



RICK SCOTT
GOVERNOR

JUSTIN M. SENIOR
SECRETARY

July 16, 2018

Mr. Justin M. Senior, Secretary
Agency for Health Care Administration
2727 Mahan Drive
Tallahassee, FL 32308

Dear Secretary Senior:

Attached is our proposed audit plan for fiscal year 2018-2019. This plan also includes potential projects for the 2019-2020 and 2020-2021 fiscal years.

The audit plan is based on our risk assessment of the Agency for Health Care Administration's (Agency) major activities to provide the most effective coverage of the Agency's programs and processes. The activities outlined in this plan address the major operations of the Agency and optimize the use of our audit resources for the current year and the following two years. We look forward to continuing our work with management and staff in support of the Agency's goal of better health care for all Floridians.

With your approval, we will proceed with implementation of this audit plan.

Sincerely,

Mary Beth Sheffield
Inspector General

APPROVED: 
Justin M. Senior
Secretary

DATE: 7/16/18

MBS/pcz
Attachments
cc: Eric W. Miller, Chief Inspector General
Sherrill F. Norman, Auditor General



**AHCA Inspector General / Internal Audit
Audit Plan
Fiscal Year 2018-2019**

Projects	Division/Bureau	Description
Projects Currently in Progress		
Accounts Receivable Collection and Write-off Process	AHCA and Financial Services	Evaluate the process and controls over the monitoring of outstanding receivable amounts, and identifying and writing off amounts deemed uncollectible.
Provider Eligibility Enrollment Process	Medicaid / Medicaid Provider Enrollment	Review and evaluate the screening process for determining provider eligibility for re-enrollment in the Medicaid program in cases where Medicaid took previous adverse action or initiated contract termination against the provider.
IT Help Desk	Information Technology/ Bureau of Customer Service and Support	An audit of the process and controls over the IT Help Desk.
Medicaid Provider Payments	Medicaid Fiscal Agent Operations and Medicaid Program Finance	Audit of the processing, approval, and reconciliation of provider payments.
HQA Tracking of Final Orders	Health Quality Assurance / Bureau of Central Services Enforcement Unit	Review HQA's process for tracking and monitoring health care facilities compliance with the conditions of final orders.

**AHCA Inspector General / Internal Audit
Audit Plan
Fiscal Year 2018-2019**

Projects	Division/Bureau	Description
New Projects for Fiscal Year 2018-2019		
Electronic Payment Audit	Division of Health Quality Assurance and Bureau of Financial Services	An audit of the process and controls over the receipt of credit card payments.
Statewide Medicaid Managed Care (SMMC) Detection and Investigation of Medicaid Fraud and Abuse.	Bureau of Medicaid Program Integrity/ SMMC Health Plans	An audit of the adequacy of SMMC Health Plans monitoring processes, controls, and compliance regarding detection and investigation of Medicaid fraud and abuse.
Fair Hearing Process	Office of General Counsel and Bureau of Medicaid Recipient and Provider Assistance	An audit of the Medicaid Fair Hearing Process requested by Medicaid Enrollees for an adverse benefits determination or for failure to meet notice and timing requirements for resolving an appeal.
Specialty Plan Algorithm Process	Division of Medicaid	An audit of the algorithm determination and coordination for SMMC HIV/AIDS and Serious Mental Illness (SMI) Specialty Plans.
SMMC Health Plan Reporting	Bureau of Medicaid Data Analytics	An audit of the adequacy of SMMC Health Plans reporting processes, controls, and compliance with the SMMC Contract Report Guide

**AHCA Inspector General / Internal Audit
Audit Plan
Fiscal Year 2018-2019**

Projects	Division/Bureau	Description
Status Reports	AHCA	Follow-up on prior project recommendations. There are approximately ten follow-up status reports scheduled.
Other Direct Projects		
Federal and State Single Audits	AHCA	Review of Federal and State single audit financial reporting packages for compliance with applicable federal and state submission requirements.
LRPP Performance Measures	AHCA	Section 20.055, Florida Statutes requires the Office of the Inspector General to advise in the development of performance measures and standards, assess the reliability and validity of information provided by the Agency on performance measures and standards, and make recommendations for improvement, if necessary.
Audit Management System Administration	Inspector General / Internal Audit	Internal Audit's continued administration of MKinsight, which includes the development of management reports, revision of policies and procedures, and user training.
Chief Inspector General Enterprise Audits	To Be Determined	Enterprise priorities identified by the Chief Inspector General in consultation with agency inspectors general.

**AHCA Inspector General / Internal Audit
Audit Plan
Fiscal Year 2018-2019**

Projects	Division/Bureau	Description
Emerging Issues / Management Consulting / Special Projects	AHCA	Internal Audit is frequently requested by the IG and/or management to conduct reviews and other types of projects throughout the fiscal year not listed on the original audit plan. Special projects also include IT disaster recovery exercises, Internal Audit policies and procedures updates, etc.
External Report Responses / Follow-ups / Tracking	AHCA	Monitoring and tracking of external audits (Auditor General, Office of Program Policy Analysis and Government Accountability, Federal Department of Health and Human Services (HHS), U.S. Government Accountability Office, Social Security Administration, etc.). HHS demand, disallowance, and appeal letters are also tracked.
Annual Risk Assessment / Audit Plan	AHCA	In accordance with IIA Standards, the Audit Director must establish risk-based plans on an annual basis.

**AHCA Inspector General / Internal Audit
Long Term Audit Plan
Fiscal Years 2019-2020 through 2020-2021**

Projects	Division/Bureau
Potential Projects for Fiscal Year 2019-2020	
Management of Contracts pertaining to service authorization and transportation services	Bureau of Medicaid Policy
Versa Account Approval and Maintenance	HQA / Bureau of Central Services
Accounting Policy and Systems (IT Audit)	Bureau of Finance and Accounting
Reconciliation of Encounter and Financial Data	Bureau of Medicaid Data Analytics
Enforcement of Overpayments	Office of General Counsel
Potential Projects for Fiscal Year 2020-2021	
Office of Plans and Construction (OPC)	HQA / OPC
Public Records Requests	Office of General Counsel
Fiscal Agent Contract Monitoring	Bureau of Medicaid Fiscal Agent Operations.
Electronic Exceptional Claims Processing	Bureau of Medicaid Operations
Calculation/reconciliation of non-capitation plan payments	Bureau of Medicaid Data Analytics