

DEPARTMENT OF WORKFORCE SERVICES

SINGLE STATE AUDIT: Eligibility Services Division Programs

January 2013

BACKGROUND

Each year, the Office of the Utah State Auditor conducts an evaluation of various DWS administered programs. Over the past several years, DWS' audit results in administering Medicaid, CHIP, TPL, TANF, and Child Care programs have yielded outcomes of varying success. These audits evaluate the following:

- **Internal Control Weakness** = Clerical or misapplied policy errors that do not result in a customer receiving a benefit for which they are not eligible;
- **Compliance Error** = Misapplied policy that results in a customer receiving a benefit for which they are ineligible, resulting in questioned costs;
- **Payment Accuracy** = Sum of total questioned costs compared to the sum of total benefit payments paid out to cases within the audit sample.

	MEDICAID	CHIP	TPL	TANF	CHILD CARE
Internal Control Accuracy	96.7% (58/60)	80% (48/60)	98.3% (59/60)	97.5% (39/40)	78.3% (47/60)
Compliance Accuracy	96.7% (58/60)	95% (57/60)	98.3% (59/60)	97.5% (39/40)	96.8% (58/60)
Payment Accuracy	100%	--	100%	--	96.3%
Total Benefit Payment of	\$703,037	--	--	--	\$31,079
Total Questioned Costs	\$0	\$5,215	\$0	\$663	\$1,167

Total Questioned Costs by Fiscal Year

2006	2007	2008	2009	2010	2011	2012
\$64,259	\$154,760	\$19,591	\$76,152	\$98,255	\$250,058	\$7.045

ERROR TRENDS BY PROGRAM AND STRATEGIES TO ADDRESS ERRORS

- **Medicaid:** Income errors (excluding VA benefits shown on bank account and income error resulting in being eligible for Transitional, not LIFC)
- **CHIP:** Eligible for Medicaid and left on CHIP, Simplified vs. Mandatory review, TPL under 5%, and income errors (self-employment, factoring, annualization)
- **TPL:** Potential error would not have been discovered as a child was not enrolled in private insurance properly by insurer
- **TANF:** Case transfer error
- **Child Care:** 980 not being completed properly, income errors (tips/incentives/bonus, data entry error on hours, income clerical errors), and age verification
- **Strategies to address errors**
 - POD/DOH Collaboration
 - Real time case reviews
 - eVerifications
 - Issuance
 - QWD
 - Targeted Support/Self Employment
 - Third Party
 - Statewide Training Model