



RON DESANTIS
GOVERNOR

SIMONE MARSTILLER
SECRETARY

June 27, 2022

Simone Marstiller, Secretary
Agency for Health Care Administration
2727 Mahan Drive
Tallahassee, Florida 32308

Dear Secretary Marstiller:

In accordance with Internal Auditing Standards, attached is a status update from the Division of Health Quality Assurance in response to our audit report number *AHCA-1718-02-A Tracking of HQA Final Orders* published on June 25, 2021.

Management has indicated corrective action has been either initiated or completed for each of our report issues. A detailed description of all remaining 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 Health Quality Assurance to correct all open issues.

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

Sincerely,

Brian P. Langston
Inspector General

BPL/jh

Attachment

cc: Cody Farrill, Chief of Staff
Brock Juarez, Communications Director
Kim Smoak, Deputy Secretary, Health Quality Assurance
Sonya Smith, Chief of Finance and Accounting



Agency for Health Care Administration
Office of Inspector General – Internal Audit
Report Title: Tracking of HQA Final Orders
Report #: AHCA-1718-02-A, issued June 25, 2021
12-Month Follow-up Status as of June 27, 2022

No.	Finding(s)	Recommendation(s)	Previous Management Response(s)	Status Update, Anticipated Completion Date and Contact
2	Financial Services manual process for the intake of final orders and the collection of final order monetary penalties did not always properly identify final order monetary penalties.	1. We recommend that Financial Services follow the provisions in the <i>Administrative Final Orders Processing/Recording</i> procedures which note that CAMS can generate a <i>Current Delinquencies</i> aging report for outstanding HQA final order penalties that have not been paid and use CAMS to generate collection letters for past due final order monetary penalties.	<p><u>Status as of November 15, 2021:</u> HQA Response: Enforcement continues to work with Financial Services on reconciling VERSA and CAMS. As part of our work on reconciliation, Enforcement has enhanced its <i>Open Case Compliance Report</i> to include collection aging to improve the collection of monetary penalties. HQA would recommend that Financial Services continue to use this report when deciding to generate collection letters until CAMS and VERSA reconciliation is complete.</p> <p>BFS Response: Financial Services uses the Accounts Receivable Aging report in CAMS to determine when to generate the past due collection notices. Financial Services is continuing to work with Paul’s Consulting firm to enhance the system to print past due collection notices from CAMS.</p> <p><i>Anticipated Completion: February 28, 2022</i> <i>Eileen Lin, Chief of Financial Services</i></p> <p><u>Status as of June 25, 2021</u> Financial Services Response: Implemented. Financial Services is using the <i>CAMS Delinquency Aging Report</i> to monitor past due final orders.</p>	<p>HQA response – complete on our end. We recommend using both CAMS and HQA report data to ensure no missing data exists. We have and will continue to do so.</p> <p>BFS response - Paul’s Consulting Firm is in the process of working on the sprint to complete the CAMS enhancements to generate past due collection notices.</p> <p>In Progress.</p> <p><i>Anticipated Completion: December 27, 2022</i> <i>Katrina Derico-Harris, Accounting Services Supervisor II</i> <i>Sonya Smith, Interim Chief of Financial Services</i></p>

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			<p>Financial Services is working with Paul's Consulting firm to enhance the system to print past due collection notices from CAMS.</p> <p><i>Anticipated Completion: August 31, 2021</i> <i>Eileen Lin, Chief of Financial Services</i></p> <p>HQA Response: Since the Protocol was put into place, Financial Services indicates there are enhancements with a new system, CAMS. HQA will work with Financial Services to reconcile VERSA and CAMS and update the Protocol to share reports and system access to CAMS to ensure both systems are accurate.</p> <p><i>Anticipated Completion: August 31, 2021</i> <i>Ryan Fitch, Chief of Central Services</i></p>	
4	Final order monetary compliance penalties were not always updated or closed appropriately in VERSA.	1. We recommend that, as contemplated by the Protocol, the Final Order Process Workgroup meet monthly to discuss appropriate data entry of final orders in VERSA to include monetary compliance items. The Workgroup should include not only staff referenced in the Protocol – the Office of the Deputy Secretary of HQA, the Enforcement Unit, and OGC,	<p><u>Status as of November 15, 2021:</u> HQA Response: The Final Order Process Workgroup only meets as needed to discuss “out of the ordinary” Final Orders. It would typically not include monetary compliance items; however, Financial Services will be invited if and when it does. Furthermore, staff from Enforcement and Financial Services have been coordinating efforts to reconcile payments,</p>	<p>HQA Response – Ongoing tweaks to the Protocol. Progress has been made but the draft update has not yet been implemented.</p> <p>In Progress.</p> <p><i>Anticipated Completion: December 27, 2022</i></p>

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		<p>but also include a member of Financial Services.</p>	<p>collections, write-offs, etc. on at least a monthly basis. The new report, <i>Miscellaneous Sales Payment Revenue Report</i>, is used by both units to update payments and case closures.</p> <p><i>Anticipated Completion: June 25, 2022</i> <i>Ryan Fitch, Chief of Central Services</i></p> <p><u>Status as of June 25, 2021</u> HQA Response: As the Protocol was put into place over two years ago when there was a significant list of overdue monetary and non-monetary compliance items, HQA is in the process of updating the Protocol and proposes that the Final Order Process Workgroup meet only as needed as compliance items are now tracked through reports shared through email. We believe the Workgroup can be handled through email as long as clear communication is kept and staff are clear on their roles.</p> <p>A new report was recently created, the <i>Miscellaneous Sales Payment Revenue Report</i>, to catch these errors. Additionally, the <i>Final Order Compliance Report</i> has been enhanced. HQA Enforcement Unit plans on using both reports at least monthly to ensure that Final Orders are paid in full and are closed timely.</p>	<p><i>Ryan Fitch, Chief of Central Services</i></p>

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			<p><i>Anticipated Completion: In-Progress</i> <i>Ryan Fitch, Chief of Central Services;</i> <i>Pat Cauffman, Chief of Field Operations; and</i> <i>Laura MacLafferty, Chief of Health Facility Regulation</i></p>	
4	<p>Final order monetary compliance penalties were not always updated or closed appropriately in VERSA.</p>	<p>2. We also recommend HQA update the provisions set forth in the Protocol in which the Workgroup facilitator distribute follow-up action items as needed on any identified issues to include representation from the Bureau of Financial Services and monetary compliance items.</p>	<p><u>Status as of November 15, 2021:</u> HQA Response: The Final Order Process Workgroup only meets as needed to discuss “out of the ordinary” Final Orders and this would not include monetary compliance. However, staff from Enforcement and Financial Services have been coordinating efforts to reconcile payments, collections, write-offs, etc. on at least a monthly basis. Although VERSA reports are readily available for Financial Services to run at any time, Enforcement is not able to do the same with CAMS and does not have view access yet. Furthermore, the protocol has been updated with a revised timeline for the collection process.</p> <p><i>Anticipated Completion: June 25, 2022</i> <i>Ryan Fitch, Chief of Central Services</i></p> <p><u>Status as of June 25, 2021</u> HQA Response:</p>	<p>HQA Response – Ongoing tweaks to the Protocol. Progress has been made but the draft update has not yet been implemented</p> <p>In Progress.</p> <p><i>Anticipated Completion: December 27, 2022</i> <i>Ryan Fitch, Chief of Central Services</i></p>

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			<p>The Protocol specifies that Final Orders with overdue monetary compliance items will be sent to collections approximately 120 days from the payment due date by Financial Services. HQA Enforcement Unit is working with Financial Services to receive HAR/CAMS reports to reconcile with VERSA records so discrepancies could be discussed. The report will be provided in the interim while HQA staff are in the process of receiving view access to CAMS.</p> <p><i>Anticipated Completion: In-Progress</i> <i>Ryan Fitch, Chief of Central Services;</i> <i>Pat Cauffman, Chief of Field Operations; and</i> <i>Laura MacLafferty, Chief of Health Facility Regulation</i></p>	