



Office of Inspector General of Medicaid Services

Addressing Fraud, Waste, and Abuse in Utah's Medicaid Program

**Department of
Government Operations**

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Inspector General
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Mission

The Office of Inspector General of Medicaid Services (OIG) **protects taxpayer dollars** by identifying and helping eliminate fraud, abuse, and waste risks and vulnerabilities in Utah's Medicaid program.

Origin story

Program integrity

- ▷ All states must have a Medicaid program integrity program
- ▷ Originally part of the Medicaid division

Creation of OIG

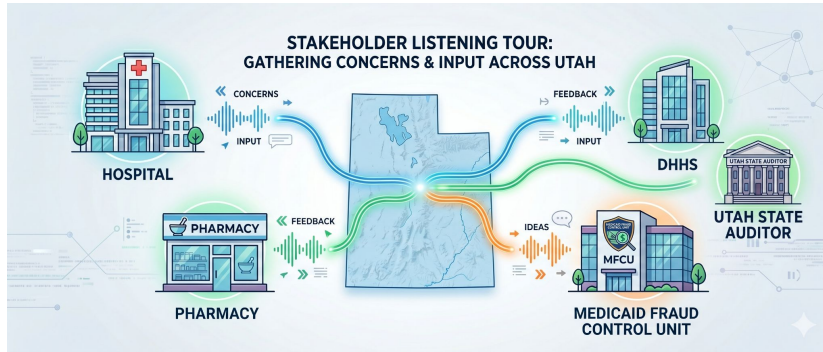
- ▷ 2010 - Legislative auditor recommends the creation of OIG
- ▷ 2011 - Legislature creates OIG as an independent entity

Updated governance

2026 - SB 147 Office of Inspector General of Medicaid Services Amendments

- ▷ Moved OIG to Department of Government Operations
- ▷ Created an advisory board

Listening tour



Staff

Met with each OIG staff member individually and heard their passion for the work, hope regarding changes, and desire to work more collaboratively

Stakeholders

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

Culture

Integration and unity

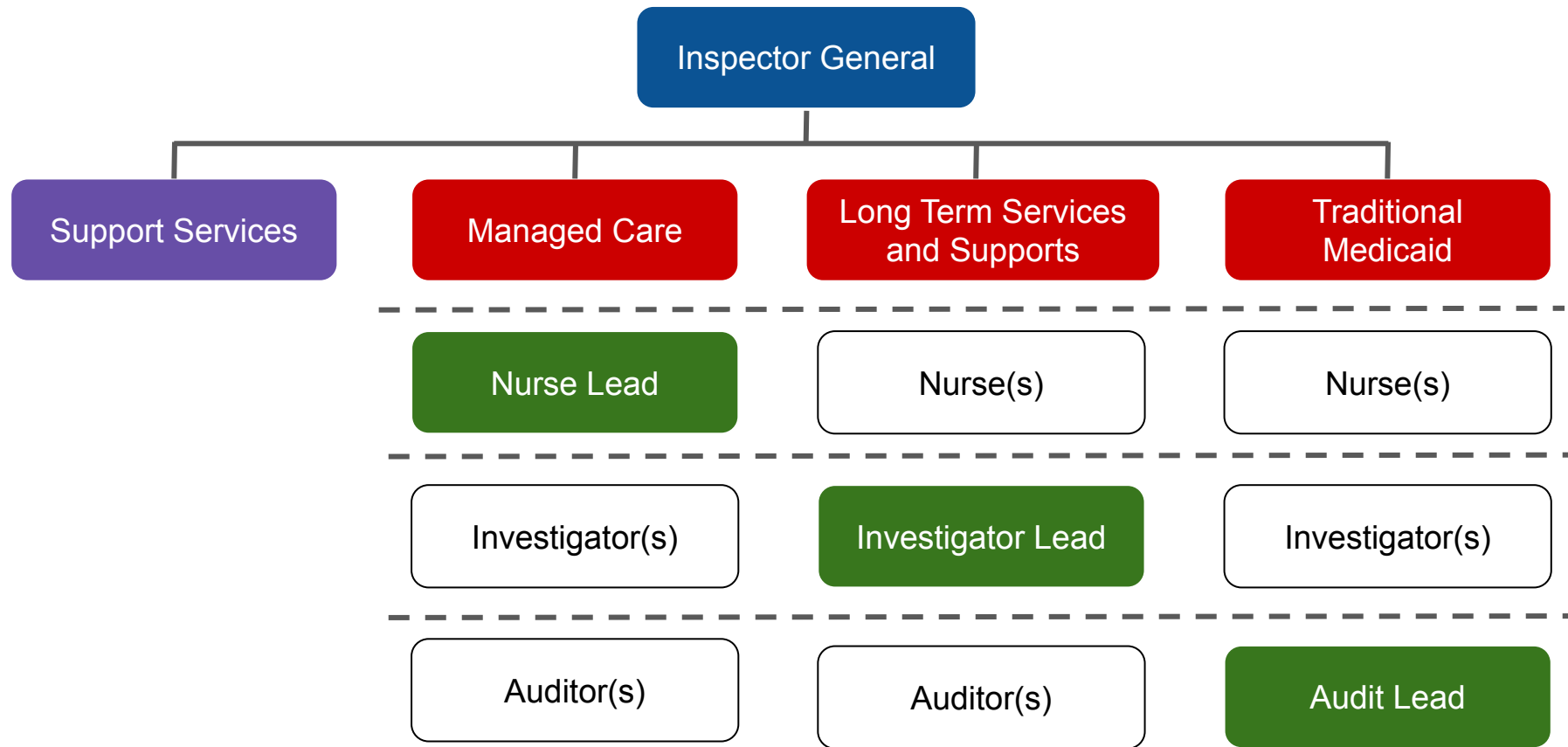
- ▷ Integrated teams
- ▷ In-person days
- ▷ Performance metrics

Efficiency and effectiveness

- ▷ 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

Beyond Fee for Service

Future OIG Organization



Example of OIG's work - Hospice

- ▷ Medicaid eligibility - terminal diagnosis with prognosis of less than 6 months
- ▷ Identified Medicaid cases with long periods on hospice (over 1 year)
- ▷ OIG requested information on these cases and others at these agencies (approximately 80 records from 8 hospice agencies)
- ▷ OIG nurses will review terminal diagnosis, receiving services from multiple hospice agencies, and other potential service and billing issues

Example of OIG's work - Autism

- Medicaid covers diagnostic assessments and appropriate therapies
- During February on-site “blitz” of 60 providers, OIG identified multiple out-of-state providers operating from a single virtual office space
- OIG requested records from 4 of these providers and from another provider
- OIG investigators will review diagnostic assessment, how therapists record services times, and other potential service and billing issues; will also contact parents of children receiving services to assess services provided
- OIG also considering audit of autism services - reimbursement rates, out of state model, and other issues

What's Next

- ▷ **High risk providers** - Implement state response to Dr. Oz's letter
- ▷ Convene **advisory board** in July
- ▷ Conduct statewide Medicaid **risk assessment** and develop OIG **work plan**
- ▷ Maximize use of current **technologies**, explore use of new tools



Office of Inspector General of Medicaid Services

Thank You

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