



RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

January 13, 2016

Elizabeth Dudek, Secretary
Agency for Health Care Administration
2727 Mahan Drive
Tallahassee, Florida 32308

Dear Secretary Dudek:

In accordance with Internal Auditing Standards, attached is a 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.

To date, management has indicated corrective action has been completed or is in the process of completion for each of our report issues. 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 Bureau to correct all remaining open issues.

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

Sincerely,

Eric W. Miller
Inspector General

EWM/pz
Enclosure

cc: Justin Senior, Deputy Secretary, Division of Medicaid
David Rogers, Assistant Deputy Secretary, Medicaid Operations
Gay Munyon, Bureau Chief, Medicaid Fiscal Agent Operations
Peggy Hall, Senior Management Analyst Supervisor, Medicaid Recipient File Management



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

No.	Finding	Recommendation	Previous Management Response(s)	Status Update, Anticipated Completion Date and Contact
1	The Recipient File Unit's (RFU) 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.	<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.	The Medicaid Bureau of Fiscal Agent Operations (MFAO) Recipient Unit is currently working with DCF to determine the requirements of the review process. <i>Anticipated Date of Completion:</i> A completion date will be determined once initial review has been completed.	AHCA and DCF are working together to prioritize the work completed for the Error Correction Process. DCF has formed a task force to obtain SSN's. The first priority to focus on error code 1007 has shown immediate improvements (greatest number with major impact.). Once more SSN's 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. <i>Anticipated Date of Completion: In process.</i> <i>Peggy Hall</i>
		<u>B. Desk Procedures:</u> Finalize desk procedures to standardize the OnBase report error correction process including addressing the correction of older errors first.	The MFAO Recipient Unit is currently reviewing its desk level procedures for the OnBase report error correction process. <i>Anticipated Date of Completion:</i> A completion date will be determined once initial review has been completed.	MFAO continues to review and revise the desk level procedure guide. A final version is expected to be completed by February 29, 2016. 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

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				<p>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.</i></p> <p><i>Peggy Hall</i></p>
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>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:</i> A completion date has not been determined at this time.</p>	<p>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>