

Program Integrity & Compliance In Consumer Choice Option

**BUREAU OF PROGRAM
INTEGRITY & COMPLIANCE**

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Topics

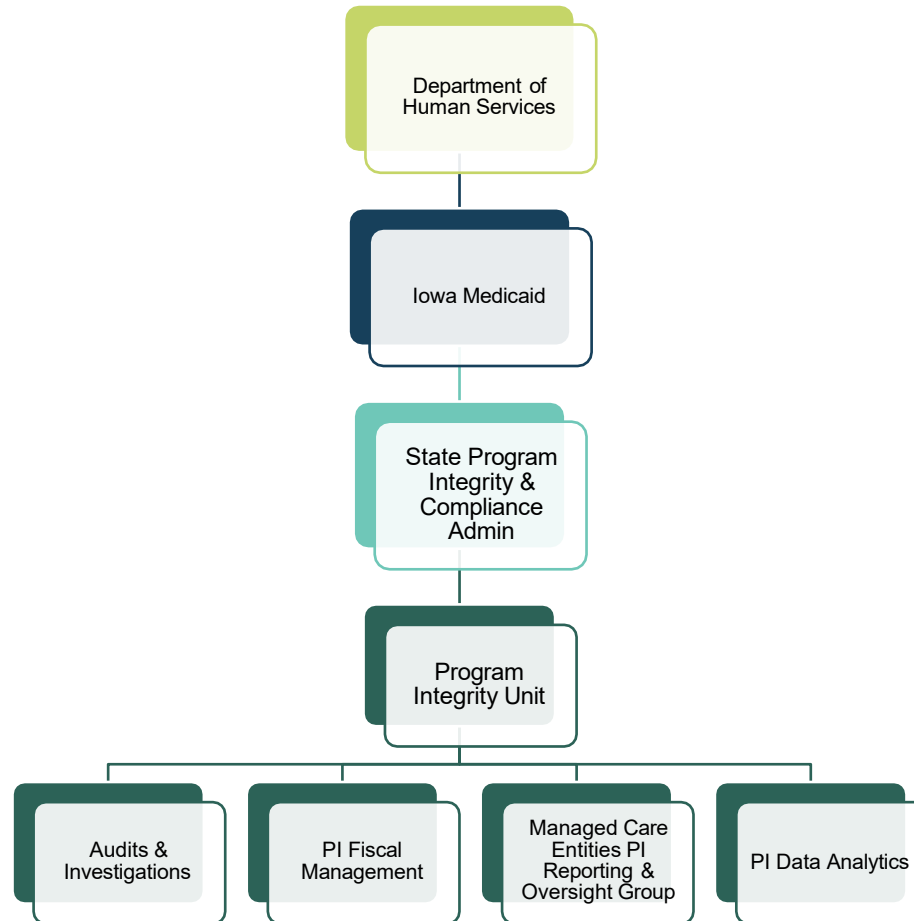
- ▶ Roles and responsibilities of Iowa Medicaid Program Integrity and Compliance Bureau.
- ▶ Ensuring compliance with federal/state laws and regulations.
- ▶ Services were provided and paid for in accordance the service plan and compliant with federal/state law.
- ▶ Prevent improper payments of Consumer Choice Option (CCO) Services.
- ▶ Detect fraud, waste and abuse of Medicaid programs.

Program Integrity

Mission:

Provide systems of sustainable and equitable oversight that targets accountability and compliance, focusing on prevention of fraud, waste and abuse of Medicaid programs.

Program Integrity Unit



Roles and Responsibilities of Iowa Medicaid Program Integrity and Compliance Bureau



Purpose of a Compliance Program

Ensures Medicaid program operations is compliant with federal/state laws and regulations.

How do we ensure compliance?

- ▶ Review practices against Iowa Medicaid policies and procedures
- ▶ Review provider qualifications
- ▶ Review documentation and timesheets
- ▶ Assess compliance with the required use of EVV

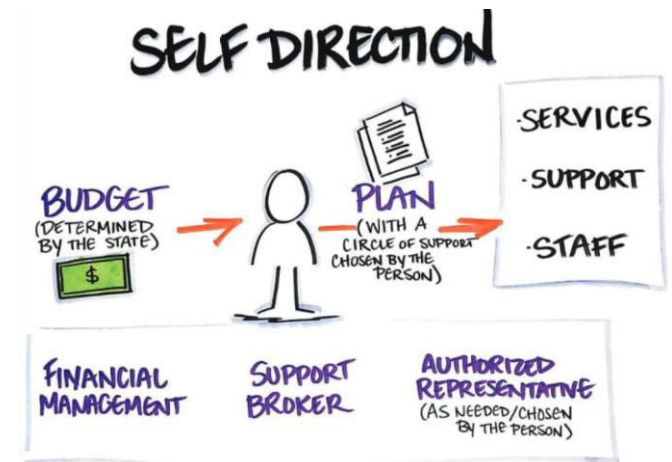


Assess compliance to ensure services were provided and paid for in accordance with the Service Plan

Consumer Choice Option Compliance

Your Rights and Responsibilities as an Employer:

- ▶ You have the right to hire, train, and supervise those who will provide your services.
- ▶ You have the right to dismiss staff who are not giving you the care you need.
- ▶ You must ensure provider is qualified, including that background check is completed and provider is eligible to be reimbursed by Medicaid.
- ▶ You must verify dates and times of services and sign timesheets for all services provided and paid for by Medicaid.



Common Mistakes: Timesheets

- ▶ A timesheet supports payment made to staff.
- ▶ Staff must report the hours they spend helping you each day.
- ▶ They must also report the date, the time in and time out, and what they did each day.

Common Mistakes: Service Documentations

- ▶ Service documentation records:
 - ▶ what care is provided
 - ▶ when it was provided
 - ▶ how it was provided
 - ▶ who provided it

Service logs and timesheets support payment made for your care.

Prevent improper payments of CCO Services

Common Types of Improper Payments

- ▶ Claims without supporting documentation
- ▶ “Impossible days”: billing for more hours than provided
- ▶ Services not eligible under State Medicaid policy
- ▶ Services provided without required supervision, if required
- ▶ Services provided by an unqualified provider
- ▶ Care provided while a member was in an institution (does not include payments made when retainer services are authorized)

Questions?

To report fraud, waste and abuse:
Iowa Medicaid Program Integrity Unit
at 877-446-3787 or 515-256-4615.



Health and
Human Services