



NC Department of Health and Human Services
NC Medicaid

Webinar FAQs from Recipient Eligibility Determination Audit (REDA)

**Office of Compliance and
Program Integrity**

February 2021

REDA FAQs

Where is the December 2020 refresher training located?

“Second Party Review (CAP) - Self Assessment Training (Dec 2020)” is located at the following link → <https://medicaid.ncdhhs.gov/counties/nc-medicaid-eligibility-training>.

Will negative outcomes be for applications only considering we cannot close ongoing cases? What happens if you don't have 10 denials?

NC Session Law 2017-57 requires 10 Active actions and 10 Negative actions to be audited, per month, during the 10-month audit. Active actions include application approvals and redeterminations. Negative actions include application denials, application withdrawals and case terminations.

What happens in the event that a client reports a change on a case that is being audited? Are we still not able to touch the case?

Per CMS directive, changes cannot be made to cases selected for testing prior to audit review. This directive is regarding corrective actions. No corrective actions should be made to a case selected for audit review until the DMA-7002CA Case Findings Report is provided to the County; however, if a beneficiary reports a change in circumstance, the change should be reacted to per Medicaid policy.

REDA FAQs

How long does it take to receive the report of audit findings?

A DMA-7002CA Case Findings Report will be provided to the County once each case review is complete. Each case will receive an individualized DMA-7002CA detailing the audit findings for the case.

What did you suggest we keep a workbook or spread sheet of with our case findings?

REDA Cycle 1 and Cycle 2 counties have advised that it was helpful to keep an Excel Workbook or Log to stay organized during the audit. The workbook may include details such as: a/b's name, case/application reference number, program/class, MAGI/Non-MAGI, audit finding, due dates for the DMA-7001CA and DMA-7005CA, error trends, etc. This is optional, but may be a good resource; therefore, QA wanted to share this recommendation received from other counties.

So how will the county be cited for errors on cases that can not be terminated?

QA will audit cases based on the Medicaid policy that is in effect at the time the action was taken. This will include any special provisions due to the COVID-19 PHE.

REDA FAQs

The current policy due to COVID states that we are not able to terminate or reduce benefits. If an eligibility error is found, will the county be able to correct the case? If we are not able to make the change, will the county be responsible for continued overpayments?

Case corrections should be made as allowed in Medicaid policy and guidance. If erroneous eligibility has been authorized by the County and the County is unable to propose termination due to COVID-19 provisions, the DMA-7005CA Case Correction Verification form should be completed noting all actions that can be taken and/or any considerations taken regarding the error cited.

Overpayment considerations are in place due to the COVID-19 PHE. Counties will not be responsible for continued months of eligibility that are required due to COVID-19 policy guidance. Recoupment Methodology and Examples can be referenced on the REDA Presentation on slides 32-36.

If the error goes back prior to the month of the audit month is the county responsible for the payback prior to the audit month?

Recoupment Methodology and Examples can be referenced on the REDA Presentation on slides 32-36. Overpayment computation begins the month erroneous eligibility is authorized.

REDA FAQs

What happens if you are doing a redetermination and they are not eligible, but you cannot terminate?

QA will audit cases based on the Medicaid policy that is in effect at the time the action was taken. This will include any special provisions due to the COVID-19 PHE.

So, we will have an accuracy rate each month?

Accuracy Rates, per Accuracy Standard, will be provided to the County on a monthly and quarterly basis. A final annual Accuracy Rate will be provided to the County at the conclusion of the 10-month audit.

When will the REDA audit take place?

The REDA audit will begin in April 2021, auditing March 2021 actions, and will run through January 2022, auditing December 2021 actions.

REDA FAQs

For rebuttal requests that require OCPI to seek additional information, will counties be “held harmless” for recoupment during that additional time if the error is upheld?

QA will make all attempts to review and respond to rebuttal requests in a very timely manner. Should there be a delay, QA will be in communication with the County.

Note: Duplicate questions asked during the webinar were omitted