



Office of Inspector General of Medicaid Services

Governance, Culture, and Next Steps

**Department of
Government Operations**

**Nate Checketts
Inspector General
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Governance

Department of Government Operations

On May 6, transitioned from an independent entity to being part of Government Operations

- ▷ Support of Commissioner
- ▷ Access to GovOps resources
 - Technology services
 - Budget and finance
 - Human resources
 - Privacy and security

OIG Advisory Board

Promotes coordination of Medicaid program integrity activities and provides oversight and recommendations regarding OIG's operations and audit activities.

Will be inviting individuals with relevant experience to participate on the board

- ▷ DHHS commissioner
- ▷ State Medicaid director
- ▷ Medicaid fraud control unit director
- ▷ State finance director
- ▷ Others

Listening tour

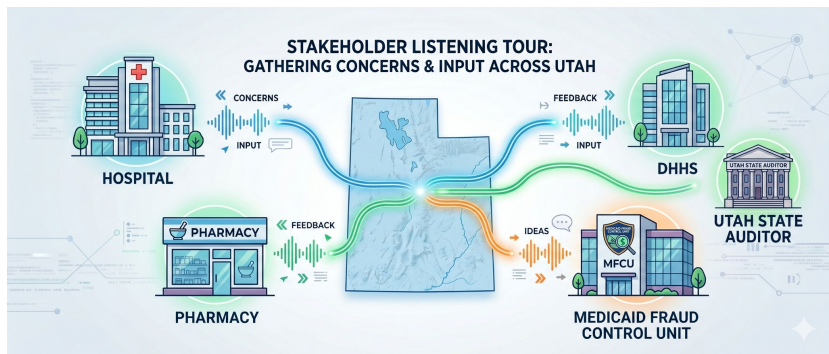
Staff

Met with each OIG staff member individually. What we heard:

- ▷ Passion for the work
- ▷ Hope regarding move to GovOps
- ▷ Interest in working closer with Medicaid
- ▷ Concern about functionality of data analysis and case management system
- ▷ Desire for greater team unity and cross section work



Listening tour



Stakeholders

Meeting with key stakeholders to emphasize connection with GovOps, share OIG vision, and hear concerns from providers and other partners

- ▷ DHHS
- ▷ Office of the Legislative Auditor General
- ▷ Utah State Auditor
- ▷ Medicaid Fraud Control Unit
- ▷ Pharmacies
- ▷ Managed care organizations
- ▷ Hospitals
- ▷ Others

Culture - Integration and Unity

- ▷ Reorganizing teams to include at least one nurse, investigator, and auditor on each team
- ▷ Changing in-person schedule so the whole team is in the office on the same days
- ▷ Focusing on ensuring each team member has clear performance metrics and is reviewing those metrics with their supervisor quarterly

Culture - Efficiency and Efficacy

- ▷ Return on investment is an important metric of OIG performance but should not be the only one
- ▷ Expand activities that support effective operations even if they don't significantly increase recoveries:
 - identify bad actors and remove them from the program
 - identify situations where members may be harmed
 - review existing contracting arrangements

Culture - Beyond Fee for Service

- ▷ Legislative audit indicated OIG needs to greatly expand its work with managed care
- ▷ One of the OIG's reorganized teams will focus on managed care
- ▷ Will work with advisory board, contracted partners, and the plans to implement new and meaningful efforts in this area

What's Next

- ▷ Dr. Oz letter, state responses
- ▷ Statewide Medicaid risk assessment and OIG work plan
- ▷ Additional details in future reports about trends and investigations
 - Example: multiple providers using a single workspace as their address; have out of state business operations relying on Utah-based technicians and clinicians



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Thank You

Nate Checketts

checkettsnate@utah.gov