

# Second Party Review-Overview

IMAC Meeting 11/15/12

# Introductions

- Supervisor
  - Paul Michael
- Leads
  - Amber Rahn
  - Craig Hayes
- 9 additional staff performing reviews.

# Background

- Second Party Review role moved to DHS in response to Wisconsin Statute 49.78 (2r)(b) that was enacted as part of the 2011-13 State Biennial Budget
- Obligations as part of the IM Contract:
  - DHS will perform second party reviews
  - Consortia will make necessary corrections to cases found in error.

# Background

- Timeline
  - June 2012-Staff in training
  - July and August 2012-Pilot/training Second Party Review Staff by reviewing BCLA cases.
  - September 2012-Active and Negative Reviews conducted for both FS and MA
  - October/November 2012-Only active reviews.

# Second Party Review Measurements

- Case Error Rate
- FS Error Rate
  - Technical Errors
  - Benefit Errors
  - Payment Error Rate
- HC Error Rate
  - Technical Error Rate
  - Benefit Error Rate

# Second Party Review Measurements

- Error Rates are measured monthly.
- All reviews are conducted for the previous month.
- Approximately 1400 Cases reviewed during the months of September and October.
- Currently only reviewing active cases.
  - Anticipate negative reviews in January.

# Second Party Review Process

- Active Cases: All cases where FS or Healthcare were confirmed open in the benefit month being sampled
- Negative Cases: All cases where FS or Healthcare were confirmed closed in the benefit month being sampled.
- Cases are loaded into the IMQA tool on the 1<sup>st</sup> Saturday of each month.

# Second Party Review Process

- All cases where error is found are reviewed by a “lead” reviewer –ESQA Advanced.
  - A sample of “non error” reviews is also reviewed by lead workers.
- If error is confirmed, notice is sent by email to the Consortium QC contact.
  - 30 days to complete the appropriate corrective action
  - 10 days to dispute any error.
- Notices are not sent on cases found to be error free.

# Second Party Review Process

- Corrective Actions.
  - Must be completed within 30 days.
  - “Complete” includes making final determinations on the case resulting from the correction of the error [e.g. verification notice sent, verification received, and eligibility re-determined]
- Disputed Errors
  - Response should be received within 10 days.
  - Continued research by state leads
  - Additional discussion with Consortium QA Staff
  - Consultation with DHS Cares Call Center and Policy staff.

# Types of Notices

- **FYI:** Sent to consortia individually. No follow-up required
  - Generally, these are errors made after the review month.
- **Technical Errors:** Will be sent to consortia on a monthly basis as a single file. No follow up required
  - Errors which do not cause a change in eligibility or benefits
- **Eligibility Errors:** Sent individually to consortia. Follow-up required w/in 10 or 30 days.
  - Errors which cause a change in eligibility or benefits.

# The Future

- Reports
  - Title Tag Report
    - Provides the error rates for specific samples
  - Management Report
    - All cases reviewed during a specific time period, regardless of sample.
  - Pending Corrective Action
    - Provides information on total reviews waiting for corrective action by the consortium

# The Future

- Future reporting
  - Error Types/Trends
  - Worker Error Rates
- Impacts:
  - Training
  - Systems
  - Policy

# Contact us...

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