

# 2014 Update



## Utah Office of Inspector General

*Driving a more efficient State government*



**Lee Wyckoff, CPA, CISA, CFE**  
**Inspector General**



# Utah OIG

In three years the Utah OIG has matured from a start-up operation to a fully implemented and successful enterprise.

The Utah OIG has identified four categories of high level shortfalls in its first three years:

1. Errors in operations and the adjudication process
2. Coding, billing and standards errors
3. Ambiguous policy leading to waste and/or billing errors
4. Contractual problems (weak internal controls)

# Utah OIG Response

**The Utah OIG is responding to recurrent errors through:**

1. Training & Development
2. Collaborative Initiatives
3. Cultural Transformation

# Training

## ***“What was your favorite part of training?”***

Participants of the 2014 Statewide Provider Training selected the Utah OIG and Medicaid Prior Authorization as their favorite topics – *2014 Medicaid Statewide Provider Training Survey*

The Utah OIG interprets this finding as demonstrating ‘need for’ and ‘receptiveness to’ OIG provider training.

Provider training is a top priority within the Utah OIG

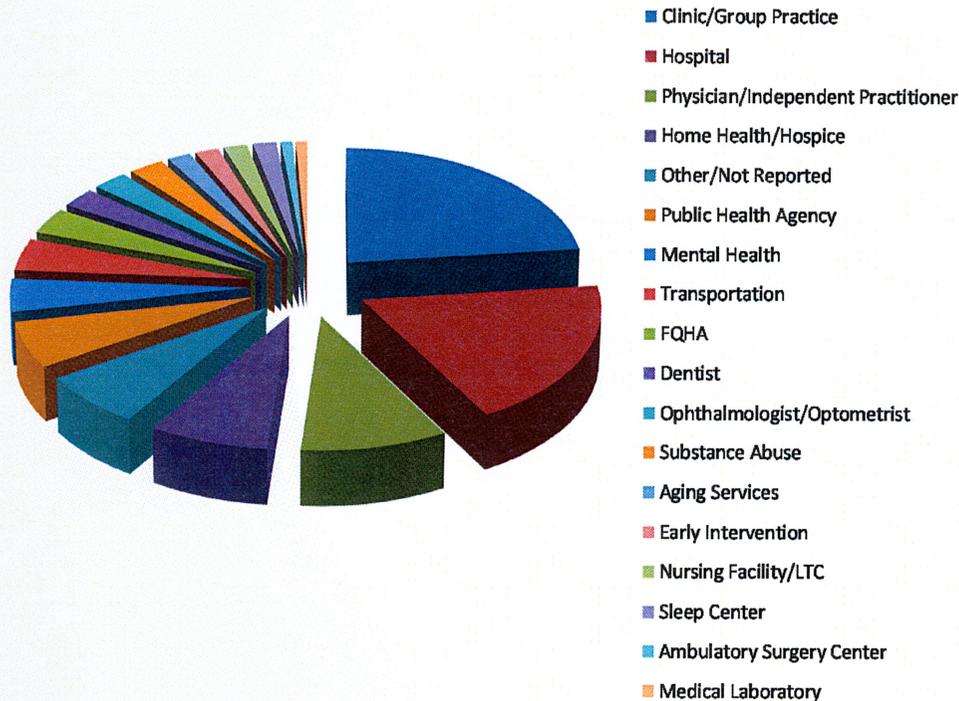
Provider training is key to developing relationships and shifting interactions from **punitive to preventive**

In FY 2014 the Utah OIG:

1. Performed state-wide provider outreach trainings – coordinated with Medicaid
2. Performed frequent training for individual providers to address immediate needs – e.g. coding or billing specific training
3. Performed numerous issue specific and groups trainings – e.g. Utah Healthcare Association, Senior Companion, Utah Hospital Association, Division of Services for People with Disabilities

# Training

## Percentage of Training Survey Respondents



## FY 2015 Training Goals

- Increase training participation and attendance
- Promote training amongst all provider types
- Engage underrepresented Medicaid providers in training activities
- Promote specialized training opportunities for all key stakeholders

# Collaborative Initiatives

*... We have developed a collaborative partnership with the Utah OIG, and value that cooperation.*

W. David Patton, PhD, Executive Director,  
Utah Department of Health

## Utah Medicaid

- 15 performance audits were released with 56 recommendations
- Medicaid agreed with all 56 recommendations
  - ✓ 22 recommendations have already been implemented
  - ✓ 34 have scheduled implementation dates
- Utah OIG reviewed 53 Medicaid policies
  - ✓ Recommendations were made to improve 50 of the 53 policies reviewed

## Other Collaborations:

- Medicaid Fraud Control Unit (MFCU)
- Law Enforcement
- The Attorney General's Office
- ACO Special Investigation Units (SIUs)

# Cultural Transformation

***... the relationship between the provider community and the Utah OIG has improved substantially since the inception of the Office of Inspector General.***

Daniel T. Ditto, Senior Legal Counsel for Intermountain Healthcare, Inc.

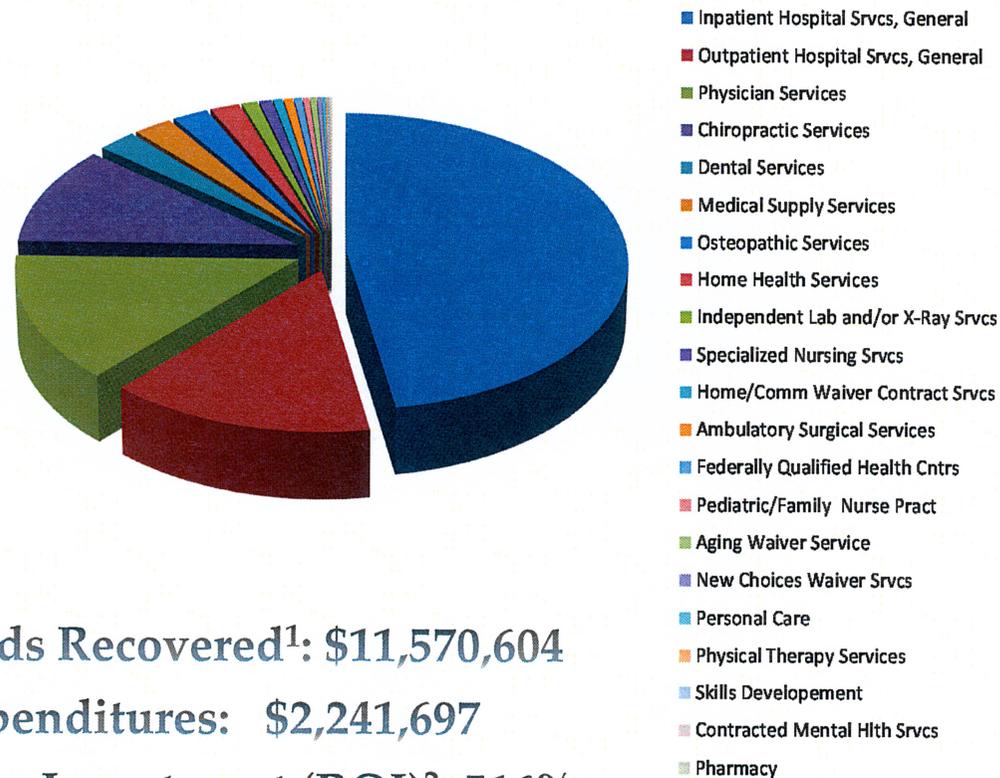
***...the Utah OIG has developed a collaborative approach which allows providers to cooperate with the Office in identifying and resolving payment errors--both overpayments and underpayments.***

John Oaks, Vice President  
Government and Payer  
Relations IASIS Healthcare

- The Utah OIG has made it a priority to consider various stakeholder perspectives
- When differences in interests occur, the Utah OIG finds solutions that benefit providers, taxpayers and Medicaid
- This has resulted in a positive cultural transformation

# Results

**Percentage of Cases Opened  
By Category of Provider Service (FY 2014)**



**FY14 Taxpayer Funds Recovered<sup>1</sup>: \$11,570,604**

**Utah OIG FY14 Expenditures: \$2,241,697**

**Utah OIG Return on Investment (ROI)<sup>2</sup>: 516%**

<sup>1</sup> Utah OIG collected an additional \$18,632,019 on behalf of MFCU (the Medicaid Fraud Control Unit), not included in this figure.

<sup>2</sup> The Utah OIG calculates ROI in a simple, conservative manner:  $ROI = (\text{Taxpayer Funds Collected} / \text{Expenditures}) \times 100$

# Looking Forward

HB 106 (2013) placed important policy responsibilities on the Utah OIG – after a year we know what the actual benefits and costs are of these responsibilities.

## Benefits

- Reduction in ambiguous policy
- Increased clarity among providers
- Fewer errors

## Real Costs

- Currently diverting critical resources from policy analyses from Utah OIG investigations
- Two FTEs needed for policy analyses

# Questions?

Lee Wyckoff, CPA, CISA, CFE  
Inspector General

LeeWyckoff@utah.gov  
801-538-6532

Utah Office of Inspector General  
<http://oig.utah.gov/>  
<https://twitter.com/utahoig>