



**NC Department of Health and Human Services
NC Medicaid**

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

**Office of Compliance and
Program Integrity**

March 2023

REDA FAQs

Will the REDA Power Point be posted to the DHHS website this week?

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

When will the checklists (internal control activities) shared during this webinar be available to counties?

The checklists are posted, along with the webinar presentation and FAQs, at the link noted above. QA staff will also email the checklists to Cycle 2 counties for your reference.

When, during the month, will counties receive the list of cases selected for auditing?

Counties should expect to receive the list of audit cases, generally, within the last week of each month. The list of cases will be for cases that will be audited the next month.

REDA FAQs

Will overpayments be computed based on the capitation rate or actual claims or both?

Overpayment computation will be based on capitation payments as well as services that are carved out of capitation, such as dental and other services that have not been grouped into a PHP plan yet. Therefore, the answer would be both...overpayment amounts will be comprised of capitation payments and claim amounts for carved-out services.

Should counties submit audit-related questions to our OST Representative via the portal or do we contact our OST Representative directly?

OCPI/QA has verified with OST that all questions should be submitted through the ServiceNow Portal. The portal provides an option for counties to indicate the question is related to an audit and allows the county to select which audit.

Will counties receive a list of audit cases for February 2023 actions?

Yes, Cycle 2 counties will receive a list of audit cases for each of the 10 months in the CY 2023 REDA audit.

REDA FAQs

What leniency will be given to counties as we make the transition from being under the COVID Public Health Emergency (PHE)?

OCPI/QA must conduct the audit based on policy that is in effect at the time of the county's action. Therefore, QA will be applying PHE policy, Continuous Coverage Unwinding (CCU) provisions, and/or basic Medicaid eligibility policy. As a collaborative effort, QA will be reaching out to counties if additional clarification is needed that may support the county's actions. QA must follow standard audit practices as it relates to Medicaid policy and auditing of the counties' actions; however, QA will be partnering with counties by holding monthly meetings on identifying the root cause of errors, if errors cited, and will recommend control activities be implemented to mitigate the risk. The county's performance will be monitored, tracked, and analyzed to measure improvement efforts during the REDA audit.

Note: Questions and Answers paraphrased for brevity.