



RICK SCOTT
GOVERNOR

JUSTIN M. SENIOR
INTERIM SECRETARY

December 6, 2016

Justin M. Senior, Interim Secretary
Agency for Health Care Administration
2727 Mahan Drive
Tallahassee, Florida 32308

Dear Interim Secretary Senior:

In accordance with Internal Auditing Standards, attached is the final status report from the Bureau of Medicaid Fiscal Agent Operations in response to our report #13-14 *Medicaid Recipient File Management*, published on July 13, 2015.

Management has completed all corrective actions. A detailed description of all issues, recommendations, and management's responses can be found in the attached table.

If you have any questions regarding this final status report, please let me know.

Sincerely,

Eric W. Miller
Inspector General

EWM/pz
Attachment

cc: Toby Philpot, Chief of Staff
Mallory McManus, Communications Director
Beth Kidder, Interim Deputy Secretary of Medicaid
Abby Riddle, Acting Assistant Deputy Secretary, Medicaid Operations
Gay Munyon, Bureau Chief, Medicaid Fiscal Agent Operations
Melinda M. Miguel, Chief Inspector General
Sherrill F. Norman, Auditor General



Agency for Health Care Administration
Office of Inspector General – Internal Audit
Report Title: Medicaid Recipient File Management
Report #: 13-14, issued July 13, 2015
Final Follow-up Status issued December 6, 2016

| No. | Finding | Recommendation | Previous Management Response(s) | Status Update, Anticipated Completion Date and Contact |
|-----|---|---|---|--|
| 1 | <p>RFU's OnBase Error Correction Process needs improvement. The process does not prioritize correcting older errors in a systematic way. For errors noted in the October 2013 error reports, thirty-two percent of error code 1007, twenty-four percent of error code 1202, and ten percent of error code 2002 remained uncorrected at the end of six months.</p> | <p><u>A. DCF Coordination:</u> Coordinate with DCF staff to systematically prioritize the correction of older recipient errors first (when applicable) to prevent continued reappearance in the error reports by developing an aging analysis report.</p> | <p><u>Status as of July 13, 2016</u> The joint Error Correction Process project task force between DCF and AHCA/MFAO continues. Locating missing SSNs and entering SSNs into the eligibility source system remains the responsibility of DCF. MFAO has provided technical assistance and training to DCF staff helping them to read and understand the error reports generated by the FMMS to identify the recipients who are missing SSNs.</p> <p>DCF is making a system enhancement with an implementation date of September 2016, to increase the numbers of SSNs obtained by DCF eligibility processors. The DCF system change will alert and require eligibility processors to review the missing information (SSN) and perform a follow-up to obtain the SSN.</p> <p>DCF will ensure that the eligibility processors receive training on the system enhancement once it is ready for installation.</p> <p><i>Anticipated Date of Completion: September 2016. Peggy Hall</i></p> | <p>Completed – August 4, 2016</p> |

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| | | | <p><u>Status as of January 13, 2015</u> AHCA and DCF are working together to prioritize the work completed for the Error Correction Process. DCF has formed a task force to obtain SSNs. The first priority to focus on error code 1007 has shown immediate improvements (greatest number with major impact.). Once more SSNs are added to FLORIDA/FMMIS, fewer error code 2002s are expected, giving both AHCA and DCF the opportunity to focus on the next highest priority error codes. AHCA is collaborating with DCF to improve the quality of the submitted information, so MFAO staff will continue to work with DCF to analyze the data with errors to review and prioritize the approach to improve processing.</p> <p><i>Anticipated Date of Completion: In process. Peggy Hall</i></p> <p><u>Status as of July 13, 2015</u> The Medicaid Bureau of Fiscal Agent Operations (MFAO) Recipient Unit is currently working with DCF to determine the requirements of the review process.</p> <p><i>Anticipated Date of Completion: A completion date will be determined once initial review has been completed.</i></p> | |

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| | | <p><u>B. Desk Procedures:</u> Finalize desk procedures to standardize the OnBase report error correction process including addressing the correction of older errors first.</p> | <p><u>Status as of January 13, 2015</u> MFAO continues to review and revise the desk level procedure guide. A final version is expected to be completed by February 29, 2016.</p> <p>OnBase reports are worked daily but not all errors can be resolved by AHCA, so the error may reappear until the data is changed in the FLORIDA system. AHCA is collaborating with DCF management to understand and focus on the OnBase error reporting process during this review period. With the increased focus, the issue of aging errors will be reduced because of DCF's focused efforts to improve data and reduce the number of eligibility errors appearing and remaining on OnBase reports.</p> <p><i>Anticipated Date of Completion: February 29, 2016. Peggy Hall</i></p> <p><u>Status as of July 13, 2015</u> The MFAO Recipient Unit is currently reviewing its desk level procedures for the OnBase report error correction process.</p> <p><i>Anticipated Date of Completion: A completion date will be determined once initial review has been completed.</i></p> | <p>Completed - March 2, 2016</p> |

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| 2 | <p>FMMIS does not end the Medicaid recipient benefit plans even when the FLORIDA system ends eligibility for recipient files due to missing SSNs. The fatal error caused by having a missing SSN prevents an update in FMMIS that includes ending a benefit plan.</p> | <p>Implement CSR 2888 to allow FMMIS to accept DCF's closure of recipient eligibility spans for recipient files with missing SSNs.</p> | <p><u>Status as of January 13, 2015</u> CSR 2888 and the associated change order 79784 was completed on November 12, 2015.</p> <p>FMMIS accepts a closure without an SSN on the file from DCF. Medicaid is ended appropriately in FMMIS.</p> <p><i>Anticipated Date of Completion: Completed.</i></p> <p><u>Status as of July 13, 2015</u> CSR 2888 (Close Recipient With No SSN) was approved by MFAO on 05/28/2015 and is currently being worked by the fiscal agent.</p> <p><i>Anticipated Date of Completion: A completion date has not been determined at this time.</i></p> | <p>Completed - November 12, 2015</p> |