

## PI – Provider Alert List

### Purpose:

1. The purpose of this standard operating procedure (SOP) is to outline the review process for completing the Provider Alert List.

### Identification of Roles:

<b>RACI Definitions</b>	
<b>RACI</b> - 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.	
<b>(R)</b>	Responsible
<b>(A)</b>	Accountable
<b>(C)</b>	Consulted
<b>(I)</b>	Informed

**MCO Oversight Specialist** - responsible to complete the Provider Alert List from the MCP's monthly report and send to the Iowa Medicaid Program Integrity Unit. **(R, A)**

**Iowa Medicaid Program Integrity Unit** – responsible to receive the Provider Alert List and upload the report to the MCP's SFTP. **(C, I)**

**Iowa Medicaid Audits and Investigations Team** – responsible to receive the Provider Alert List. **(C,I)**

### Performance Standards:

N/A

### Path of Business Procedure:

1. The MCPs submit their monthly reports to IMPA.
2. The MCO Oversight Specialist pulls down those reports and stores them in the appropriate MCP folders in the MCO-DBM Information folder located here: <\\dhsime\PI\MCO\MCO-DBM Information>
3. The MCO Oversight Specialist then creates the Provider Alert List from the following documents –

- a. Each MCPs monthly reports, PI1 and PI7.
- b. Real Time Report.
- c. Current Open Investigations.
- d. Provider Alert List template (one report for dental MCPs and one report for medical MCPs)
4. There are two tabs included in the Provider Alert List –
  - a. Provider Alert List
  - b. Provider Action
5. For the Provider Alert List tab –
  - a. Open the PI1 tab in the monthly PI reports and filter Column Q “Investigation Status” to include Open, New or Referred.
    - i. Copy the Provider Name, Provider NPI, and the Owner/Contact for which MCP investigating the provider and paste into the Provider Alert report tab.
  - b. Open the Real Time Report and add all currently open cases and paste Provider Name, Provider NPI, and the owner/contact for the investigation into the Provider Alert tab.
  - c. Open the Current Open Investigations spreadsheet and copy the Provider Name, Provider NPI for all investigations that do not have “Hold for MFCU” and paste into the Provider Alert tab. The owner/contact for these cases is always Iowa Medicaid.
  - d. Make sure there are no investigations at Iowa Medicaid or with the MCPs that are open while MFCU is also investigating the provider.
  - e. Sort the report alphabetically and remove any duplicates.
6. For the Provider Action tab –
  - a. Open the PI6 tab in the monthly PI reports and filter for provider actions that occurred the same month that you are reporting on – column E.
  - b. Copy and paste Provider Name, Provider NPI, owner/contact will be the MCP, Date, and the Action Taken into the Provider Action tab.
  - c. Sort the report alphabetically and remove any duplicates.
7. The MCO Oversight Specialist will then send a link to the reports to Iowa Medicaid Program Integrity Unit, Managed Care Reporting and Oversight Bureau, and the Iowa Medicaid Audits and Investigations Team.
8. The Iowa Medicaid Program Integrity Unit will then post the Provider Alert List to the MCP’s SFTP and the MCO Oversight Specialist will notify the MCPs that the list is available.

**Forms/Reports:**

MCO Provider Alert List

Real Time Report

Current Open Investigations

MCP’s monthly reports

Monthly reports are stored here (PII-PII4):

AGP: <\\dhsime\PI\MCO\MCO-DBM Information\AGP\Monthly Reports>

DDIA: <\\dhsime\PI\MCO\MCO-DBM Information\Delta Dental\Monthly Reports>

ITC: <\\dhsime\PI\MCO\MCO-DBM Information\ITC\Monthly Reports>

MCNA: <\\dhsime\PI\MCO\MCO-DBM Information\MCNA\Monthly Reports>

Provider Alert List is stored here: <\\dhsime\PI\MCO\MCO-DBM Information\Provider Alert List>

Real Time Report is stored here: <\\dhsime\PI\MCO\MFCU>

Current Open Investigations: <\\dhsime\PI\SURS\Case Files\REVIEWS IN PROCESS>

### **Interfaces:**

Microsoft Office

IMPA

### **Attachments:**



Provider Alert List -  
DENTAL.xlsx



Provider Alert List -  
MEDICAL.xlsx