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CITIZENS SUMMARY

Findings in the audit of the Medicaid Managed Care Program

Eligibility Bypass	The Department of Social Services (DSS) improperly issued capitation payments on behalf of participants whose eligibility was previously activated (and remained active) in the Missouri Eligibility Determination and Enrollment System (MEDES) through a manual bypass process. This bypass state prevented MEDES controls from deactivating eligibility (and, in turn, discontinuing payments) when these participants later became ineligible.
Indicator Control	The DSS improperly issued capitation overpayments on behalf of some participants, and issued potentially preventable capitation payments (not considered overpayments) on behalf of other participants. This occurred because of weaknesses in an "indicator" control (i.e., system flag) in the MEDES and the related manual tracking processes.
Out-State-Participants	The DSS improperly issued capitation payments on behalf of participants who were ineligible due to no longer residing in Missouri. Automatic and manual attempts to deactivate eligibility were not always successful due to MEDES control limitations.
Incarcerated Participants	The DSS is not performing effective incarceration matches, or the results are not always used effectively, to detect, discontinue, and recoup capitation payments issued on behalf of participants who are incarcerated.

In the areas audited, the overall performance of this entity was **Good**.*

*The rating(s) cover only audited areas and do not reflect an opinion on the overall operation of the entity. Within that context, the rating scale indicates the following:

- Excellent:** The audit results indicate this entity is very well managed. The report contains no findings. In addition, if applicable, prior recommendations have been implemented.
- Good:** The audit results indicate this entity is well managed. The report contains few findings, and the entity has indicated most or all recommendations have already been, or will be, implemented. In addition, if applicable, many of the prior recommendations have been implemented.
- Fair:** The audit results indicate this entity needs to improve operations in several areas. The report contains several findings, or one or more findings that require management's immediate attention, and/or the entity has indicated several recommendations will not be implemented. In addition, if applicable, several prior recommendations have not been implemented.
- Poor:** The audit results indicate this entity needs to significantly improve operations. The report contains numerous findings that require management's immediate attention, and/or the entity has indicated most recommendations will not be implemented. In addition, if applicable, most prior recommendations have not been implemented.



Recommendations in the audit of the Medicaid Managed Care Program

Eligibility Bypass	The DSS continue resolving MEDES control limitations as applicable, to prevent issuing capitation payments on behalf of ineligible participants who remain in a bypass state. In addition, the DSS should perform redeterminations on the 13 identified participants without a current redetermination and deactivate eligibility (as soon as possible, permitting the public health emergency) for applicable participants and the other 9 participants whose cases did not close properly. Also, the DSS should review the provided participant listing to determine if further action is needed.
Indicator Control	The DSS continue working with its system vendor to prevent the indicator from triggering unnecessarily; improve processes to ensure all participants with triggered indicators are successfully tracked and reviewed timely; and deactivate eligibility (as soon as possible, permitting the public health emergency) for all 9 participants in Group 1, and the 4 identified participants in Group 2, if applicable. In addition, the DSS should review the provided participant listing to determine if further action is needed.
Out-of-State Participants	The DSS improve efforts to timely and successfully deactivate eligibility, and continue resolving MEDES control limitations as applicable, to prevent issuing capitation payments on behalf of participants no longer residing in Missouri. In addition, the DSS should review the provided participant listing to determine if further action is needed.
Incarcerated Participants	The DSS improve incarceration match processes and procedures, and continue resolving MEDES issues as applicable, to prevent the issuance of capitation payments on behalf of incarcerated participants. In addition, the DSS should review the provided participant listing for further action, including deactivation of eligibility, recoupment of overpayments, and repayment of federal shares.