



RON DESANTIS
GOVERNOR

MARY C. MAYHEW
SECRETARY

August 21, 2019

Mary C. Mayhew, Secretary
Agency for Health Care Administration
2727 Mahan Drive
Tallahassee, Florida 32308

Dear Secretary Mayhew:

In accordance with Internal Auditing Standards, attached is a status update from the Division of Operations, Bureau of Support Services in response to our report number *AHCA-1617-04-A, Agency Agreements*, published on February 26, 2018.

Management has indicated corrective action has been either initiated or completed for each of our report recommendations. A detailed description of all issues, recommendations, and management's responses can be found in the attached table. We will schedule another follow-up review in six months to assess the status of the efforts taken by the Division of Operations, Bureau of Support Services to correct all open issues.

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

Sincerely,

Mary Beth Sheffield
Inspector General

MBS/jh

Attachment

cc: Toby Philpot, Chief of Staff
Mallory McManus, Communications Director
Jon Manalo, Deputy Secretary, Division of Operations
Jennifer Barrett, Bureau Chief, Support Services



Agency for Health Care Administration
Office of Inspector General – Internal Audit
Report Title: Agency Agreements
Report #: AHCA-1617-04-A, issued February 26, 2018
18-Month Follow-up Status as of August 21, 2019

No.	Finding(s)	Recommendation(s)	Previous Management Response(s)	Status Update, Anticipated Completion Date and Contact
1	Policy and Procedure 4028 on Agency Agreements requires updating to reflect current processes; clarify when Agreements should be utilized; distinguish between Contracts and Agreements; define the types of Agreements; and address the amendment process, monitoring, and other recommendations outlined in this report.	<p>1. We recommend that Procurement continue to update Policy and Procedure 4028 to:</p> <ul style="list-style-type: none"> • Distinguish between Agreements and Contracts which are used interchangeably throughout the Policies and Procedures, clarify when Agreements should be utilized for governmental and non-governmental entities, and define the various types of Agreements; and • Address the current electronic Contract Administration Tracking System (CATS) Workflow process utilized for Administrative routing, review, approval, and execution. 	<p><u>Status as of February 26, 2019</u> Completed: October 1, 2018 Procurement revised Policy and Procedure 4028. It was approved by the Secretary of Operations on October 1, 2018.</p> <p><u>Status as of August 24, 2018</u> Procurement staff continue to revise Policy and Procedure 4028. Major edits and revisions have been completed, however, there are some minor changes that need to be completed prior to routing for approval.</p> <p><i>Anticipated Completion Date: November 30, 2018</i> <i>Crystal Demott</i></p> <p><u>Status as of February 26, 2018</u> We agree with this finding and recommendation. Procurement has started updating Policy and Procedure 4028 to include the recommendations. This will be finalized no later than June 30, 2018. An annual review of the Policy will be implemented beginning July 1, 2019.</p> <p><i>Anticipated Completion Date: June 30, 2018</i> <i>Crystal Demott</i></p>	<p>Completed</p>

No.	Finding(s)	Recommendation(s)	Previous Management Response(s)	Status Update, Anticipated Completion Date and Contact
		<p>2. Address other recommendations made in this report in the update to Policy and Procedure 4028.</p>	<p><u>Status as of February 26, 2019</u> Completed: October 1, 2018 Procurement revised Policy and Procedure 4028. It was approved by the Secretary of Operations on October 1, 2018. The Procurement Office will review Policy and Procedure 4028 annually.</p> <p><u>Status as of August 24, 2018</u> Procurement staff continue to revise Policy and Procedure 4028. Major edits and revisions have been completed, however, there are some minor changes that need to be completed prior to routing for approval. An annual review of the policy will begin on July 1, 2019.</p> <p><i>Anticipated Completion Date: November 30, 2018</i> <i>Crystal Demott</i></p> <p><u>Status as of February 26, 2018</u> Procurement has started updating Policy and Procedure 4028 to include the recommendations. This will be finalized no later than June 30, 2018. An annual review of the Policy will begin July 1, 2019.</p> <p><i>Anticipated Completion Date: July 1, 2019</i> <i>Crystal Demott</i></p>	<p style="text-align: center;">Completed</p>

No.	Finding(s)	Recommendation(s)	Previous Management Response(s)	Status Update, Anticipated Completion Date and Contact
		<p>3. We also recommend that Procurement train Program Office staff when the Policy and Procedure has been updated.</p>	<p><u>Status as of February 26, 2019</u> Procurement has begun the development of training materials. These materials are in the final stages of review. Trainings will begin in February 2019 and will be completed by March 31, 2019. Continuing education trainings will be held no less than quarterly thereafter.</p> <p><i>Anticipated Completion Date: March 31, 2019</i> <i>Crystal Demott</i></p> <p><u>Status as of August 24, 2018</u> Procurement has begun the development of training materials. These materials will be finalized after edits to Policy and Procedure 4028 are completed and approved.</p> <p>Training will be scheduled to begin in early December 2018, pending approval of Policy and Procedure 4028. The initial round of trainings will be completed by March 31, 2019. Continuing education trainings will be held no less than quarterly thereafter.</p> <p><i>Anticipated Completion Date: March 31, 2019</i> <i>Crystal Demott</i></p> <p><u>Status as of February 26, 2018</u> Procurement will develop training materials and have them approved by June 30, 2018. Procurement will develop a training schedule and submit it for management approval by</p>	<p>The Procurement Office finalized the training documents and held three trainings in March, two trainings in April, and one training in July. Feedback on the training sessions has been positive and session will be held no less than quarterly. The anticipated schedule for these quarterly trainings session is October 2019, January 2020, April 2020, and July 2020.</p> <p>There are currently eight active Agreement managers that have not completed the course.</p> <p><i>Anticipated Completion Date: 24-Month Status Update</i> <i>Crystal Demott</i></p>

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			<p>July 31, 2018. Procurement anticipates that it will take an average of 6 months to a year to complete the training agency-wide.</p> <p><i>Anticipated Completion Date: July 31, 2019</i> <i>Crystal Demott</i></p>	
2	<p>Agreements Managers responsible for Agreements in excess of \$100,000 annually were not all Florida Certified Contract Managers (FCCM) as required by statute.</p>	<p>1. We recommend that Procurement ensure that all Agreement Managers responsible for Agreements with an annual monetary component in excess of \$100,000 be a Florida Certified Contract Manager.</p>	<p><u>Status as of February 26, 2019</u> Completed: October 1, 2018 Procurement revised Policy and Procedure 4028 to include the requirement for Agreement Managers to be FCCM certified. The Policy was approved by the Secretary of Operations on October 1, 2018. Procurement has instituted a quarterly process to review all Contract and Agreement Managers to ensure FCCM Certification.</p> <p><u>Status as of August 24, 2018</u> The requirement for Agreement Managers to be FCCM certified has been added as a revision to Policy and Procedure 4028. Beginning February 8, 2018, Agreement Managers have been encouraged to become FCCM certified prior to the implementation of the Policy. Benefits of becoming and directions on how to become FCCM certified continue to be communicated to Agreement Managers.</p> <p><i>Anticipated Completion Date: November 30, 2018</i> <i>Crystal Demott</i></p>	<p style="text-align: center;">Completed</p>

No.	Finding(s)	Recommendation(s)	Previous Management Response(s)	Status Update, Anticipated Completion Date and Contact
			<p><u>Status as of February 26, 2018</u> We agree with this finding and the process in Procurement has been updated. Pending management approval, Procurement intends to require, via policy, that <u>all</u> Agreement Managers become Florida Certified Contract Managers. However, how quickly an Agreement Manager can become certified is contingent upon the availability of the Department of Management Services sponsored classes.</p> <p><i>Anticipated Completion Date: February 28, 2018</i> <i>Crystal Demott</i></p>	
		<p>2. We also recommend that Procurement periodically verify the certification and recertification of Agreement Managers who are responsible for Agreements in excess of \$100,000.</p>	<p><u>Status as of August 24, 2018</u> Completed</p> <p>Procurement verifies the FCCM certification and recertification of Agreement managers through a quarterly validation process. Procurement created an “FCCM Request List” that is posted on the Support Services SharePoint site. This self-service list is available to all Agency Contract Managers to register for the FCCM course. Benefits of becoming and directions on how to become FCCM certified continue to be communicated to Agreement Managers.</p>	<p>Completed</p>

No.	Finding(s)	Recommendation(s)	Previous Management Response(s)	Status Update, Anticipated Completion Date and Contact
			<p>Procurement maintains an internal job aid that defines the quarterly process to verify the certification and recertification of all Agency Agreement Managers.</p> <p><u>Status as of February 26, 2018</u> We agree with this recommendation and the Procurement office has taken action to create and develop a process to check certification/recertification of Agreement Managers quarterly. An internal job aid is in development to define the process. The process will be completed February 28, 2018.</p> <p><i>Anticipated Completion Date: February 28, 2018</i> <i>Crystal Demott</i></p>	
3	CATS had inaccurate and incomplete information for some Agreements and discrepancies with some Agreement documents and Program Office information.	1. For new Agreements that utilize the CATS workflow process, we recommend that CAU implement a quality review process of the information entered and uploaded into CATS including verifying that each amendment belongs to the correct original Agreement.	<p><u>Status as of February 26, 2019</u> Completed: October 5, 2018 The Procurement Office continues the bi-weekly Quality Assurance (QA) Process comparing the information in CATS, Florida Accountability Contract Tracking System (FACTS) and My Florida Market Place (MFMP) systems to ensure the data is accurate. Due to the Agency’s Statewide Medicaid Managed Care (SMMC) Readiness Process, some Agreement Managers were not available to complete the scheduled file reviews until after our anticipated completion date. Procurement was able to complete all of the annual file reviews by October 5, 2018.</p>	Completed

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			<p><u>Status as of August 24, 2018</u> The QA Process began January 24, 2018 on a monthly basis, however, beginning June 1, 2018, it is completed on a bi-weekly basis (2nd and 4th Wednesdays of the month). The review compares information in CATS, FACTS, and MFMP systems to ensure they mirror each other. The Annual File Review Process began on July 1, 2018.</p> <p><i>Anticipated Completion Date: September 30, 2018</i> <i>Crystal Demott</i></p> <p><u>Status as of February 26, 2018</u> We agree with this recommendation. All Agency Agreements have been added to the QA Process. This QA Process is completed on a monthly basis comparing information in CATS versus FACTS to ensure both systems mirror each other. We began our first monthly QA Process to include newly executed Agency Agreements on January 24, 2018. We will also complete the File Reviews on an annual basis. Anticipated File Review completion for calendar year 2018 is September 30, 2018.</p> <p><i>Anticipated Completion Date: September 30, 2018</i> <i>Crystal Demott</i></p>	

No.	Finding(s)	Recommendation(s)	Previous Management Response(s)	Status Update, Anticipated Completion Date and Contact
		<p>2. For existing Agreements in CATS, we recommend a review to identify and update inaccurate and missing information, including the following:</p> <ul style="list-style-type: none"> • The correct <i>HIPAA Data indicator</i>; • The current <i>Agreement Manager</i>; • The correct <i>Expiration Date</i>; • The correct <i>Effective Date</i>; and • Add a field to CATS for Agreements with costs in excess of \$100,000 to ensure that a Florida Certified Contract Manager manages them. 	<p><u>Status as of February 26, 2019</u> The Procurement Office continues the bi-weekly QA Process comparing the information in CATS, FACTS, and MFMP systems to ensure the data is accurate for new agreements. The annual file review for existing agreements has been completed. The Procurement Office is currently working to correct inaccurate information in CATS. The Procurement Office is working with the Program Offices to update the agreements with no expiration date.</p> <p><i>Anticipated Completion Date: August 25, 2019</i> <i>Crystal Demott</i></p> <p><u>Status as of August 24, 2018</u> The list provided in this recommendation (identifying and updating inaccurate information) has been added to the bi-weekly QA Process and Annual File Review Process.</p> <p><i>Anticipated Completion Date: September 30, 2018</i> <i>Crystal Demott</i></p> <p><u>Status as of February 26, 2018</u> We agree with this recommendation. Agency Agreements have been added to the monthly QA Process to compare information in CATS versus FACTS, ensuring both systems mirror each other and have accurate information. The Agreements will also be included in the annual File</p>	<p>The Procurement Office continues the bi-weekly QA Process comparing the information in CATS, FACTS, and MFMP systems to ensure the data is accurate for new agreements. The annual file review for existing agreements has been completed. The Procurement Office is currently transitioning to a new CATS system with a new vendor. The Procurement Office will continue working to ensure accurate information is reflected in CATS.</p> <p>Effort has been made to have every agreement amended to include an expiration date or agreement manager change, as necessary. In some cases, such as agreements with other state agencies, an amendment is not feasible. In such circumstances, the Procurement Office will notate this information within the CATS system.</p>

No.	Finding(s)	Recommendation(s)	Previous Management Response(s)	Status Update, Anticipated Completion Date and Contact
			<p>Reviews. Anticipated File Review completion for calendar year 2018 is September 30, 2018.</p> <p><i>Anticipated Completion Date: September 30, 2018</i> <i>Crystal Demott</i></p>	<p>The Procurement Office will revise the Agency Agreement Policy to include this information for these special circumstances.</p> <p><i>Anticipated Completion Date: September 30, 2019</i> <i>Crystal Demott</i></p>
		<p>3. We recommend that the Agreement document state explicitly when non-fixed costs are included and that a variable cost field be added to indicate non-fixed costs Agreements.</p>	<p><u>Status as of February 26, 2019</u> Completed: December 6, 2018 The Agency Agreement Template was revised to explicitly state when “costs” or “no costs” are involved. Instructions for indicating if an Agreement does not have a fixed or maximum cost allowed were also added to the template, as well as to Policy and Procedure 4028. The Agreement Template began routing through the Agency’s General Counsel and HIPAA Office on October 16, 2018, and was fully approved on December 6, 2018.</p> <p><u>Status as of August 24, 2018</u> The Agency Agreement Template has been revised to explicitly state when “costs” or “no costs” are involved. Instructions for indicating if an agreement does not have a fixed or maximum cost allowed have also been added to the template, as well as to Policy and Procedure 4028. The template will route with Policy and Procedure 4028 for approval.</p>	<p style="text-align: center;">Completed</p>

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			<p><i>Anticipated Completion Date: November 30, 2018</i> <i>Crystal Demott</i></p> <p><u>Status as of February 26, 2018</u> Procurement will add a section in the Agency Agreement Template which states explicitly when “costs” or “no costs” are involved. This will also be added to the Description Field of the Contract Profile, as well as, if costs are “open” or have a maximum allowed amount.</p> <p><i>Anticipated Completion Date: May 1, 2018</i> <i>Crystal Demott</i></p>	
		<p>4. We recommend that the routing form include a field that requires the Program office to specify the effective date or state that the Agreement is effective upon execution to minimize guesswork and errors in CATS effective date entries.</p>	<p><u>Status as of August 24, 2018</u> Completed The paper Routing Form is no longer used. Workflows inside of CATS have replaced the paper routing process as of May 1, 2018.</p> <p><u>Status as of February 26, 2018</u> The routing form will cease as of May 1, 2018, and CATS will be used for the routing and approval of all documents. The Bureau’s Liaison will verify the Beginning Date, if it is different from the Effective (Execution) date. There will also be a monthly QA Process to compare information in CATS versus FACTS to ensure both systems mirror each other and have accurate information, including the Beginning Date and Effective (Execution) Date. This will also be part</p>	<p>Completed</p>

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			<p>of the annual File Review Process. The monthly QA Process began on January 24, 2018.</p> <p><i>Anticipated Completion Date: May 1, 2018</i> <i>Crystal Demott</i></p>	
		<p>5. We also recommend that the routing form include an initial determination by the Program Office as to whether HIPAA PHI is involved such as by adding a checkbox indicating “yes,” “no” or “unable to determine”. If the Program Office chooses, “unable to determine” the CAU lead would direct them to work with the HIPAA Privacy Officer to make a determination before signing off and going forward.</p>	<p><u>Status as of August 24, 2018</u> Completed The HIPAA Compliance Office has been added to the standard workflow to review and approve all new Contracts/Agreements.</p> <p><u>Status as of February 26, 2018</u> Procurement met with the HIPAA Compliance Officer in January 2018 to define a process for HIPAA review of all Agreements and Contracts. It was decided that the Procurement Office would assist in developing a checklist for the Program Office to use when drafting a new agreement, to determine if HIPAA/PHI is a factor in the agreement. This form will be loaded into CATS with the agreement documents and routed to the HIPAA Compliance Office. There the HIPAA Compliance reviewer can review the form and make a formal decision regarding whether the agreement involves HIPAA/PHI to ensure it is marked appropriately.</p> <p><i>Anticipated Completion Date: May 1, 2018</i> <i>Crystal Demott</i></p>	<p>Completed</p>

Agency for Health Care Administration
Office of Inspector General – Internal Audit
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4	Some Program Offices did not send all existing Agreements to CAU despite the Agency Agreement Clean-up Project in April 2017, designed to capture unknown Agreements, and did not always route Agreements through CAU for development, review, approval, and execution.	1. We recommend that Procurement implement another clean-up project to Program Offices and emphasizing that all existing Agreements, including Data Sharing Agreements, be sent to Procurement for inventory and that future Agreements go through Procurement for development, review, approval, and execution.	<p><u>Status as of February 26, 2019</u> Procurement will begin the second Agency Agreement Clean-Up Project once Agency trainings have begun. This gives all Program Offices that have an agreement that is not in CATS the opportunity to send it to Procurement to be entered into CATS. Procurement has begun the development of training materials. These materials are in the final stages of review. Trainings will begin in February 2019 and will be completed by March 31, 2019. Continuing education trainings will be held no less than quarterly thereafter.</p> <p><i>Anticipated Completion Date: June 30, 2019</i> <i>Crystal Demott</i></p> <p><u>Status as of August 24, 2018</u> Procurement will begin the second Agency Agreement Clean-Up Project once Agency trainings have begun. This gives all Program Offices that have an agreement that is not in CATS the opportunity to send it to Procurement to be entered into CATS.</p> <p><i>Anticipated Completion Date: June 30, 2019</i> <i>Crystal Demott</i></p> <p><u>Status as of February 26, 2018</u> Procurement will begin the second Agency Agreement Clean-Up Project after trainings have been completed. This</p>	<p>Completed: April 4, 2019</p> <p>The Procurement Office has requested during all Agency Agreement Trainings that all agreements/contracts that are not currently documented in CATS be sent to the Procurement Office for review. The Procurement Office has identified Data Use Agreements (DUAs) issued by two units within the Divisions of Health Quality Assurance and Medicaid, and has worked with the respective units in developing a process to have these DUAs routed through Procurement for an AHCA Contract Number and entry into the CATS repository.</p>

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			<p>gives all Program Offices who have an agreement that is not in CATS the opportunity to send it to Procurement to be entered into CATS. Anticipated completion date is November 30, 2018.</p> <p><i>Anticipated Completion Date: November 30, 2018</i> <i>Crystal Demott</i></p>	
		<p>2. We also recommend that Procurement communicate to Program Offices the requirement to notify Procurement when Agreement Managers change or leave the Agency and amend their Agreements accordingly in a timely manner.</p>	<p><u>Status as of February 26, 2019</u> Procurement will send a communication to all Bureau Chiefs prior to the trainings beginning, expressing the importance of Agreement Managers attending the upcoming trainings. The trainings will discuss the importance of updating an Agreement when there has been a change of Agreement Manager and other information regarding Agency Agreements. This requirement will continue to be communicated to Agreement Managers.</p> <p><i>Anticipated Completion Date: March 31, 2019</i> <i>Crystal Demott</i></p> <p><u>Status as of August 24, 2018</u> Procurement will send a communication to all Bureau Chiefs prior to the trainings beginning, expressing the importance of Agreement Managers attending the upcoming trainings. The trainings will discuss the importance of updating an Agreement when there has been a change of Agreement Manager and other information</p>	<p>Completed: March 21, 2019</p> <p>Procurement sent communications to all Bureau Chiefs prior to the trainings beginning, expressing the importance of Agreement Managers attending the trainings. The trainings discuss the importance of updating an Agreement when there has been a change of Agreement Manager and other information regarding Agency Agreements. This requirement will continue to be communicated to Agreement Managers.</p>

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			<p>regarding Agency Agreements. This requirement will continue to be communicated to Agreement Managers.</p> <p><i>Anticipated Completion Date: March 31, 2019</i> <i>Crystal Demott</i></p> <p><u>Status as of February 26, 2018</u> Procurement sent out an updated communication to all Agreement Managers in the CATS Newsletter on February 8, 2018 reminding them that ALL Agency Agreements need to be routed through the Procurement Office. Procurement will also be sending out a second round of emails to all Bureau Chiefs two weeks prior to the trainings that will be held for all Agreement Managers. The trainings will discuss the importance of updating an Agreement when there has been a change of Agreement Manager and other vital information regarding Agency Agreements.</p> <p><i>Anticipated Completion Date: November 30, 2018</i> <i>Crystal Demott</i></p>	<p>The Procurement Office sent this communication on both March 15th and March 21st.</p>
		<p>3. We further recommend that Procurement train Program Offices on the roles and responsibilities of creating, developing, reviewing, and</p>	<p><u>Status as of February 26, 2019</u> Procurement will address the roles and responsibilities in the training and associated materials. We will continue to train individuals in CATS, as needed. Training materials will be available for all staff to access as resources following the trainings.</p>	<p>Completed: April 25, 2019</p> <p>The Procurement Office has addressed these points through the Agency Agreement Trainings and will continue to</p>

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		<p>approving Agreements for routing and the CATS Workflow.</p>	<p><i>Anticipated Completion Date: March 31, 2019</i> <i>Crystal Demott</i></p> <p><u>Status as of August 24, 2018</u> Procurement will address the roles and responsibilities in the training and associated materials. We will continue to train individuals in CATS, as needed. Training materials will be available for all staff to access as resources following the trainings.</p> <p><i>Anticipated Completion Date: March 31, 2019</i> <i>Crystal Demott</i></p> <p><u>Status as of February 26, 2018</u> Procurement will address the roles and responsibilities in the training. We will continue to train individuals in CATS, as needed. Training materials will be available for all staff to reference after the training. <i>Anticipated Completion Date: November 30, 2018</i> <i>Crystal Demott</i></p>	<p>address through quarterly Agency Agreement Trainings.</p>
5	<p>Some Agreements, which involved the use of Agency-owned HIPAA PHI, did not include the standard language relating to the proper handling and security of PHI and</p>	<p>1. We recommend that current Agreements be reviewed and those which involve the use of Agency-owned HIPAA PHI be updated as needed with the</p>	<p><u>Status as of February 26, 2019</u> The Procurement Office continues to review agreements to verify the accuracy of HIPAA which involve the use of Agency-owned HIPAA PHI. The Procurement Office is working with the Program Offices to review and update the agreements with no expiration date with the appropriate</p>	<p>The Procurement Office continues to review agreements to verify the accuracy of HIPAA, which involves the use of Agency-owned HIPAA PHI. The Procurement Office is working with the Program</p>

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	reporting responsibilities for breaches.	appropriate BAA or terms relating to the proper handling and security of PHI to meet federal compliance.	<p>BAA or terms relating to the proper handling and security of PHI to meet federal compliance. <i>Anticipated Completion Date: August 25, 2019</i> <i>Crystal Demott</i></p> <p><u>Status as of August 24, 2018</u> Procurement has added this recommendation to the bi-weekly QA Process and will continue to create Amendments as necessary. The File Reviews will be completed by September 30, 2018. All Amendments shall be submitted by October 31, 2018, giving additional time for approval of the amendments. <i>Anticipated Completion Date: December 31, 2018</i> <i>Crystal Demott</i></p> <p><u>Status as of February 26, 2018</u> Procurement will add this recommendation to the monthly QA Process and create Amendments as necessary. The QA Process will be completed by September 30, 2018. All Amendments shall be processed by October 31, 2018. <i>Anticipated Completion Date: October 31, 2018</i> <i>Crystal Demott</i></p>	<p>Offices to review and update the agreements with no expiration date with the appropriate BAA or terms relating to the proper handling and security of PHI to meet federal compliance.</p> <p>There are currently five active Agreements that need to be amended to include HIPAA Language.</p> <p><i>Anticipated Completion Date: 24-Month Status Update</i> <i>Crystal Demott</i></p>

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		<p>2. We also recommend that Procurement work with the HIPAA Privacy Officer to ensure that standard and updated HIPAA- compliant terminology be utilized in the applicable Agreement templates.</p>	<p><u>Status as of February 26, 2019</u> Completed: December 6, 2018 The Agency Agreement Template was revised to explicitly state when “costs” or “no costs” are involved. Instructions for indicating if an Agreement does not have a fixed or maximum cost allowed were also added to the template, as well as to Policy and Procedure 4028. The Agreement Template began routing through the Agency’s General Counsel and HIPAA Office on October 16, 2018, and was fully approved on December 6, 2018.</p> <p><u>Status as of August 24, 2018</u> The Agency Agreement Template has been revised to ensure that standard and updated HIPAA-compliant terminology is utilized. This requirement has also been added to Policy and Procedure 4028. The template will route for approval with Policy and Procedure 4028.</p> <p><i>Anticipated Completion Date: November 30, 2018</i> <i>Crystal Demott</i></p> <p><u>Status as of February 26, 2018</u> HIPAA language will be standard in the new Agency Agreement Template. Procurement will conduct an annual review of this template and make any necessary edits to ensure that standard and updated HIPAA language is included.</p>	<p style="text-align: center;">Completed</p>

No.	Finding(s)	Recommendation(s)	Previous Management Response(s)	Status Update, Anticipated Completion Date and Contact
			<p><i>Anticipated Completion Date: October 31, 2018</i> <i>Crystal Demott</i></p>	
		<p>3. We recommend that Procurement work with the HIPAA Privacy Officer to provide training to Agreement Managers on when an Agreement indicates the use of HIPAA PHI and therefore requires the appropriate BAA or HIPAA compliant language and to refer Agreements, which may be unclear as to the use of PHI to the HIPAA Privacy Officer for determination.</p>	<p><u>Status as of August 24, 2018</u> Completed The HIPAA Compliance Office has been added to the standard workflow to review and approve all new Contracts/Agreements.</p> <p><u>Status as of February 26, 2018</u> Procurement met with the HIPAA Compliance Officer in January 2018 to define a process for HIPAA review of all Agreements and Contracts. It was decided that the Procurement Office would assist in developing a checklist for the Program Office to use when drafting a new agreement to determine if HIPAA/PHI is a factor in the agreement. This form will be loaded into CATS with the agreement documents and routed to the HIPAA Compliance Office. The HIPAA Compliance reviewer can review the form in CATS and make a formal decision regarding whether the agreement involves HIPAA/PHI to ensure it is marked appropriately.</p> <p><i>Anticipated Completion Date: October 31, 2018</i> <i>Crystal Demott</i></p>	<p style="text-align: center;">Completed</p>

No.	Finding(s)	Recommendation(s)	Previous Management Response(s)	Status Update, Anticipated Completion Date and Contact
6	Some Program Offices do not monitor Agreements consistently.	1. We recommend that written procedures for monitoring Agreements be created to help ensure that all Agreements have documentation to show that Agreement Managers are monitoring the terms and conditions of the Agreement.	<p><u>Status as of February 26, 2019</u> The desk reference was distributed to all Agreement Managers on April 27, 2018.</p> <p>An initial request for Agreement Managers to complete the Contract Monitoring Plan was sent on March 30, 2018. Full compliance with this recommendation will be completed with the 2nd Clean-Up Project.</p> <p><i>Anticipated Completion Date: June 30, 2019</i> <i>Crystal Demott</i></p> <p><u>Status as of August 24, 2018</u> The desk reference was distributed to all Agreement Managers on April 27, 2018.</p> <p>An initial request for Agreement Managers to complete the Contract Monitoring Plan was sent on March 30, 2018. Full compliance with this recommendation will be completed with the 2nd Clean-Up Project.</p> <p><i>Anticipated Completion Date: June 30, 2019</i> <i>Crystal Demott</i></p> <p><u>Status as of February 26, 2018</u> Procurement will distribute a desk reference for monitoring Agreements via email to all Agreement Managers by March 30, 2018. Procurement will also ask each Agreement</p>	<p>The Procurement Office has requested each Agency Agreement Manager to complete a Contract Monitoring Plan for every active Agency Agreement during File Reviews conducted for FY 18/19 in June 2019.</p> <p><i>Anticipated Completion Date: 24-Month Status Update</i> <i>Crystal Demott</i></p>

No.	Finding(s)	Recommendation(s)	Previous Management Response(s)	Status Update, Anticipated Completion Date and Contact
			<p>Manager to complete a Contract Monitoring Plan and send to Procurement by September 30, 2018.</p> <p><i>Anticipated Completion Date: March 30, 2018</i> <i>Crystal Demott</i></p>	
		<p>2. We also recommend that CAU include Agreements in the annual file review process.</p>	<p><u>Status as of February 26, 2019</u> Completed: October 5, 2018</p> <p>The Procurement Office continues the bi-weekly QA Process comparing the information in CATS, FACTS and MFMP systems to ensure the data is accurate. Due to the Agency’s SMMC Readiness Process, some Agreement Managers were not available to complete the scheduled file reviews until after our anticipated completion date. Procurement was able to complete all of the annual file reviews by October 5, 2018.</p> <p><u>Status as of August 24, 2018</u> Agency Agreements have been added to the annual File Review Process. They are also included in the bi-weekly QA Process. File Reviews began on July 1, 2018</p> <p><i>Anticipated Completion Date: September 30, 2018</i> <i>Crystal Demott</i></p>	<p style="text-align: center;">Completed</p>

Agency for Health Care Administration
Office of Inspector General – Internal Audit
Report Title: Agency Agreements
Report #: AHCA-1617-04-A, issued February 26, 2018
18-Month Follow-up Status as of August 21, 2019

No.	Finding(s)	Recommendation(s)	Previous Management Response(s)	Status Update, Anticipated Completion Date and Contact
			<p><u>Status as of February 26, 2018</u> Procurement agrees with this recommendation. Agreements will be added to the annual File Review Process. Anticipated File Review completion for calendar year 2018 is September 30, 2018. We will also conduct a monthly QA Process for all Agency Agreements to review information in CATS versus FACTS.</p> <p><i>Anticipated Completion Date: September 30, 2018</i> <i>Crystal Demott</i></p>	