larger sample sizes on the margin of error.



**Figure B.1.** Effect of sample size on margin of error.

Source: VA OIG statistician's analysis.

## Projections

Tables B.3 and B.4 detail the review team's analysis based on the findings from the statistical sample noted above under the approach and the statistician's projection of estimated populations.

**Table B.3. Estimated In-Scope and Out-of-Scope Populations of Veterans and Beneficiaries Over 100 Years Old and Receiving Recurring Benefits, with a 90 Percent Confidence Interval**

Estimate name	Estimate number	Margin of error	Lower limit	Upper limit	Sample size
Compensation beneficiaries	2,919	61	2,858	2,954*	80
Pension and survivor beneficiaries	6,570	137	6,433	6,652 <sup>‡</sup>	80

Source: VA OIG analysis.

\* The upper limit cannot exceed the universe number of 2,955 minus the one out of scope.

<sup>‡</sup> The upper limit cannot exceed the universe number of 6,651 minus the one out of scope.

**Table B.4. Estimated Number of Beneficiaries that Had Appropriate End Products, Evidence in the Claims Folder the Beneficiaries Were Alive, and Correct Date of Birth in the VBA System, with a 90 Percent Confidence Interval**

Estimate name	Estimate number	Margin of error	Lower limit	Upper limit	Sample size
Compensation beneficiaries	2,554 (88%)	188 (6%)	2,365* (81%)	2,742 (94%)	70
Pension and survivor beneficiaries	5,667 (86%)	440 (6%)	5,227 (80%)	6,106* (93%)	69

Source: VA OIG analysis.

\* Projections and confidence intervals may not total precisely due to rounding.

## Appendix C: Monetary Benefits in Accordance with Inspector General Act Amendments

Recommendation	Explanation of Benefits	Better Use of Funds	Questioned Costs <sup>27</sup>
1	The VA Office of Inspector General found the Veterans Benefits Administration did not always terminate benefits when warranted, resulting in about \$612,000 in improper payments.	\$0	\$612,000
	<b>Total</b>	<b>\$0</b>	<b>\$612,000</b>

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<sup>27</sup> The OIG questions costs when VA action or inaction (such as spending or failure to fully compensate eligible beneficiaries) is determined by the OIG to violate a provision of law, regulation, contract, grant, cooperative agreement, or other agreement; when costs are not supported by adequate documentation; or when they are expended for purposes that are unnecessary or unreasonable under governing authorities. Within questioned costs, the OIG must, as required by section 405 of the IG Act, report unsupported costs. Unsupported costs are those determined by the OIG to lack adequate documentation at the time of the review. Of the \$612,000 in questioned costs, none were unsupported costs.

## Appendix D: Example of Social Security Administration Inquiry Results

Figure D.1 shows two sections of a redacted Social Security Administration inquiry.

**SSA Inquiry Results**

SSA Request Selection Criteria	
<b>Veteran File No:</b> [REDACTED]	<b>Veteran Name:</b> [REDACTED]
<b>Subject SSN:</b> [REDACTED]	<b>CAN:</b>
<b>Subject Name:</b> [REDACTED]	<b>BIC:</b>
<b>Subject DOB:</b> [REDACTED]	<b>Search Reason:</b> Verify Benefits
<b>Relationship To Veteran:</b> Spouse	<b>Date of Inquiry:</b> 07/08/2025

**Profile**

<b>Ver SSN:</b> [REDACTED]	<b>DOD:</b>
<b>Ver Code:</b> SSN Verified	<b>DOD Source Code:</b>
<b>First Name:</b> [REDACTED]	<b>Title II Status:</b> Y
<b>Middle Initial:</b> [REDACTED]	<b>Title XVI Status:</b> N
<b>Last Name:</b> [REDACTED]	<b>Title II CAN:</b> [REDACTED]
<b>Other Last Name:</b>	<b>BIC:</b> A00
<b>Mailing Address:</b> [REDACTED]	<b>BIC Applies To:</b> Primary Claimant
	<b>Person's Own Ver SSN:</b>
	<b>Phone Number:</b>

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<b>DOB:</b> [REDACTED]	<b>Sex Code:</b> F
<b>Marital Status:</b>	<b>Proof of Age:</b> Convincing Evidence

**Figure D.1.** Redacted Social Security Administration inquiry result.

Source: VA Office of Inspector General analysis and depiction of information from the Veterans Benefits Management System.

## Appendix E: VA Management Comments

### Department of Veterans Affairs Memorandum

Date: March 30, 2026

From: Under Secretary for Benefits (20)

Subj: Office of Inspector General (OIG) Draft Report – Review of VBA's Recurring Benefits for Beneficiaries Aged 100 Years or Older [Project No. 2025-02364-AE-0090] — [VIEWS 14374917]

To: Assistant Inspector General for Audits and Evaluations (52)

Thank you for the opportunity to review and comment on the OIG draft report: – Review of VBA's Recurring Benefits for Beneficiaries Aged 100 Years or Older [Project No. 2025-02364-AE-0090]. The Veterans Benefits Administration (VBA) provides the attached response to the draft report.

*The OIG removed point of contact information prior to publication.*

(Original signed by)

J. Margarita Devlin

Principal Deputy Under Secretary for Benefits

Performing the Delegable Duties of the Under Secretary for Benefits

Attachment

**Veterans Benefits Administration (VBA)**  
**Comments on OIG Draft Report**  
**Review of VBA's Recurring Benefits for Beneficiaries Aged 100 Years or Older**  
**(Project No. 2025-02364-AE-0090)**

**VBA concurs with the OIG findings and provides the following comments in response to the recommendations in the OIG draft report:**

**Recommendation 1: Take corrective action on the remaining three of seven instances that led to about \$612,000 in improper payments.**

**VBA Response:** Concur. In February 2026, VBA received the claims and began the review and corrective actions. We estimate completion of the review, correction, and certification of the claims by September 30, 2026.

Target Completion Date: September 30, 2026

**Recommendation 2: Update requirements provided to the VA Hines Information Technology Center to ensure all foreign beneficiaries, including those with an address in the Philippines, are included in the annual end product establishment.**

**VBA Response:** Concur. On January 23, 2026, VBA submitted the system requirements detailed in Attachments A and B to the VA Hines Information Technology Center to enable the system generation end products (EP) for all foreign beneficiaries, including those residing in the Philippines.

On February 25, 2026, the requirements were successfully deployed as a part of the February Sprint 168 as shown in Attachments C-E.

The updated system requirements will run on the first business day of July 2026, as a part of the annual 100-Year-Old Beneficiary Review batch. Annually, this batch will create an EP 130 for beneficiaries who meet the following criteria:

- Are 100 years old or older, based on the date of birth in the corporate record,
- Receiving Pension, Survivors Pension, Section 306 Pension, Old Law Pension, DIC, or Parents DIC,
- Reside in the Philippines, and
- Have a "foreign flash" on their record.

VBA requests closure of this recommendation based on the evidence in Attachments A-E, which demonstrates that the requirements have been implemented to ensure all foreign beneficiaries, including those with an address in the Philippines, have an EP established as a part of the annual 100-Year-Old Beneficiary Review batch.

**Recommendation 3: Update the Veterans Benefits Administration's Adjudication Procedures Manual to clarify and strengthen the actions claims processors should take to verify foreign beneficiaries are alive.**

**VBA Response:** Concur. VBA will update the Adjudication Procedures Manual to provide clear guidance outlining the steps that claims processors should take to verify that foreign beneficiaries are alive, to include clarifying written notification requirements.

VBA estimates completion of all necessary procedural manual updates and field notifications by June 30, 2026.

Target Completion Date: June 30, 2026

**Recommendation 4: Ensure jurisdiction guidance for routine reviews for residents in the Philippines is clearly communicated to all regional offices.**

**VBA Response:** Concur. VBA will update regional office claim processing responsibilities in the adjudication procedural guidance for routine reviews for residents in the Philippines and communicate the guidance to all regional offices.

VBA estimates completion of all necessary procedural updates and field notifications by June 30, 2026.

Target Completion Date: June 30, 2026

**Recommendation 5: Provide guidance to assist claims processors in verifying information in the Veterans Benefits Administration's systems compared to the results from the Social Security Administration inquiry results.**

**VBA Response:** Concur. VBA will update the Adjudication Procedures Manual to provide guidance on verifying information when comparing Veterans Benefits Administration's systems to Social Security Administration inquiry results.

VBA estimates completion of all necessary procedural manual updates and field notifications by June 30, 2026.

Target Completion Date: June 30, 2026

**Recommendation 6: Update the *Adjudication Procedures Manual* to require claims processors to upload the Social Security Administration inquiry results to beneficiaries' records.**

**VBA Response:** Concur. VBA will update the Adjudication Procedures Manual to require that claims processors upload the Social Security Administration inquiry result to the beneficiaries' record.

VBA estimates completion of all necessary procedural manual updates and field notifications by June 30, 2026.

Target Completion Date: June 30, 2026

*For accessibility, the original format of this appendix has been modified to comply with Section 508 of the Rehabilitation Act of 1973, as amended.*

## OIG Contact and Staff Acknowledgments

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<b>Contact</b>	For more information about this report, please contact the Office of Inspector General at (202) 461-4720.
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