

2014 Follow Up Study to Wisconsin's 2011 Medicaid Eligibility Quality Control (MEQC) Pilot Project Report



**Presumptive Disability Error Analysis and
Corrective Action**

Medicaid Quality Control Section

11/19/15 IMAC Meeting

2011 MEQC Active Project

- Wisconsin's 2011 MEQC pilot project reviewed 635 active cases from October 2010 through September 2011 in which an individual was granted Presumptive Disability (PD).
- The 2011 project revealed a payment accuracy rate of: 89.2%.
- The study revealed the following error-prone areas of the PD process:
 - Agency certified individual for PD for incorrect timeframe
 - Agency failed to transmit application to the Wisconsin Disability Determination Bureau (DDB) and no disability determination was made
 - Agency failed to verify that individual met all program requirements before certifying for PD
 - Agency determined urgent need when none was documented

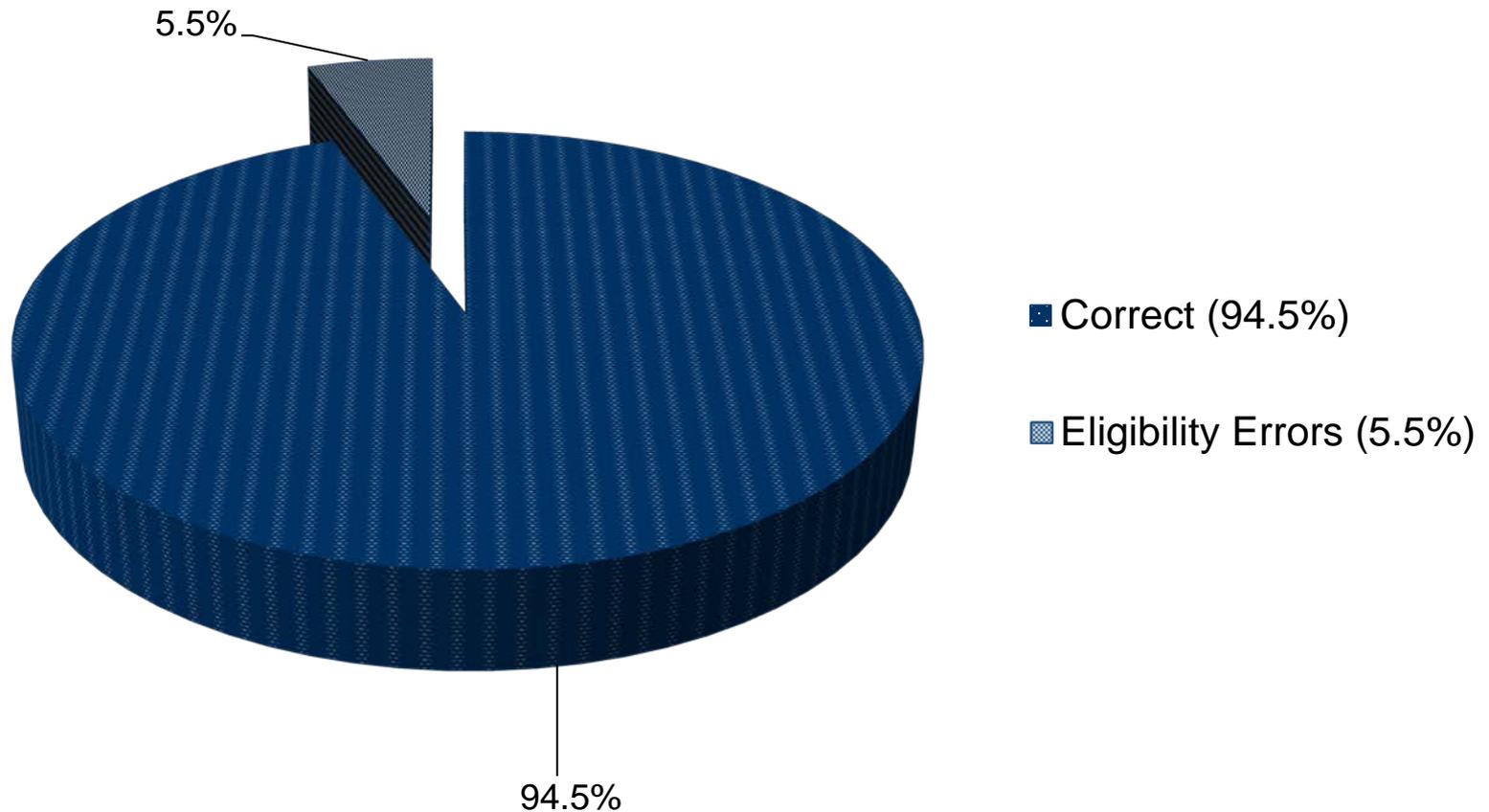
Additional Study

- The study revealed that improvement was made near the end of the review period.
- DHS/BEPS management requested that more recent data be gathered. A sample of cases from calendar year 2014 was pulled for further study.

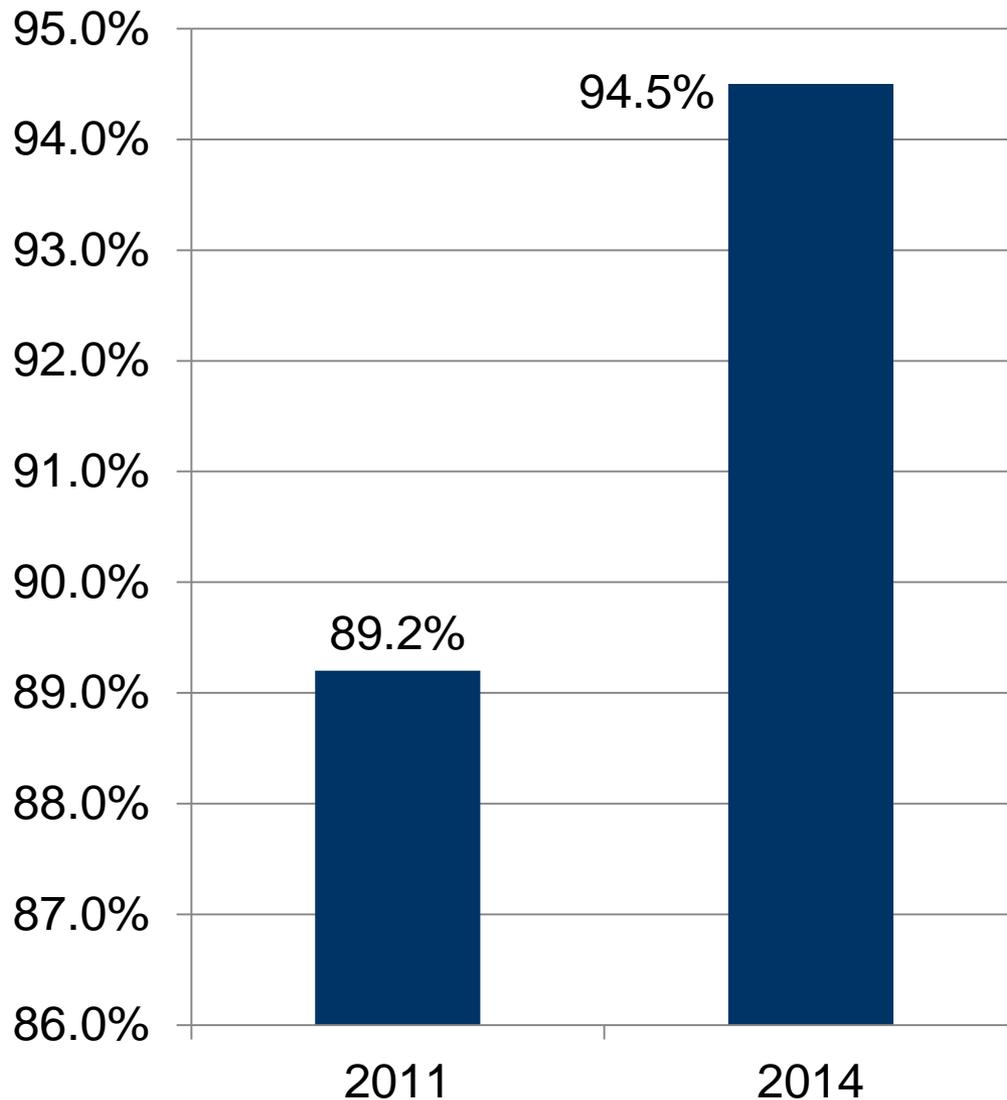
Methodology

- The same review methodology for the 2011 and 2014 projects was used.
- The same sample criteria was used.
- A sample of 120 cases for calendar year 2014 was selected.

2014 PD Payment Accuracy Rate Percentage of Dollars Reviewed



Payment Accuracy Rates



- The payment accuracy rate from the follow-up study improved by nearly 50% from the initial study.
- The follow-up study indicated the same types of errors but showed improvement over the frequency and dollar amounts of errors.

Eligibility Errors Found in 2014 Study

Action	Cases in Error	Percent of Total Errors
Agency certified individual for PD for incorrect timeframe	4	50%
Agency failed to transmit application to DDB and no disability determination was made	2	25%
Agency failed to verify that applicant met all program requirements before certifying	1	12.5%
Agency determined urgent need when none was documented	1	12.5%
TOTAL	8	100%

PD 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.

- **Agency determined urgent need when none was documented.**

The agency granted PD when the medical professional did not indicate an “urgent need” or when no PD form was received.



Follow-up to 2011 MEQC 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.



General Discussion



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