



RON DESANTIS
GOVERNOR

JASON WEIDA
SECRETARY

January 11, 2024

Jason Weida, Secretary
Agency for Health Care Administration
2727 Mahan Drive
Tallahassee, Florida 32308

Dear Secretary Weida:

In accordance with Internal Auditing Standards, attached is a Six-Month status update from the Division of Medicaid Policy and Quality and Bureau of Purchasing and Contract Administration in response to our audit report number *AHCA-2223-01-A, Contract Monitoring Process* published on June 29, 2023.

Management has indicated corrective action has been completed for all of our report issues. 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 report, please let me know.

Sincerely,

Brian P. Langston
Inspector General

BPL/pr

Attachment

cc: Stefan Grow, Chief of Staff
Austin Noll, Deputy Secretary for Medicaid Policy, Quality and Operations
Ken Kniepmann, Assistant Deputy for Medicaid Quality and Policy
Kristin Sokoloski, Deputy Chief of Staff for Medicaid Operations and Contracts
Trey Collins, Bureau Chief of Purchasing and Contract Administration
Ann Dalton, Bureau Chief of Medicaid Policy



Agency for Health Care Administration
Office of Inspector General – Internal Audit
Report Title: Contract Monitoring Process
Report #: AHCA-2223-01-A, issued June 29, 2023
Six-Month Follow-up Status as of January 11, 2024

No.	Finding(s)	Recommendation(s)	Previous Management Response(s)	Status Update, Anticipated Completion Date and Contact
1	The Bureau of Medicaid Policy could not provide supporting documentation for the payment of invoices for one of the reviewed contracts.	1. We recommend all supporting documentation for the payment of invoices, and the Payment Tracking Log be saved in the required electronic Contract Monitoring folder in the Program Area’s share drive.	<u>Status as of 06/29/23</u> Management has taken additional steps to ensure that documentation is regularly and routinely saved in the proper electronic folders. <i>Anticipated Completion Date:</i> Implemented <i>Contacts:</i> Ann Dalton, Bureau Chief of Medicaid Policy.	<u>Status as of 01/05/24</u> The Bureau Chief has provided regular verbal reminders to AHC Administrators and Program Administrators to remind staff and verify compliance with the directive to properly store digital files. I do not have access to Ann’s meeting notes, however staff have related to me that this is occurring. <i>Anticipated Completion Date:</i> Complete <i>Contacts:</i> Ken Kniepmann, Asst. Dep Secretary for Medicaid Ann Dalton, Bureau Chief of Medicaid Policy Auditor verified completion, January 2024
		2. We recommend all Contract Managers follow AHCA Policy and Procedure 4006, Procurement of Goods and Services, the AHCA Contract Monitoring Reference Series,	<u>Status as of 06/29/23</u> Management is providing training to new and existing staff to insure familiarity with AHCA policies.	<u>Status as of 01/05/24</u> The Policy Bureau has added the following document to its employee orientation handbook. This document

No.	Finding(s)	Recommendation(s)	Previous Management Response(s)	Status Update, Anticipated Completion Date and Contact
		<p>and the Division of Medicaid Playbook, including how to set up, organize and use the required electronic contract file.</p>	<p><i>Anticipated Completion Date:</i> Ongoing</p> <p><i>Contacts:</i> Ann Dalton, Bureau Chief of Medicaid Policy.</p>	<p>has an accompanying “acknowledgement of receipt” form.</p> <p>Digital File Storage All Medicaid Policy employees are expected to save work-related documents to the applicable subfolder within Medicaid Policy’s Network Drive (pdmd). This is to ensure timely responses and status updates are provided to requests made by internal and external parties in the event an employee is out of the office and cannot provide a response or update on the requested item. Each task or assignment’s subfolder should include the original request or source document that began the assignment, any pertinent correspondence pertaining to the request or routing information, any revised versions of the assignment/document, and the final version of the response/resolution/document for the assignment.</p> <p>These work-related documents include all items listed below and any other</p>

No.	Finding(s)	Recommendation(s)	Previous Management Response(s)	Status Update, Anticipated Completion Date and Contact
				<p>documents that may need to be accessed to complete an assignment or provide an update:</p> <ul style="list-style-type: none"> - Emailed requests and responses for information pertaining to a Legislative Inquiry or Bill Analysis - Updates to Rules, State Plan Amendments (SPAs), or Waivers - Updates to Medicaid Fraud Control Unit (MFCU) cases/hearings - Decision Point Papers - Updates to Fee Schedules - File Maintenance Requests - Policy Certifications - CorrFlow and ARTS Assignments - Contracts/Interagency Agreements (Amendments, Budget Requests, Invoices, CARTs) - Employee Resources: Trainings/Disaster Preparedness Plans/Transition Books/ - Procurement and Re-Procurement Documents - Public Records Requests <p>Any other documentation as directed by your supervisor and/or Bureau Chief</p>

Agency for Health Care Administration
 Office of Inspector General – Internal Audit
 Report Title: Contract Monitoring Process
 Report #: AHCA-2223-01-A, issued June 29, 2023
 Six-Month Follow-up Status as of January 11, 2024

No.	Finding(s)	Recommendation(s)	Previous Management Response(s)	Status Update, Anticipated Completion Date and Contact
				<p><i>Anticipated Completion Date:</i> Complete</p> <p><i>Contacts:</i> Ken Kniepmann, Asst. Dep Secretary for Medicaid Ann Dalton, Bureau Chief of Medicaid Policy</p> <p>Auditor verified completion, January 2024</p>
2	The Bureau of Purchasing and Contract Administration reviews of Contract Manager files were not completed.	1. We recommend Procurement follows through with reinstating the review of the Contract Manger’s contract files once every state fiscal year.	<p>BPCA agrees with the finding and plans to resume conducting contract file reviews in Fiscal Year 2023-2024.</p> <p><i>Anticipated Completion Date:</i> Not Provided.</p> <p><i>Contacts:</i> Trey Collins, Bureau Chief Bureau of Purchasing and Contract Administration</p>	<p><u>Status as of 01/05/24</u> **response from Trey Collins in the 18M status update for AHCA Enterprise Audit for HB 1079 issued on 11/16/23</p> <p>A new quality assurance review tool was created, and quality assurance reviews of all contracts resumed as of 10/1/23.</p> <p><i>Anticipated Completion Date:</i> Complete</p>

Agency for Health Care Administration
 Office of Inspector General – Internal Audit
 Report Title: Contract Monitoring Process
 Report #: AHCA-2223-01-A, issued June 29, 2023
 Six-Month Follow-up Status as of January 11, 2024

No.	Finding(s)	Recommendation(s)	Previous Management Response(s)	Status Update, Anticipated Completion Date and Contact
				<p><i>Contacts:</i> Trey Collins, Bureau Chief of Purchasing and Contract Administration</p> <p>Auditor verified completion, January 2024</p>
		<p>2. We also recommend the Contract Manger Supervisors regularly review the contract file for all appropriate documents.</p>	<p>BPCA agrees with the finding and plans to resume conducting contract file reviews in Fiscal Year 2023-2024.</p> <p><i>Anticipated Completion Date:</i> Not Provided.</p> <p>BPCA agrees with the finding and plans to resume conducting contract file reviews in Fiscal Year 2023-2024.</p>	<p><u>Status as of 01/05/24</u> **response from Trey Collins in the 18M status update for AHCA Enterprise Audit for HB 1079 issued on 11/16/23 A new quality assurance review tool was created, and quality assurance reviews of all contracts resumed as of 10/1/23.</p> <p><i>Anticipated Completion Date:</i> Complete</p> <p><i>Contacts:</i> Trey Collins, Bureau Chief of Purchasing and Contract Administration</p> <p>Auditor verified completion, January 2024</p>