NC Department of Health and Human Services

NC Medicaid

Webinar FAQs: Recipient Eligibility Determination Audit (REDA) – Round 2, Cycle 3

Office of Compliance and Program Integrity

April 2024

REDA FAQs

Does the two months prior to review mean that when the audit is started in June, the April inquiry log will need to be sent?

Yes, the first sample month of Cycle 3 will be April 2024. The April reception log will need to be provided for review. Your QA Auditor will be in touch to request your log and liaison information.

How many cases will be reviewed?

Per County, there will be 10 active actions and 10 negative actions reviewed each month for a total of 200 cases over the 10-month cycle.

Will the webinar be provided to counties?

The webinar presentation and FAQs are posted online for future reference at the following link → https://medicaid.ncdhhs.gov/counties/nc-medicaid-eligibility-training.

REDA FAQs

Can we see the slide regarding rebuttals?

There is no dedicated slide for rebuttals. During the presentation, Member Compliance shared additional information regarding the rebuttal process for informational purposes. This information is noted below for your reference.

Rebuttal Process: A County response is required by the 5-workday deadline on the DHB-7001. If no response is received by the 5-workday deadline, the error will stand, and rebuttal requests will not be considered. Please ensure County staff review audit emails in a timely manner and submit the required forms back to their Auditor by the stipulated deadlines on the forms.

Purpose of the Rebuttal Process:
- If a case is cited in error and the County does not agree their action was in error AT THE ACTION DATE UNDER REVIEW, a rebuttal should be submitted.

- However, if a case is cited in error and the County notes the error did occur AT THE ACTION DATE UNDER REVIEW, a rebuttal is not supported.

Rebuttals vs. Corrections:
- When the County takes Corrective Action to correct an error that was cited and then determines the a/b remains eligible (or ineligible) based on their corrective actions, the rebuttal request is not supported.
- Corrective Actions are a separate process where corrections will be vetted and validated separately on the back-end of the audit. Therefore, Counties should not submit Corrective Actions to support a rebuttal request.
- Rebuttal requests should only be supported by documentation or verification that validates the County's action was correct AT THE ACTION DATE BEING AUDITED.
- Corrective Actions will not offset an initial error finding. Corrections should be submitted for review in the Corrections Process on the back-end of the audit via timely submission of the DHB-7005. NOTE: Counties should consult with your OST Rep for guidance, BEFORE attempting corrections, if you are unsure of appropriate corrective actions.