



Discrepancy Resolution Initiatives

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Presentation Overview

- Legislative Audit Bureau (LAB) Audit Findings
- Discrepancies
- Error Prone Profile
- Training Initiatives
- Second Party Review
- Questions



LAB Audit Findings

LAB identified the following recommendations in its fiscal year 2013 audit of the Department of Health Services (DHS):

- Strengthening procedures to ensure eligibility determinations are supported by adequate documentation.
- Strengthening procedures to ensure discrepancies are properly completed, investigated and resolved in a timely manner. This a repeat finding from the fiscal year 2012 audit.



Discrepancies

LAB found:

- Missing or inadequate case comments
- Discrepancies not resolved
- Discrepancies with untimely resolutions

Even though not all discrepancies affect eligibility or benefit level, they must be resolved with adequate case comments.



Error Prone Profile

- Error Prone Profile (EPP) functionality will prevent workers from confirming eligibility when there are two or more unresolved discrepancies on the case.
- EPP will be implemented September 29, 2014. An operations memo will announce the details of the implementation.
- Potential errors unresolved prior to confirmation will appear on the Workload Dashboard.



Training Initiatives

- DHS is developing a refresher training video on processing discrepancies and documenting results in CARES Worker Web. The video is scheduled to be released December 2014.
- DHS is incorporating workflow diagrams into Process Help. Process Help will be updated September 2014.



Second Party Review

- DHS included discrepancy activity as part of second part case review in January 2014.
- Findings are shared monthly with Income Maintenance agencies for analysis and resolution.
- Using second party review findings, DHS expects to see an improvement in documentation and timely resolution.



Questions?
