

Office of the Inspector General Strategic Plan

Background

House Bill 84, 4th Substitute created The Office of the Inspector General (OIG) during the 2011 legislative general session. House Bill 106, 3rd Substitute replaced this statute during the 2013 legislative general session.

The OIG's mission is to safeguard taxpayer assets through the reduction of waste, abuse, and fraud within the Utah Medicaid system.

The Utah OIG accomplishes its mission through three key interactive teams:

- I. **Program Integrity/Medical Review (PIMR):** This OIG team reviews and investigates Medicaid payments that are high risk or where review is required by law.
- II. **Performance Audit:** This OIG team focuses on reducing waste, abuse, and fraud through preventive control audits and independent reviews of key Medicaid processes.
- III. **Data Mining, Policy, and Strategy:** This OIG team uses research and advanced data analytics to increase the impact and efficiency of the Medical Review and Performance Audit teams.

Situational Analysis/Central Challenge:

The OIG is often challenged to balance the divergent, and sometimes competing, interests of multiple stakeholders. For example, an OIG action viewed as a benefit by one stakeholder may be interpreted as an encumbrance by another. The OIG seeks to achieve balanced, win-win solutions whenever possible.

When a stakeholder is dissatisfied with an OIG action, the office ensures the action is supported with thorough explanations, statutory justification, and provider training.

Goal:

The OIG's goal is to safeguard taxpayer assets through the reduction of waste, abuse, and fraud within the Utah Medicaid system while treating all key stakeholders fairly.

Key Audiences

1. Medicaid Providers
2. Utah and Federal Taxpayers
3. Utah Governor's Office and Legislature
4. Medicaid Leadership and Operations

Key Messages:

1. OIG promotes Medicaid payment accuracy, legal compliance, and efficiency.
2. OIG supports quality healthcare delivery to the state's most vulnerable people for the best value.
3. OIG supports the provider community through training and accessibility.

Objectives

Objective 1: Support Healthcare Delivery Reform and Efficiencies

Key Message: OIG supports quality healthcare delivery to the state's most vulnerable people for the best value.

Target Audience: Medicaid Leadership, Utah Governor's Office, and Legislature

Strategy: The OIG shall continue to review and audit ACO implementation progress and contract performance through:

- a) Post payment review of claims and encounter data
- b) Review of ACO contracts through audit function
- c) Quarterly meetings with ACO contractor, Program Integrity, and data personnel
- d) Continued communication with Medicaid regarding any issues identified

Objective 2: Facilitate accurate payment of Medicaid claims

Key Message: OIG promotes Medicaid payment accuracy, legal compliance, and efficiency.

Target Audience: Medicaid Leadership and Operations, Medicaid Providers

Strategy: The OIG shall continue to review medical claims data, intensifying focus on high risk claims. The OIG shall:

- a) Reduce inappropriate payments through strong provider education
- b) Communicate control recommendations to Medicaid Leadership and Operations
- c) Execute effective post payment review
- d) Finalize case tracking and financial accounting system implementation

Objective 3: Continue to build and maintain trust with the provider community and taxpayers

Key Message: OIG promotes Medicaid payment accuracy, legal compliance, and efficiency.

Key Message: OIG supports the provider community through training and accessibility.

Target Audience: Medicaid Providers, Utah and Federal Taxpayers

Strategy: The Utah OIG shall continue an intensive provider training and public outreach program. The OIG shall:

- a) Continued provider training – live and webinar

- b) Expand Web presence – web site redesign and use of social media outlets
- c) Release public service announcements about waste, abuse, and fraud
- d) Issue press releases as needed for important OIG findings and recoveries

Objective 4: Promote Interagency Communication and Cooperation

Key Message: OIG promotes Medicaid payment accuracy, legal compliance, and efficiency.

Target Audience: Medicaid Leadership and Operations, Utah Governor’s Office and Legislature

Strategy: The OIG shall highlight critical barriers and isolated management structures that impede efficiency and efficacy in administering Medicaid services. Upon identifying barriers, the OIG will seek and promote creative solutions to minimize or remove barriers, thereby allowing increased partnership between agencies and departments. This strategy shall be advanced through:

- a) Quarterly interagency taskforce meetings
- b) Monthly meeting between the Inspector General and Medicaid Director
- c) Monthly meeting between the OIG and the Medicaid Fraud Control Unit (MFCU)