



NC Department of Health and Human Services  
NC Medicaid

# **Webinar FAQs: Recipient Eligibility Determination Audit (REDA) – Round 2, Cycle 1**

**Office of Compliance and  
Program Integrity**

**April 2022**

# REDA FAQs

## **Will the REDA Power Point be sent 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>.

## **How will the audit of inquiries affect counties who are not seeing individuals in person?**

If a county is not conducting inquiries, due to no face-to-face contact or simply no inquiries conducted in a Sample Month, we will follow the guidance published on the DCDL dated March 31, 2022. QA staff will continue to reach out to counties to request the Reception Log if a county does not utilize the NC FAST Reception function.

If there are no inquiries for a Sample Month, no inquiries will be included in the county's negative universe. Ten (10) random negative actions will be selected for testing following regular audit sampling protocol.

# REDA FAQs

## **Will counties receive the list of cases selected for the audit during normal business hours?**

QA staff will provide the Case Request Letter, with the list of audit cases, by 9:00am on the stipulated date prior to each review month. This allows the county to have the full workday as day one of the 5-workday upload period.

## **Can you clarify the statement regarding not making corrections until audit results are received?**

When the Case Request Letter is received indicating the cases selected for testing, counties are not to take any corrective action to correct errors they may identify when preparing the cases for audit review. This is a CMS directive. For cases cited in error, counties should immediately initiate case corrections upon notification of audit findings from the QA auditor. Audit findings will be provided on the DHB-7002CA Case Findings Report.

*Note: Questions and Answers paraphrased for brevity.*