

PI – Responding to MFCU Referrals

Purpose:

I. The purpose of this standard operating procedure (SOP) is to outline the process that is to be followed when there is a response to provide back to the MCP from a referral. The MCP requires updates so that they are able to track their information for the monthly reports and continue investigations in a timely manner.

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 MCP Oversight Specialist - responsible to review and manage the provider notice statuses and MFCU referral notifications received in the FWAreports inbox. **(R, A)**

Iowa Medicaid PI Unit - responsible for receiving email notifications on any provider notice statuses and MFCU referral statuses from MCP Oversight Specialist. **(C, I)**

Managed Care Reporting and Oversight Bureau – responsible for receiving email notifications on any provider notice status and MFCU referral status from MCP Oversight Specialist. **(C, I)**

Performance Standards:

N/A

Path of Business Procedure:

1. After a provider notice is submitted to MFCU as a referral, the FWAreports inbox receives an email update to the status.
2. If the referral results in an opened investigation, the MCP Oversight Specialist sends an email to the MCP that submitted the provider notice copying the Iowa Medicaid Program Integrity Unit and the Managed Care Reporting and Oversight Bureau with the following email outline-

Subject Line: MFCU Referral – “Provider Name”

This email serves to notify you of the MFCU’s acceptance and opening of the referred case. A request for good cause exception (GCE) to not suspend payment to the provider was taken into consideration; therefore, the Department will not be issuing a Credible Allegation of Fraud (CAF) suspension at this time.

Do not hesitate to reach out with any questions you may have regarding this notice.

3. For referrals that are denied, the MCP Oversight Specialist sends an email to the MCP that submitted the provider notice copying the Iowa Medicaid Program Integrity Unit and the Managed Care Reporting and Oversight Bureau with the following email outline-

Subject Line: MFCU Referral “Provider Name”

This email serves to notify you of the MFCU’s declination of the referred case. You may proceed with your normal course of business and take necessary action(s) within your authority to identify and pursue recovery, if appropriate.

If the Department issued a Credible Allegation of Fraud (CAF) suspension, a notice to “lift” the suspension will be forthcoming.

Please do not pursue recoveries on any provider listed on the “Provider Alert List” without approval from the Department. Please do not hesitate to reach out with any questions you may have regarding this notice.

4. For a closed case, the MCP Oversight Specialist sends an email to the MCP that submitted the provider notice and the other MCP(s) copying the Iowa Medicaid Program Integrity Unit and the Managed Care Reporting and Oversight Bureau with the following email outline responds with the following:

Subject line: MFCU Referral- "Provider Name"

This email serves to notify you that the MFCU has closed this investigation. You may proceed with your normal course of business and take necessary action(s) within your authority to identify and pursue recovery, if appropriate.

If the Department issued a Credible Allegation of Fraud (CAF) suspension, a notice to "lift" the suspension will be forthcoming.

Please do not pursue recoveries on any provider listed on the "Provider Alert List" without approval from the Department. Please do not hesitate to reach out with any question you may have regarding this notice.

5. When a response is received from MFCU, the action taken is added to the SFY xxxx MFCU Referral Case Review spreadsheet located here: [\\dhsime\IMEUNIVERSAL\I - Bureau of Program Integrity and Compliance\PROGRAM INTEGRITY\Provider Master\2. PENDING REFERRAL TO MFCU](#)
6. If the MFCU opens an investigation on the provider, the information is also added to the Real Time Open Report which is used to complete the Provider Alert List. The Real Time Open Report is located here: [\\dhsime\PI\MCO\MFCU](#)

Forms/Reports:

N/A

Each provider has a folder that contains all the provider notice documentation and can be found here: [\\dhsime\IMEUNIVERSAL\I - Bureau of Program Integrity and Compliance\PROGRAM INTEGRITY\Provider Master](#)

Interfaces:

Microsoft Office

Attachments:

N/A