

2011 Medicaid Eligibility Quality Control (MEQC) Pilot Project Report



Error Analysis
and
Corrective Action

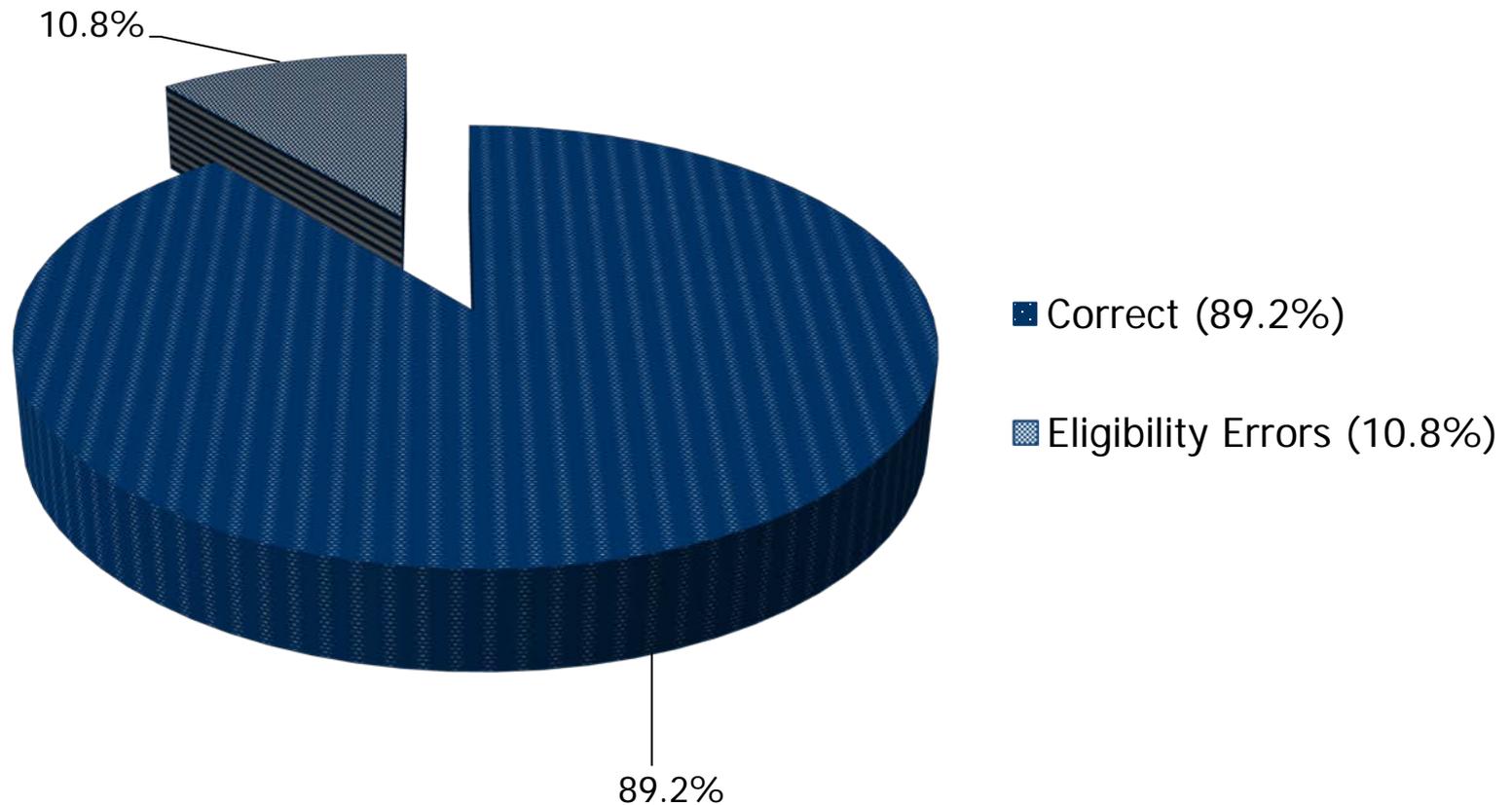


2011 MEQC Active Project

- The 2011 MEQC pilot project for active cases evaluated the accuracy of presumptive eligibility determinations made for disabled individuals by eligibility workers.
- MAQC staff reviewed 635 cases from October 2010 through September 2011 in which an individual was granted presumptive disability (PD). The study looked at:
 - Accuracy of information provided by applicants and providers;
 - Extent to which eligibility workers understood and complied with policies and procedures; and
 - Correct transmittal of the disability application to the Disability Determination Bureau (DDB).

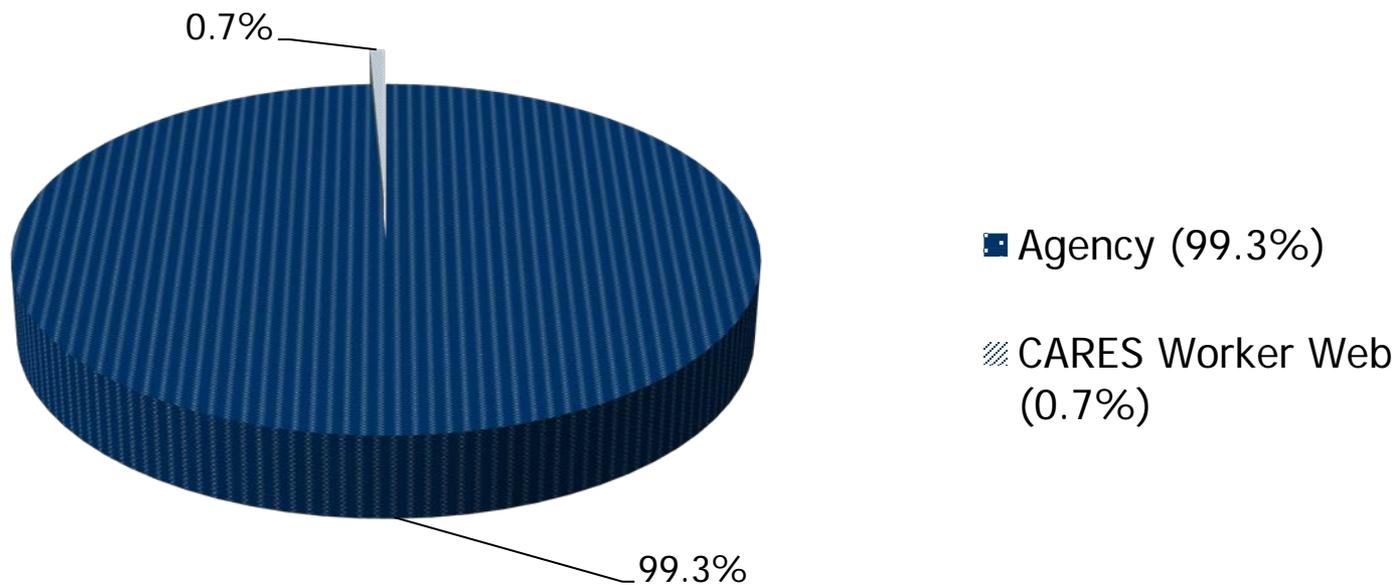
2011 MEQC Active Payment Accuracy Rate

Percentage of Dollars Reviewed



2011 MEQC Active Error Causes

Source of Active Eligibility Errors



Eligibility Errors Found in Active Project

Action	Cases in Error	Percent of Total Errors
Agency certified individual for PD for incorrect timeframe.	40	29.4%
Agency failed to transmit application to DDB, and no disability determination was made.	40	29.4%
Agency failed to verify that applicant met all program requirements before certifying.	27	19.9%
Agency determined urgent need when none was documented.	19	14%
Agency determined impairment when none was documented.	5	3.6%
Agency failed to process PD timely.	4	3%
CARES Worker Web issue.	1	.7%
TOTAL	136	100%

Active Error Cause Breakdown

- **Agency certified individual for PD for incorrect timeframe.**

Began certification too early (PD does not go back to the first of the application month), back dated eligibility before the DDB determination, or did not terminate after a negative DDB decision.

- **Agency failed to transmit application to DDB, and no disability determination was made.**

The agency incorrectly coded the disability page in CARES Worker Web (CWW), the agency did not collect the necessary forms or incorrectly scanned the forms, or a combination of both.

- **Agency failed to verify that individual met all program requirements before certifying for PD.**

The agency failed to verify that the individual met all non-financial, asset, and income requirements before certifying the individual for PD.



2011 MEQC Active Corrective Action Plan

Training

- Provide additional training for agency workers to include the required documents, correct eligibility start dates and backdating process, and required follow-up after the transmission to DDB.
- Provide training specifically on correct coding of the disability page in CWW and scanning of forms into Electronic Case File (ECF).

Medicaid Handbook Update

- Enhanced **basic** instruction on the PD process.

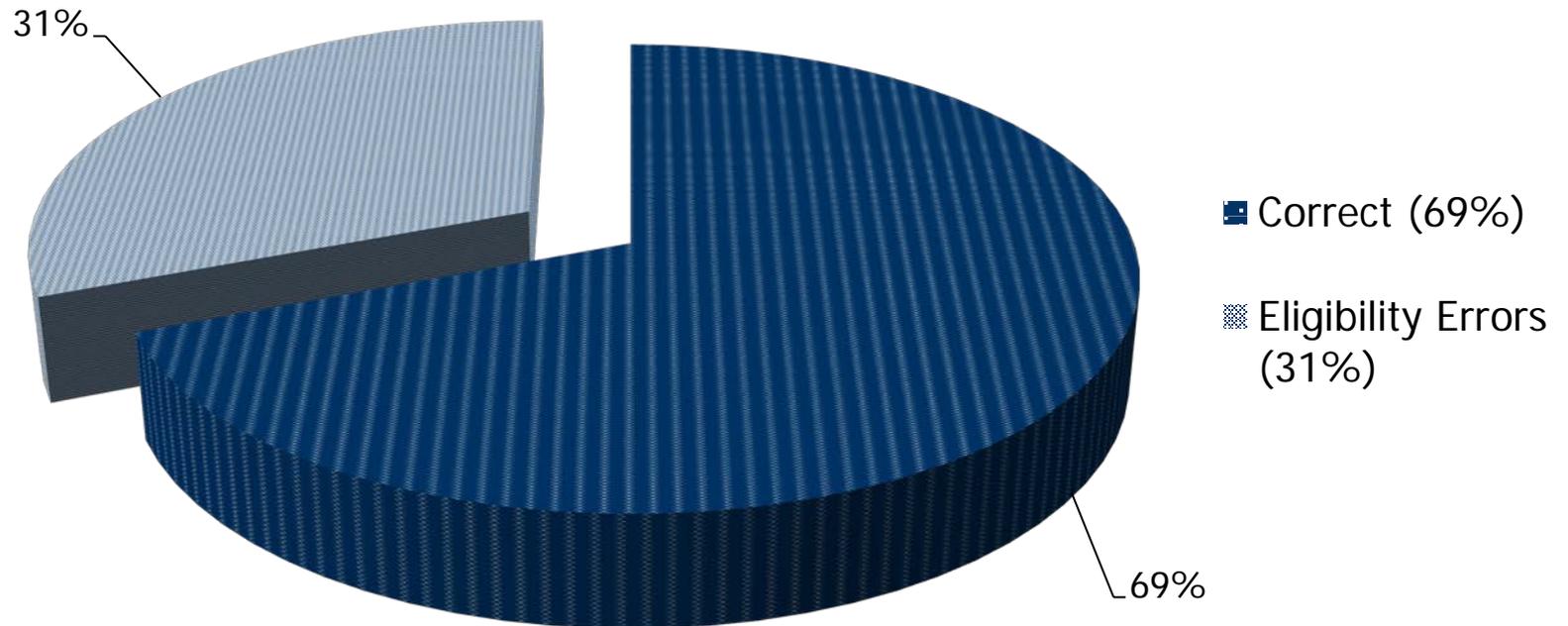




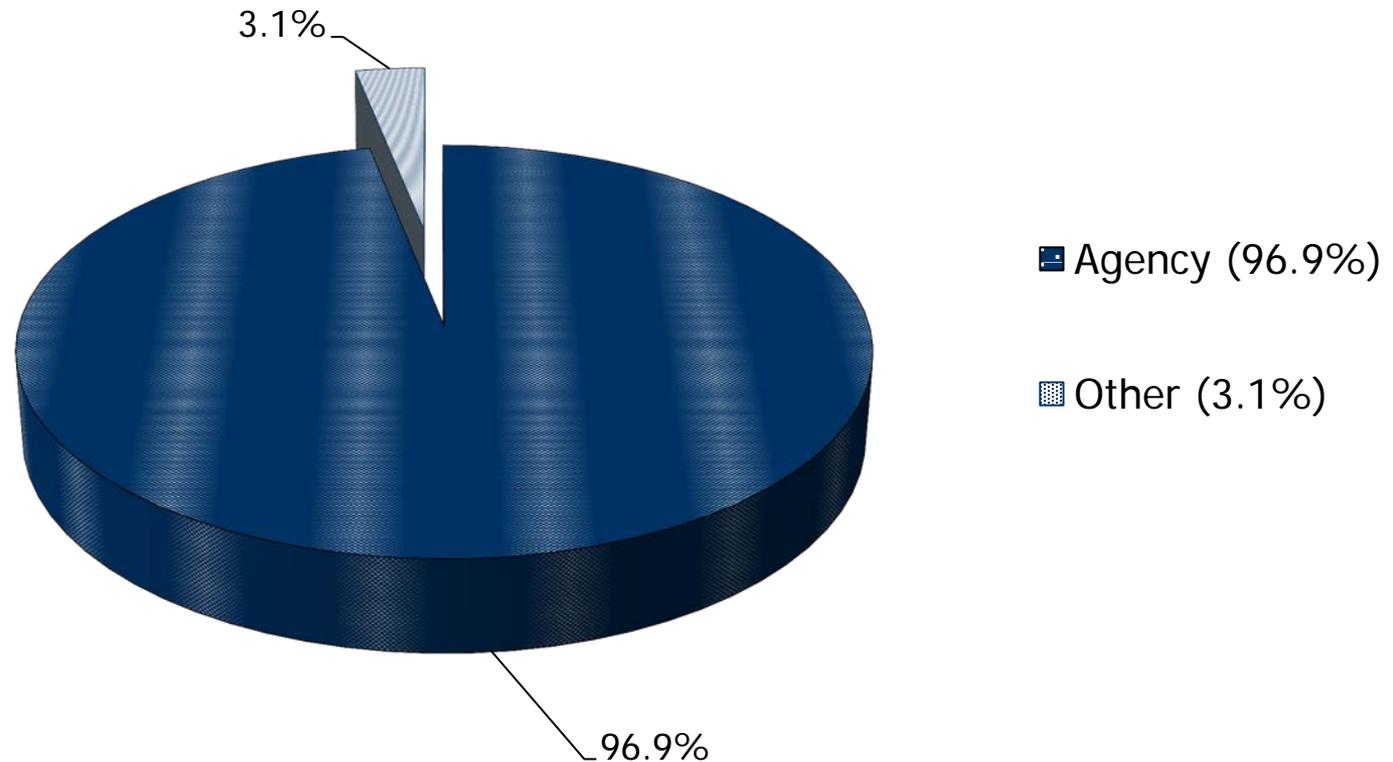
2011 MEQC Negative Case Project

- The 2011 MEQC pilot project for negative cases evaluated the accuracy of eligibility determinations denied or terminated for failure to verify case information.
- MAQC staff reviewed 216 cases from October 2010 through September 2011. The review focused on:
 - Verification due dates;
 - Case processing timeframes;
 - Necessity of verifications;
 - Proper written request for verification; and
 - Proper use of verification in the eligibility determination.

2011 MEQC Negative Case Accuracy Rate



2011 MEQC Negative Error Causes



Eligibility Errors Found in Negative Project

Action	Cases in Error	Percent of Total Errors
Agency failed to request verification in writing.	34	52%
Agency failed to deny or terminate timely.	13	20%
Agency denied benefits although verifications were received timely.	6	9%
Agency failed to apply the correct verification due date.	6	9%
Agency requested unnecessary items and denied case for not receiving them.	4	6%
Agency failed to re-request verification when partial verification was received	1	1%
Other	2	3%
TOTAL	66	100%

Negative Error Cause Breakdown

- **Agency failed to request verification in writing.**
The verification checklist was not generated to be mailed to the individual as required by policy.
- **Agency failed to deny or terminate timely.**
The agency denied the application/review either too early or too late.
- **Agency denied benefits although verifications were received timely.**
The agency denied/terminated although the necessary verifications were received.

2011 MEQC Negative Corrective Action Plan

QC Tip:

Develop a QC tip to remind agency workers to complete the run of eligibility to produce the verification checklist.

General Discussion



Questions:

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