

Second Party Review 2016 Review Results

LaTanya Baldwin, Section Chief

January 19, 2017

Income Maintenance Advisory Committee (IMAC) Meeting

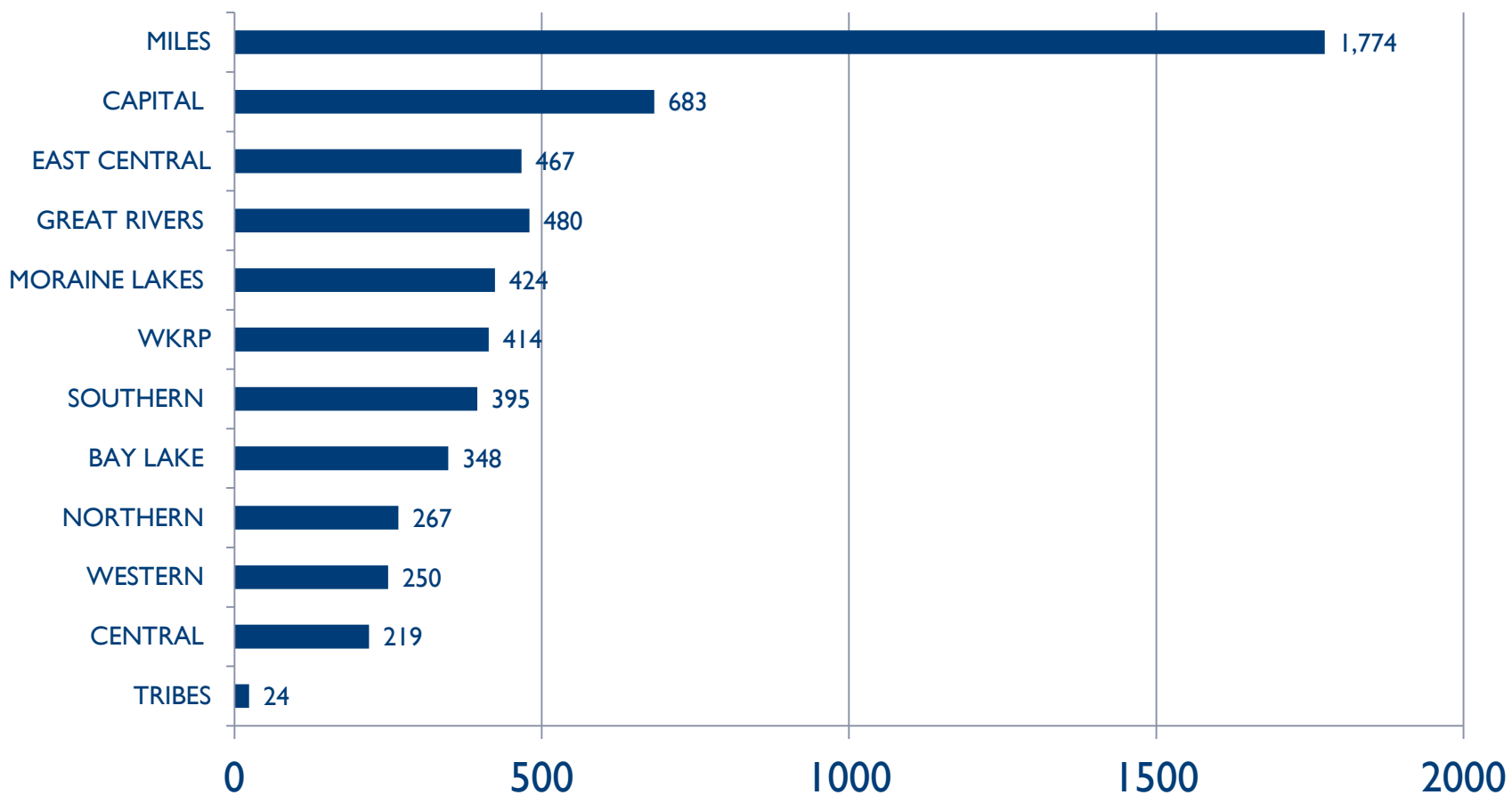


2016 Reviews

- Completed 5,745 reviews
- Programs reviewed: FoodShare (FS), BadgerCare, (BC) Family Planning Only Services (FPOS), Qualified Medicare Beneficiary, (QMB) Specified Low-Income Medicare Beneficiary (SLMB), SSI-Related Medical for Aged, Elderly, Blind, and Disabled (MS,NS), Home and Community Based Waivers (MCWW), Long Term Care (LTC), and Medicaid Purchase Plan (MAPP)
- Completed special projects as requested.
- Completed Call Quality Reviews

2016 Reviews

5,745 Total Reviews Completed



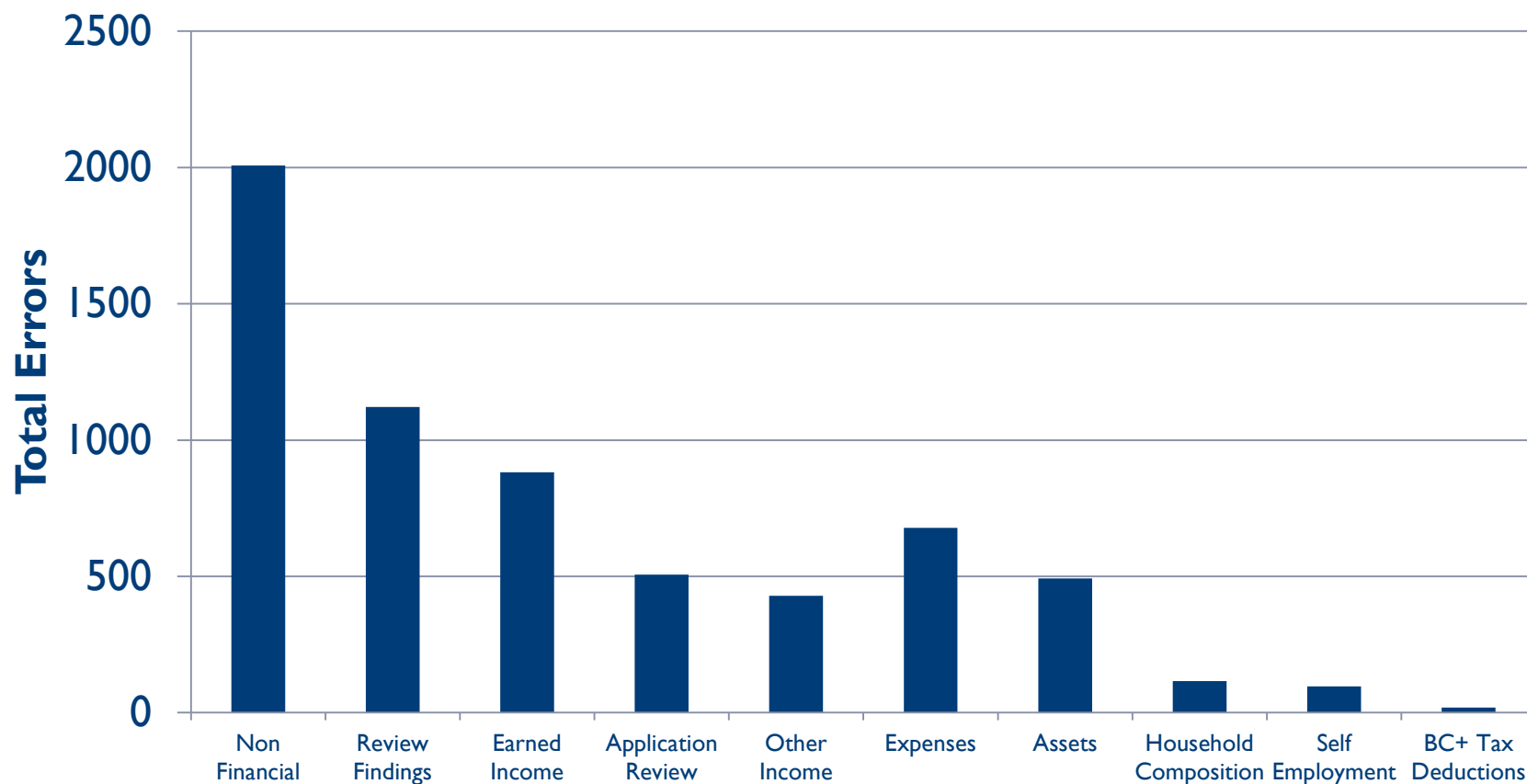
2016 Reviews

Identified 6,245 errors on 5,745 reviews

- Cases may have been selected to review in multiple sample months and each case could have multiple errors.
- 21% of reviews were technical errors only (no effect on program eligibility or benefit amount)

2016 Findings

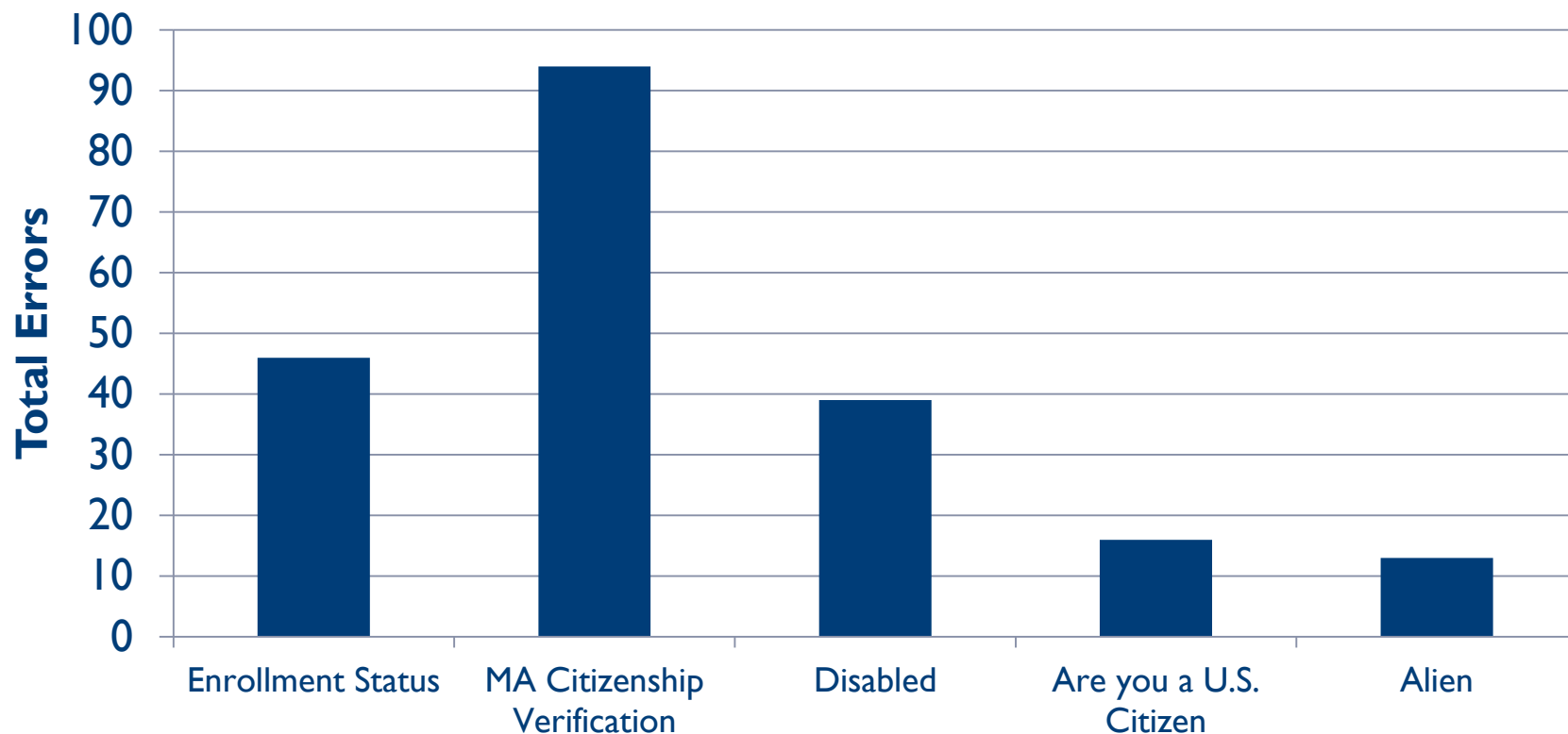
Statewide Error Identification by Gatepost Page



Source: IMMR 2nd Party Review Error Identification - Landing Report

2016 Findings

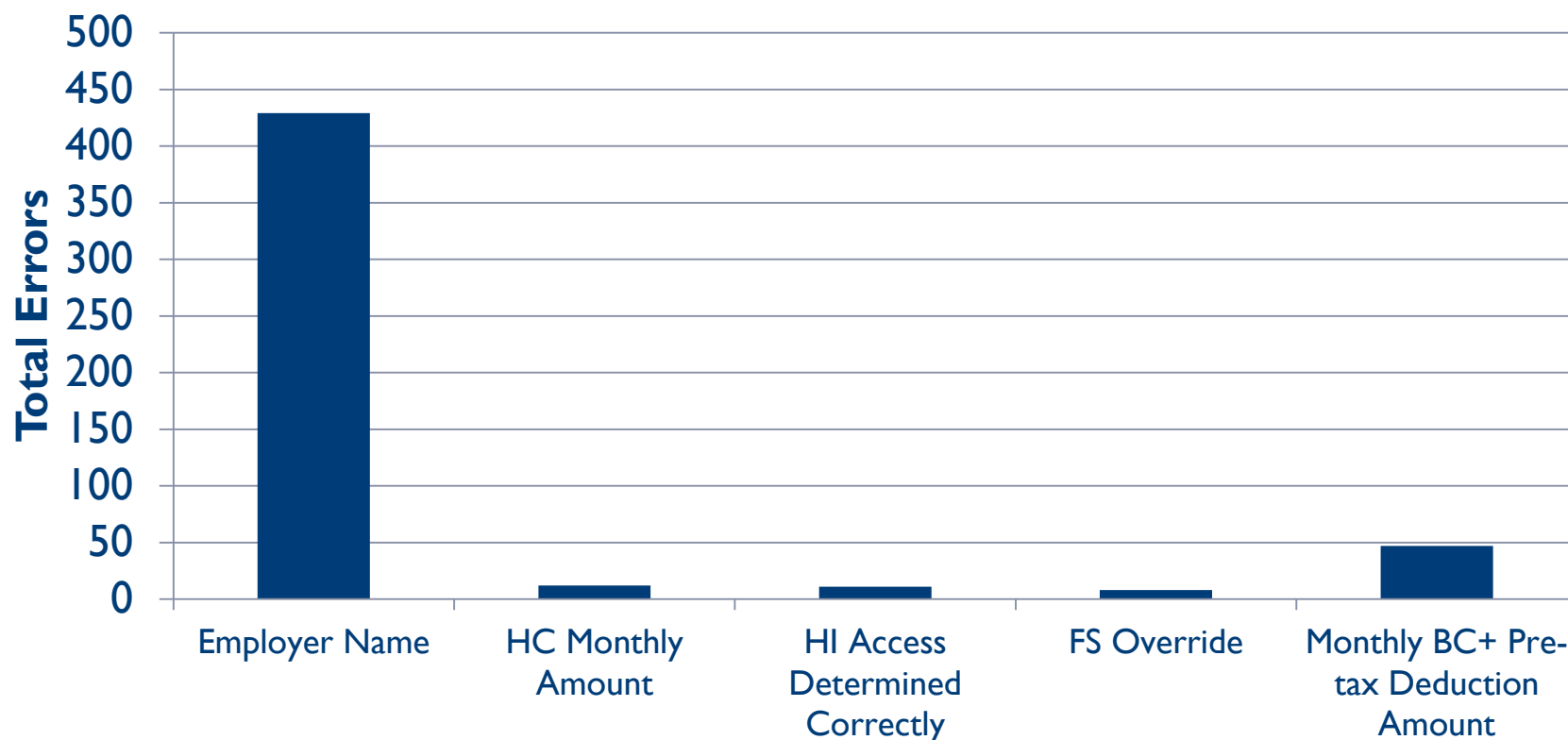
Statewide IMQA Review Non Financial Error Identification by Field (Top Five)



Source: IMMR 2nd Party Review Error Identification - Non Financial - Statewide Report

2016 Findings

Statewide Earned Income Error Identification by Field (Top Five)



Source: IMMR 2nd Party Review Error Identification - Earned Income - Statewide Report

Anticipated Changes

IMQA Enhancements

- Workgroup formed in August 2016.
- Re-design of tool to allow for reviews of current, as well as historical data.
- Ability to review negative samples and complete targeted reviews for new workers, updated policies, etc.
- Create more precise reporting to better determine error trends.

Questions?

Contact Us:

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