
State Audit Report and Next Steps

*Stakeholder Advisory Committee (SAC) Meeting
July 2015*



Today's Update

- Overview of the State Audit
- DHCS Response
- Current DHCS Monitoring Efforts
- Short Term Monitoring Enhancements
- Long Term Monitoring Projects
- Questions



Audit Overview

- California Health Report on provider directory accuracy released June 2014
- Legislative Committee order the State Audit in August 2014
- Audit released June 2015



Audit Findings

- Verification of network data during certifications and ongoing assessments
- Verifying the accuracy of provider directories
- Responding to Ombudsman inquiries
- Completing annual medical audits
- DMHC/DHCS audit collaboration



DHCS Response

- DHCS agrees with many of the audit recommendations
 - The audit scope was limited to a small sample of DHCS monitoring efforts
 - Work to address many of the findings had been started prior to the audit commencing
- The audit will be used to further enhance monitoring efforts



Current DHCS Monitoring Efforts

- DHCS currently has 70 active monitoring processes in place
- A public monitoring outline is currently being developed
- The monitoring outline will be presented at the September Managed Care Advisory Group meeting



Short-Term Monitoring Enhancements

- Annual medical audits effective FY 1516
- DMHC interagency agreement surveys
- Network certifications
- Provider directory reviews
- Provider file verification



Long-Term Monitoring Enhancements

- Provider File Project
 - Revamp the current provider file
 - Healthcare Provider Information Transaction Set (274)
 - Compatible with the PACES system
 - First plan call will take place in July 2015
 - Testing scheduled for early 2016



Long-Term Monitoring Enhancements Cont.

- Network Monitoring Project
 - Revamping network monitoring
 - Electronically compare and contrast all monitoring elements
 - Two phases
 - Phase 1: No authority needed/no NPRM impact
 - Phase 2: New NPRM



Long-Term Monitoring Enhancements Cont.

- Ombudsman Phone System Project
 - Anticipated September 2015 launch date
- Some of the new system features include::
 - Internet based – Cloud Storage
 - Capacity of 500 calls in the queue (as opposed to 30)
 - Calls will not lose their place in the queues
 - Automatic call back
 - Call recordings
 - Built in redundancy
 - Records real time and historical data
 - Functionality – Supervisors can redirect calls based upon knowledge or language needs
 - It will measure the actual demand for services, abandonment calls, wait time, etc.)



