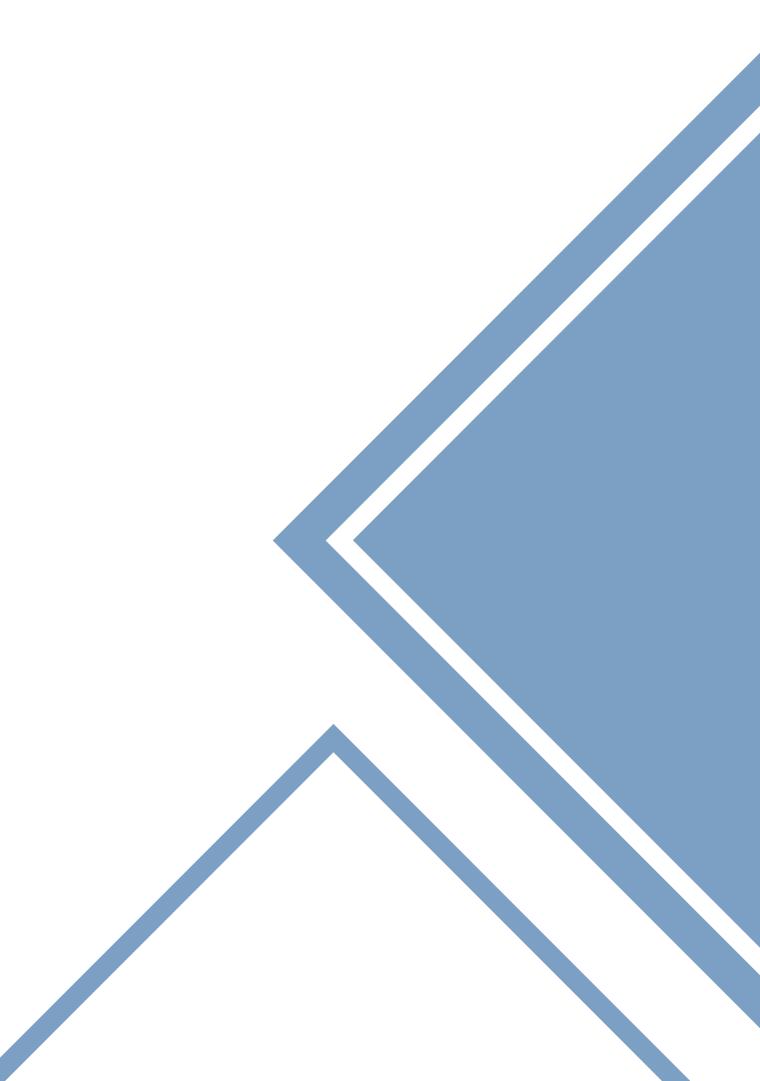
ARKANSAS DEPARTMENT OF

INSPECTOR GENERAL

SECRETARY ALLISON BRAGG ARKANSAS HFMA AUGUST 25, 2023



DEPARTMENT MISSION

Integrity

DETECT, PREVENT, AND INVESTIGATE FRAUD, WASTE, AND ABUSE WITHIN STATE GOVERNMENT



Independence

ACHIEVE ACCOUNTABILITY AND EFFICIENCY BY SEPARATING AUDITS AND APPEALS FROM WITHIN THEIR OWN AGENCIES

AGENCIES



OFFICE OF INTERNAL AUDIT

MEDICAID INSPECTOR **GENERAL**

RKANS

TAX **APPEALS** COMMISSION







FAIR HOUSING COMMISSION

OFFICE OF INTERNAL AUDIT

EXECUTIVE ORDER 21-01

- Division of Workforce Services
- Departments of Corrections, Health, Human Services, and Education
- Arkansas Lottery

ACT 298 OF 2019

Requires annual ARDOT review, due Oct. 2023 Approx. 4.5 FTEs (64% of current resources)

3

2

CONTROL SELF ASSESSMENT

Developing a technical guide for CSA; currently support 147 CSA tools for state entities

DIRECTOR: RICKY QUATTLEBAUM



TAXAPPEALS COMMISSION

BEGAN HEARING CASES DEC. 2022

MORE THAN 1,500 PETITIONS FILED

CLOSED 650+ CASES SO FAR

DECISIONS PUBLISHED ONLINE

COMMISSIONERS: MATTHEW BOCH JOSEPH SANFORD DAVID CLAY SLOAN





MOSTLY FEDERALLY CONTROLLED **BY HOUSING & URBAN DEVELOPMENT**

PRIMARILY FEDERAL FUNDING

60 ACTIVE CASES;

50 CASES CLOSED THIS FISCAL YEAR

MOU WITH ATTORNEY GENERAL

DIRECTOR: IVERSON JACKSON



OFFICE OF MEDICAID INSPECTOR GENERAL

FISCAL YEAR 2022

ACCOUNTS RECEIVABLE CLAIMS: \$643,915.36

> SELF-REPORTED CLAIMS: \$58,082.59

RESTITUTION AND FALSE CLAIMS: \$8,024,035.67

MASS ADJUSTMENTS AND REVERSALS: \$138,560.41

> TOTAL: \$8,864,594.03

OMIG'S MISSION

TO DETECT AND PREVENT FRAUD, WASTE, AND ABUSE

WITHIN THE MEDICAL ASSISTANCE PROGRAM



AUDITS MEDICAID?

• OFFICE OF MEDICAID INSPECTOR GENERAL

• LEGISLATIVE AUDIT

• DHS (RETROSPECTIVE REVIEW)

 QLARANT (UNIFIED PROGRAM INTEGRITY CONTRACTOR)

• PASSES

DO AUDITS ORIGINATE?

WHERE

• FRAUD HOTLINE COMPLAINTS AND TIPS

• LAW ENFORCEMENT REFERRALS

 PRIVATE INSURANCE PLANS, PASSES, OR OTHER STATES

CORRECTIVE ACTION PLAN
COMPLIANCE REVIEWS

• OMIG DATA ANALYTICS

OMIG DATA ANALYTICS

OPTUM FRAUD AND ABUSE DETECTION SYSTEM

• PEER REVIEW ANALYSIS/ **OUTLIER IDENTIFICATION**

• HIGH COST MEMBER REPORTING

• PROVIDER SPIKE DETECTION

• ALGORITHMS • IMPOSSIBLE DATES • OVERLAPPING SERVICES • UNBUNDLING PROCEDURES

• CLAIMS RISK ANALYSIS

MOST FREQUENT FINDINGS

MISSING INFORMATION

MISSING, INVALID, INCOMPLETE, **OR EXPIRED:**

• NO SERVICE LOG/PROGRESS NOTE • NO IN AND OUT TIME • NO PROVIDER SIGNATURE • NO DELINEATION OF SERVICES • NO BACKGROUND CHECKS • NO REQUIRED TASK ON NOTE/LOG • NO DOCUMENTATION TO SUPPORT CPT CODE BILLED

• LICENSURE/CERTIFICATION

 PERSONAL CARE SERVICE PLAN • INDIVIDUALIZED SERVICE PLAN • PRIMARY CARE PHYSICIAN RX • PRIMARY CARE REFERRAL • TREATMENT PLAN/PLAN OF CARE EVALUATION

MOST FREQUENT FINDINGS

INCORRECT INFORMATION

• SERVICE NOT AUTHORIZED ON ARCHOICE PERSONAL CENTER SERVICE PLAN

• UNITS BILLED EXCEED UNITS DOCUMENTED

 DOCUMENTATION DOES NOT SUPPORT PROCEDURE CODE BILLED

• DOCUMENTATION DOES NOT SUPPORT LEVEL OF E/M SERVICES BILLED

 DOCUMENTATION DOES NOT SUPPORT PLACE OF SERVICE BILLED

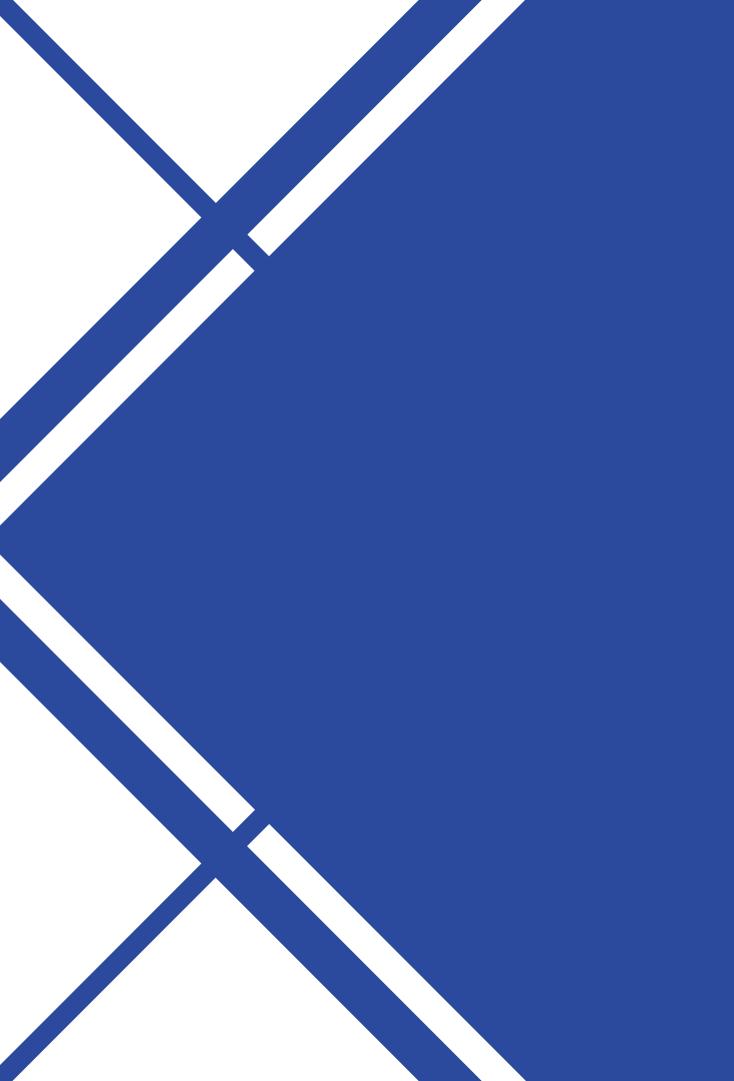
HOW PROVIDERS CAN AVOID MISTAKES

Continued staff training on Medicaid provider manual.

Frequent reminders/training for staff on required documentation for each service provided.

Quality assurance process and procedures.

Management oversight and enforcement of quality assurance process and procedures.





U.S. Department of Health and Human Services **Office of Inspector General ACTIVE WORK PLAN ITEMS CENTERS FOR MEDICARE AND MEDICAID SERVICES – JUNE/JULY 2023**

- MEDICARE PART C HIGH-RISK DIAGNOSIS CODES TOOLKIT
- AUDIT OF AMBULANCE SERVICES SUPPLEMENTAL PAYMENT PROGRAM
- MEDICARE ADVANTAGE PAYMENTS GENERATED BY HEALTH RISK **ASSESSMENTS FOR 2022**
- STATE MEDICAID AGENCIES' PERSPECTIVES OF MANAGED CARE PLANS' REFERRAL OF FRAUD
- MEDICARE PAYMENTS FOR CLINICAL DIAGNOSTIC LAB TESTS IN 2022
- NATIONWIDE AUDITS OF MEDICARE PART C HIGH-RISK DIAGNOSIS CODES
- AUDIT OF SELECTED HIGH-RISK MEDICARE HOSPICE GENERAL INPATIENT **SERVICES**

THANK YOU

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