

## PI – SOP Real Time Open Case Report

### Purpose:

I. This standard operating procedure (SOP) provides instructions for understanding and utilizing the “Real Time Open Report.” This report will be reviewed by the MCP Oversight Specialist, Iowa Medicaid Audits and Investigations Team and the Iowa Medicaid Program Integrity Unit prior to investigations to verify if the provider/individual is already being investigated.

### 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

**Iowa Medicaid PI MCP Oversight Specialist** - responsible for updating the Real Time Report as cases are updated from the MFCU. **(R, A)**

**Iowa Medicaid PI Unit** - responsible for reviewing the spreadsheet and having a working knowledge of the investigations being conducted. **(C, I)**

**Iowa Medicaid PI Audits and Investigations Team** - responsible for reviewing the spreadsheet and having a working knowledge of the investigations being conducted. **(C, I)**

### Performance Standards:

None.

### Path of Business Procedure:

1. When MFCU opens a case, they send an email to the FWAreports inbox.
2. The email is verified with the MCP Oversight Specialist against the list to make sure that there are no current investigations.
3. The referral is added to the Real Time Report.

- a. From there, it is the duty of the investigator to review the spreadsheet prior to performing the investigation.
4. Once a case has been closed, the closed case notification will be sent from the MCP Oversight Specialist to the reporting party as necessary and copy Iowa Medicaid.
  - a. This information will be noted in the report as well, so that the date of notification is readily available.
5. After the appropriate updates have been made to the spreadsheet (add the date closed and date the MCP was informed), the row will be grayed out to show it is a closed investigation.
6. If this information is not required to go back to an MCP (i.e. Private Citizen referral) then the information will be updated on the spreadsheet and submitted to the Iowa Medicaid Audits and Investigations Team for review.
7. This spreadsheet is used to update the provider alert list.

### **Forms/Reports:**

Real Time Open Case

Location of spreadsheet:

<..\\..\\..\\..\\MFCU\\Real Time Open Report.xls>

### **Interfaces:**

Microsoft Office

### **Attachments:**

Real Time Open Report



Real Time Open  
Report.xls