

PI - Provider On-Site Reviews

Purpose:

- I. The following procedure describes the steps required to prepare for and complete a provider on-site review.

Identification of Roles:

RACI Definitions	
RACI - RACI charts are a type of responsibility assignment matrices in project management. These simple spreadsheets or tables highlight the different states of responsibility a stakeholder has over a particular task or deliverable and denotes it with the letters R, A, C, or I.	
(R)	Responsible
(A)	Accountable
(C)	Consulted
(I)	Informed

Iowa Medicaid PI Investigator – Carries out notification, preparation, and completion of on-site review. **(R)**

Iowa Medicaid PI Audits & Investigations Manager – Provides initial approval to present request to perform on-site review to Iowa Medicaid PI Director. Provides direction and oversight to PI Investigator as needed. **(A)**

Iowa Medicaid PI Medical Necessity Review Manager – Provides initial approval to present request to perform on-site review to Iowa Medicaid PI Director when related to clinical issues. Provides direction and oversight to PI Investigator as needed. **(A)**

Iowa Medicaid PI Data Analytics Manager – Provides direction and oversight of PI Data Analyst as needed and may attend the on-site review if the issues under review are related to data analysis. **(C)**

Iowa Medicaid PI Data Analyst – Conducts data analysis as needed to identify issues that may lead to, or support, the on-site review. **(C)**

Iowa Medicaid PI Account Manager – Is kept aware of the issues surrounding the plan to do an on-site review and gives direction as needed. **(I)**

Iowa Medicaid PI Director – Provides final approval to perform on-site review. **(A)**

Performance Standards:

Conduct On-site field reviews upon approval when deemed necessary to an investigation.

Path of Business Procedure:

The Iowa Medicaid PI Audits & Investigations Manager or PI Medical Necessity Review Manager accompanies an Investigator. Unless otherwise stated, the Investigator is responsible for ensuring all tasks are completed. The PI Account Manager may also participate.

On-site Review Notification, Preparation and Completion (The following steps are completed by the Investigator and/or the Data Analyst.)

- 1) Create the letter of introduction and medical record request list using spreadsheet format including the Recipient's first and last name, Date of Service (DOS), and Date of Birth (DOB).
- 2) Select potential dates for the on-site review, allowing for at least a 14 calendar day notice to the provider for an announced visit. Request a room at the provider facility for PI staff to work and complete medical record reviews. **An unannounced review does not give a provider prior notice of the impending review.**
- 3) For an *announced review*, contact the provider to schedule the visit.
 - Call to confirm the review with the provider 2-3 days prior to the review and explain the process for the review.
 - Provide the letter of introduction and the medical record request upon arrival at the provider facility.
 - Conduct an Entrance Conference with the provider and pertinent staff including but not limited to the following topics:
 - Overview of their office/company
 - Explanation of attending staff job functions
 - Designation of a point person for the provider who will be responsible for delivery of all requested documentation/copies needed for the review (An Iowa

Medicaid onsite reviewer may be required to accompany the designee for all document retrieval required.)

- Coding and billing processes
 - Provider type and issue specific inquiries
- Request copies be made of all documentation taken back to Iowa Medicaid for review.
 - Obtain provider signature attestation on the medical record request checklist indicating the medical records and documentation requested by Iowa Medicaid for the onsite review was provided if available. If the provider refuses to sign the attestation, document the refusal on the medical record request checklist form. (This document is uploaded into OnBase and saved in iSight along with all case documentation.)
 - Following the onsite review and any additional review completed at Iowa Medicaid, a summary of findings letter is sent to the provider. (Based on the findings the appropriate letter process is implemented by either sending a preliminary request of tentative overpayment (PROTO) letter or a no findings letter.)
- 4) In some circumstances it may be determined that no prior notice be given to the provider. The following circumstances may indicate the need for an unannounced review:
- Serious billing concerns are noted.
 - Services being provided require special equipment.
 - Provider location is questionable.
 - Referral issue would require on-site verification.
- 5) For an unannounced review, arrive at the provider facility without prior notice and start by conducting an Entrance Conference as identified in the third bullet of Step 3 above.
- 6) Any copies of records taken back to Iowa Medicaid are transported using a locked carrier.
- 7) The Investigator will enter all onsite review documentation into OnBase and in iSight.

Forms/Reports:

Letter of Introduction

Medical Record Request Letter

Interfaces:

State PI Staff

iSight

OnBase