

How to Survive a Medi-Cal Focused Review

2018 CWDA
Conference

Presented By:



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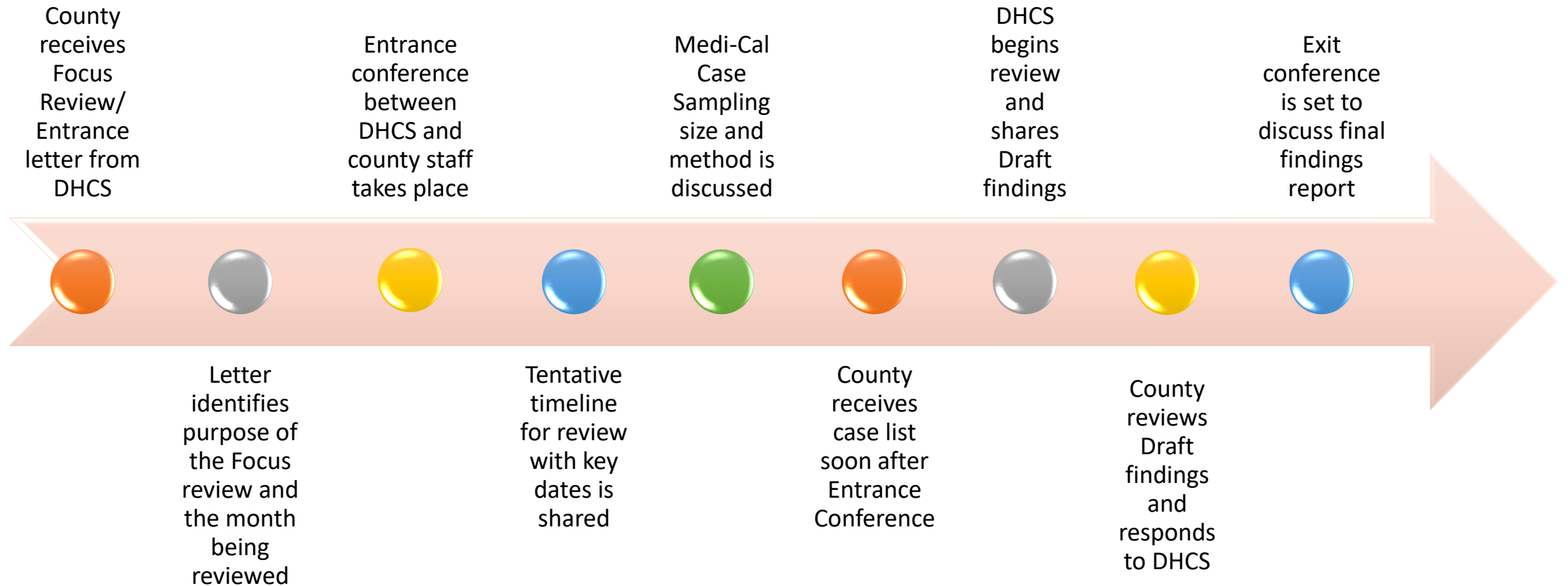


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Where it all began...

- The Purpose of the DHCS Medi-Cal Focus Review
- Review Timeline
- Case Sample Parameters (Size and case types)
- Case Review Criteria/Process
- Next Steps

Timeline



Tips – Preparation for Access

Work with your systems staff to provide remote access to your imaging/case file system. Includes securing licenses for access.

County Systems Analyst provided training documents for accessing imaging platform and a “how-to” for auditors.

County SAWS Analysts assigned appropriate level access to the system. (Create a new AAP-Agency Standard? Or Give EW Supervisory access)

Tips – Organization Before, During, and After



Prepare Resource docs, Policies, Systems Guidance and other docs that may be relevant throughout the review process.

Anticipating DHCS questions.



Keep a running WORD documentation doc for easy access/case search of cases that were being further inquired.



Keep track of all correspondence in one secure location for co-analyst easy pick-up if one is out of office.



Open dialog with the Auditors was imperative.
Communication was easy and comfortable.

DHCS: Help us Help you...

Please don't hesitate to be up front. Help us help you...

Promptly respond to requests from DHCS review staff.

If a county can't meet a due date set for response, please contact the reviewer ASAP to arrange an extension

For missing verifications, please respond with the reason why the verification was not collected or retained.

For items verified electronically (IEVS, MEDS, etc.), please note as such in the journal/case notes.

County: Follow up to Findings and Responses or Proactive Staff Resources

Income In Kind amount budgeted in a case.

Requested birth certificate (it was too dark in imaging system).

Renewal information for two cases; income, family size budgeting, Notices and completion dates.

Verification of income

Verification of income (for renewal that auto renewed) – provided info from CalHEERS showing verification.

Breakdown of a Pickle budget including the multiplier used from previous year and SSI discontinuance date.

Verification of small cash gift that a customer reported and asked if it needed to be budgeted or not.

EAD Codes in SAWS and CalHEERS in relation to Employment Authorization card/DACA.

Prepare to produce documents to reinforce final findings, if any.

DHCS: Tips for a Successful Future Focus Review

Journal, Journal, Journal... Oh, and did I mention, Journal?: Any Case Action and/or Contact with the Beneficiary

Please avoid "Short Hand", "Jargon", or Acronyms in the case notes.

It is helpful if imaged verification documents have a "date stamp" as to date received by the county.

Image Documents/Verifications, Run EDBC, and Journal Timely

Act timely on beneficiary reported Change of Circumstances

Ensure NOA's are generated as appropriate

Double-Check begin and end dates as applicable for Income, Property, etc. prior to running EDBC.

Complete manual Exparte prior to contacting and requesting verifications from the beneficiary.

.Follow-up on requests for verifications and document accordingly

Take timely action in adjudicating the case (including timely notice) once all due diligence and reminders are complete.

Questions

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