

2016 PROVIDER TRAINING



Utah Office of
Inspector General

WHO IS THE UTAH OIG?

ESTABLISHED BY LEGISLATURE IN 2011

1. WE ARE AN INDEPENDENT AGENCY OF THE STATE OF UTAH.
2. WE PROVIDE OVERSIGHT OF THE UTAH MEDICAID PROGRAM.

WE DEVELOP, IMPLEMENT AND ENFORCE PROCESSES TO IDENTIFY, PREVENT AND REDUCE FRAUD, WASTE, AND ABUSE.

WE ALSO DEVELOP AND OFFER PROVIDER TRAINING.

MISSION & PROTOCOLS

MISSION

THE UTAH OFFICE OF INSPECTOR GENERAL OF MEDICAID SERVICES, ON BEHALF OF THE UTAH TAXPAYER, WILL COMPREHENSIVELY REVIEW MEDICAID POLICIES, PROGRAMS, CONTRACTS AND SERVICES IN ORDER TO IDENTIFY ROOT PROBLEMS CONTRIBUTING TO FRAUD, WASTE, AND ABUSE WITHIN THE SYSTEM AND MAKE RECOMMENDATIONS FOR IMPROVEMENT TO MEDICAID MANAGEMENT AND THE PROVIDER COMMUNITY.

UOIG TOOLS:

- AUDITS
- INVESTIGATIONS
- INSPECTIONS
- SELF AUDITS
- EVALUATIONS
- REVIEWS

MEDICAID POLICIES THE UTAH OIG ENFORCES

- UTAH MEDICAID MANUALS
- UTAH MEDICAID
INFORMATION BULLETINS
(MIBS)
- UTAH ADMINISTRATIVE
CODE



PROVIDER POLICY RESOURCES

[HTTP://MEDICAID.UTAH.GOV/PUBLICATIONS](http://MEDICAID.UTAH.GOV/PUBLICATIONS)

[HTTP://WWW.RULES.UTAH.GOV/PUBLICAT/CODE.HTM](http://WWW.RULES.UTAH.GOV/PUBLICAT/CODE.HTM)

REQUESTS FOR MEDICAL RECORDS

MAILED TO PROVIDER' S ADDRESS ON FILE WITH MEDICAID

PROVIDER HAS 30 DAYS TO PROVIDE MEDICAL RECORDS

- ALL MEDICAL RECORDS MUST BE ACCURATE AND COMPLETE (CRITICAL TO ENSURE PROPER AND COMPLETE REVIEW)

MUST BE SENT SECURED TO THE UTAH OIG

EMAIL - OIGMEDICAL@UTAH.GOV

FAX - (801) 538-6382



MEDICAL RECORDS



WHEN SUBMITTING MEDICAL RECORDS TO THE UOIG:

- INCLUDE ALL RECORDS THAT SUPPORT THE BILLING (INCLUDING LABS, ADMINISTERED DRUGS, ETC)



- ENSURE THAT ALL RECORDS ARE LEGIBLE

- **RECORDS MUST BE SUBMITTED WITHIN 30 DAYS OF REQUEST**

DENTAL PROVIDERS

ISSUES THE UOIG HAS IDENTIFIED INCLUDE:

- BILLING FOR DUPLICATIVE SERVICES (SAME SURFACES MULTIPLE TIMES IN A DIFFERENT ORDER)
- BILLING FOR SERVICES NOT LICENSED TO PROVIDE (DEEP SEDATION)
- UNBUNDLING
- SEALANTS (ADHERING TO POLICIES IN MANUAL)
- GENERAL ADHERENCE TO LIMITS AND POLICIES FOUND WITHIN THE MANUAL.



SELF AUDIT

THE UOIG IS SENDING SELF AUDIT LETTERS TO PROVIDERS REGARDING A VARIETY OF ISSUES. THESE LETTERS ARE MEANT TO HELP EDUCATE PROVIDERS ON BILLING AND CODING ERRORS.

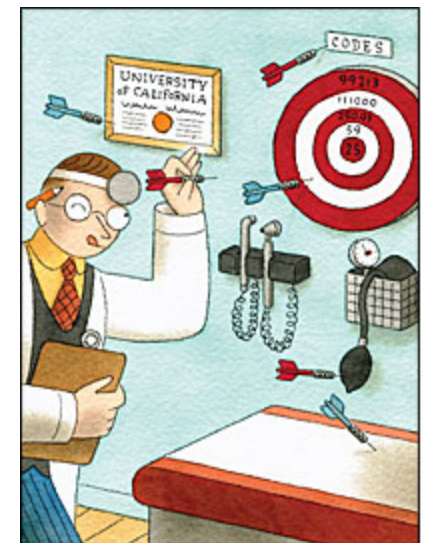
- UTILIZED ON LOW RISK ISSUES
- ALLOWS PROVIDERS THE OPPORTUNITY TO IDENTIFY AND CORRECT CODING AND BILLING ERRORS
- ALL PROVIDERS ARE URGED TO COMPLY WITH THE LETTERS AND TO PARTICIPATE IN THE SELF AUDIT PROGRAM.



E&M CODING

UTAH MEDICAID REQUIRES PROVIDERS TO MEET THE DOCUMENTATION GUIDELINES DEVELOPED JOINTLY BY THE AMERICAN MEDICAL ASSOCIATION AND THE CENTERS FOR MEDICARE AND MEDICAID SERVICES. EVALUATION AND MANAGEMENT GUIDELINES CAN BE FOUND IN THE **UTAH MEDICAID SECTION I: GENERAL INFORMATION PROVIDER MANUAL**.

- ENSURE THAT YOU ARE PROPERLY DOCUMENTING THE ENCOUNTER ACCORDING TO THE STANDARDS YOU ARE USING.
- USE THE CORRECT CPT CODES FOR LEVELS OF CARE AND NEW OR EXISTING PATIENTS.



HIT AUDITS

THE UTAH OIG IS PERFORMING TWO TYPES OF HIT AUDITS:

AIU AUDITS (ADOPT, IMPLEMENT, UPGRADE)

- VERIFYING PATIENT VOLUME
- ENSURING THAT EHR SYSTEMS ARE CERTIFIED

MEANINGFUL USE AUDITS

- VERIFYING THAT PROVIDERS HAVE MET THEIR MEANINGFUL USE MEASURES
- VERIFYING DOCUMENTATION FOR EXCLUDED MEASURES

FOR BOTH TYPES OF AUDITS, PLEASE ENSURE THAT ALL DOCUMENTATION HAS BEEN SAVED AND IS READILY AVAILABLE FOR REVIEW.



FOCUS AREAS FOR THE UPCOMING YEAR



NON-EMERGENCY MEDICAL TRANSPORTATION

HOME HEALTH SERVICES



HOSPICE SERVICES

EXCLUSIONS

- THE EFFECT OF AN EXCLUSION IS:
 - NO PAYMENT WILL BE MADE BY ANY FEDERAL HEALTH CARE PROGRAM FOR ANY ITEMS OR SERVICES FURNISHED, ORDERED OR PRESCRIBED BY AN EXCLUDED INDIVIDUAL OR ENTITY
- APPLIES TO:
 - THE EXCLUDED PERSON
 - ANYONE WHO EMPLOYS OR CONTRACTS WITH THE EXCLUDED PERSON
 - ANY HOSPITAL OR OTHER PROVIDER FOR WHICH THE EXCLUDED PERSON PROVIDES SERVICES
 - APPLIES REGARDLESS OF WHO SUBMITS THE CLAIMS
 - APPLIES TO ALL ADMINISTRATIVE AND MANAGEMENT SERVICES FURNISHED BY THE EXCLUDED PERSON
- REMEDY
 - RECOVERY OF FUNDS



[HTTP://OIG.HHS.GOV/EXCLUSIONS/INDEX.ASP](http://oig.hhs.gov/exclusions/index.asp)

EXCLUSIONS WEBSITE

- ALLOWS YOU THE ABILITY TO SEARCH FOR STAFF AND DOCTORS TO ENSURE THOSE WITH SANCTIONS AREN' T TREATING YOUR MEDICAID RECIPIENTS

POST-PAYMENT REVIEWS

UTILIZATION REVIEW CONSISTS OF:

- FEDERAL CHARTING STANDARDS – SET BY CMS
- INTERQUAL CRITERIA – MANDATED BY STATE RULE
- LENGTH OF STAY
- DISCHARGE PLANNING AND COORDINATION OF ONGOING CARE
- CODING STANDARDS – ICD-10-CM AND CPT – AMA GUIDES
- FEE-FOR-SERVICE/DRG/OPPS CRITERIA
- REIMBURSEMENT VALIDATION
- PRACTICE STANDARDS – BEST PRACTICE AND BEST PATIENT OUTCOME

NOTICE OF RECOVERY

- THE PROVIDER IS NOTIFIED IF AN OVERPAYMENT IS IDENTIFIED IN THE POST PAYMENT REVIEW PROCESS.
- THE NOTICE CONTAINS A FINDINGS REPORT WHICH DESCRIBES THE NURSE INVESTIGATOR' S FINDINGS AND THE LEGAL AUTHORITY FOR THE RECOVERY ACTION.
- YOU MAY CONTACT THE UTAH OIG WITH QUESTIONS OR CONCERNS AT OIGHEARINGS@UTAH.GOV OR (801) 538-9284.

FILING AN APPEAL

- PROVIDER HAS 30 DAYS TO FILE A REQUEST FOR A HEARING
- PROVIDER MUST PROVIDE A WRITTEN EXPLANATION OF WHY THE PROVIDER DISAGREES WITH THE FINDINGS

CAN BE FAXED, MAILED, OR EMAILED

- SEE FORM WHEN RECEIVED

FRAUD, WASTE AND ABUSE IS A SERIOUS PROBLEM

FRAUD:

- DECEPTION, MISREPRESENTATION, OR UPCODING IN RELATION TO MEDICAID FUNDS, COSTS, A CLAIM, REIMBURSEMENT, OR SERVICES.
- A VIOLATION OF THE UTAH FALSE CLAIMS ACT.

WASTE:

- OVERUTILIZATION OF RESOURCES OR INAPPROPRIATE PAYMENT.

ABUSE:

- AN ACTION OR PRACTICE THAT:
 - IS INCONSISTENT WITH SOUND FISCAL, BUSINESS, OR MEDICAL PRACTICES; AND
 - RESULTS, OR MAY RESULT, IN UNNECESSARY MEDICAID RELATED COSTS.
 - RECKLESS OR NEGLIGENT UPCODING.

WE NEED YOUR HELP!

MOST PROVIDERS, THEIR STAFF, AND THEIR PATIENTS ARE HONEST AND WANT TO DO THE RIGHT THING. ON THE OTHER HAND, THERE ARE THOSE WHO ARE DELIBERATELY CHEATING THE MEDICAID SYSTEM.

PLEASE REPORT THE FOLLOWING:

- DRUG SEEKING
- IDENTITY THEFT
- CARD SHARING
- FALSE CLAIMS



REPORTING TO THE UTAH OIG

SUSPECTED FRAUD, WASTE OR ABUSE MAY BE
REPORTED TO THE UTAH OFFICE OF INSPECTOR
GENERAL. REPORTS CAN COME FROM ANYBODY AND
CAN BE ANONYMOUS. PLEASE CALL THE UTAH OIG
HOTLINE:

(855) 403-7283

OR COMPLETE A REFERRAL ON THE UTAH OIG WEBSITE:

[HTTP://WWW.OIG.UTAH.GOV](http://www.oig.utah.gov)

QUESTIONS?



Utah Office of
Inspector General

(855) 403-7283

Fax:

801-538-6382

Email:

oighearings@utah.gov

Via U.S. Post Office

Utah Office of Inspector General

Attn: Hearings

PO Box 143103

Salt Lake City, UT 84114-3103

Via UPS or FedEx

Utah Office of Inspector General

Attn: Hearings

288 North 1460 West

Salt Lake City, UT 84116-3231