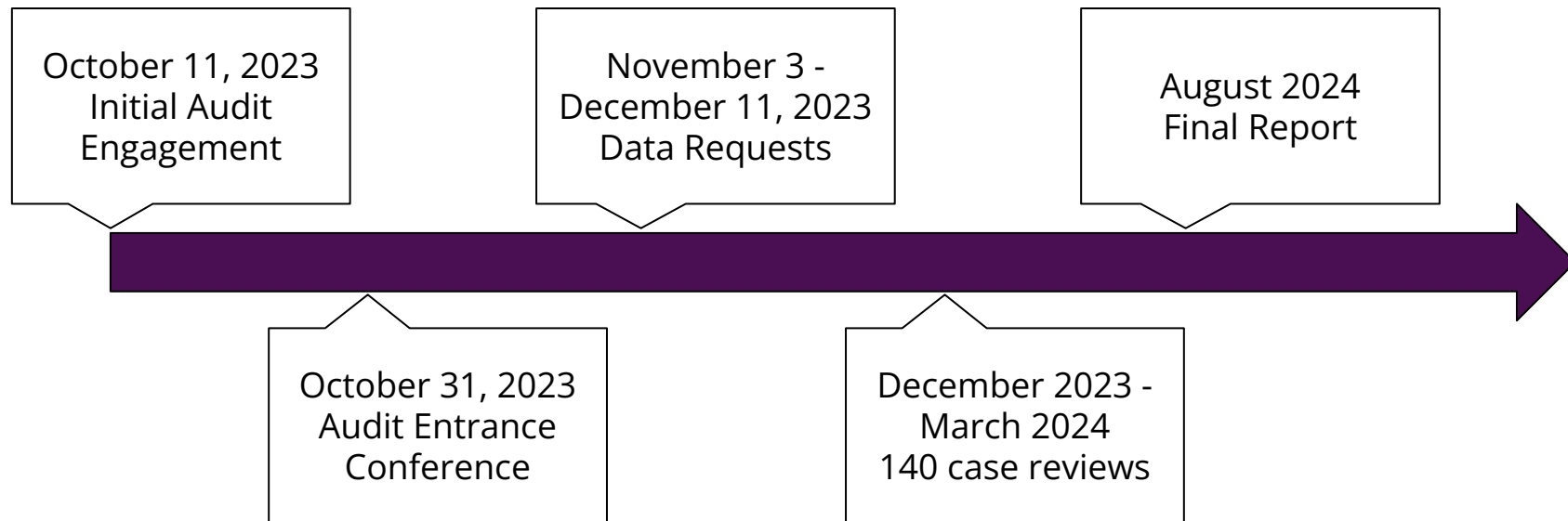


HHS OIG Unwinding Audit

September 19, 2024

Timeline



Case Review Example

For each of the 140 cases, HHS OIG reviewed all elements of eligibility. Some examples include:

- Ex Parte Action
- Aid Code determination
- Income/Asset paperwork
- Address
- Where the State reported the individual

What OIG found

Of the 140 sampled cases:

- 2 had their eligibility incorrectly closed.
- 4 had their eligibility incorrectly renewed.
- 9 had deficiencies in their eligibility review that did not affect the overall eligibility action.
- 15 were reported on the incorrect line in Utah's Unwinding monthly reports.

Full Report:

[Utah Generally Completed Medicaid Eligibility Actions During the Unwinding Period in Accordance With Federal and State Requirements](#)

Recommendations and Actions Part 1

| HHS OIG Recommendations | Department Response: |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><i>We recommend that the Utah Department of Health and Human Services redetermine Medicaid eligibility for the six sampled enrollees whom we have identified as having had incorrectly completed eligibility determinations.</i></p> | <p>DHHS concurs with this recommendation. The Department of Workforce Services has corrected the eligibility determinations for the 6 sampled enrollees that were identified as having incorrect eligibility determinations.</p> |
| <p><i>We recommend that the Utah Department of Health and Human Services coordinate with DWS to provide periodic training to caseworkers that focuses on verifying and documenting information used and steps performed during the eligibility renewal process, including: (1) verifying income and assets, (2) verifying residency/contact information, and (3) correctly executing case review and reporting.</i></p> | <p>DHHS concurs with this recommendation.</p> <ul style="list-style-type: none">● In January 2024, DWS published a Case Maintenance and Processing Refresher, including income and asset determination.● In August 2024, supervisor training included topics on verifying residency and contact information.● In October 2024, DWS is publishing a training on case narration. |

Recommendations and Actions Part 2

| HHS OIG Recommendations | Department Response: |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><i>We recommend that the Utah Department of Health and Human Services identify and correct the eREP data limitations, which in some cases prevented proper reporting classification.</i></p> | <p>DHHS concurs with this recommendation and has already implemented the solution. In September 2023, Utah built and deployed the initial phase of the automated ex parte process. This first phase included creating a table to better track completed reviews. With the implementation of automation, Utah is able to identify any program that eREP completes an ex parte review on.</p> |
| <p><i>We recommend that the Utah Department of Health and Human Services strengthen its policies and procedures to provide for greater accuracy in the monthly unwinding data reports and any future reports of a similar nature that the State agency submits to CMS.</i></p> | <p>DHHS concurs with this recommendation. To ensure greater accuracy within data requests and reports, DHHS and DWS will establish a Standard Operating Procedure (SOP) for CMS reporting. The SOP will include specifications about how requests are created, fulfilled, and reviewed for quality in a manner that ensures accuracy. DHHS and DWS will also modify the existing unwinding data specification document to improve reporting accuracy.</p> |

Thank You