

# About the Office of Inspector General

## OIG Mission

The Texas Health and Human Services (HHS) Office of Inspector General's (OIG) mission is to prevent, detect, audit, inspect, review and investigate fraud, waste and abuse in the provision and delivery of all state health and human services and enforce state law related to the provision of those services.

## What we do

The OIG oversees more than \$45 billion in public funds expended annually for the delivery of health and human services in Texas.

## OIG Audit and Inspections Division

To advance the OIG's mission, auditors and inspectors identify and reduce fraud, waste and abuse by conducting risk-based examinations of services delivered through medical providers or contractors. The division also conducts audits and investigations on programs, functions, processes and systems within the HHS system and the Texas Department of Family Protective Services (DFPS).

## How we do it

### Audits and inspections

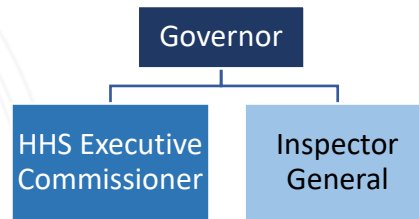
- Perform risk-based performance audits and inspections.
- Conduct HHS System and DFPS provider, contractor and IT audits following government auditing standards.
- Provide practical recommendations to rectify issues found during an audit or inspection.

### Investigations

- Focus on alleged abusive, wasteful or fraudulent practices related to HHS programs.
- Address allegations of recipient and provider fraud, waste and abuse and issues with employees at state-supported living centers and state hospitals.

### Medical Reviews

- Focus on fraud, waste and abuse specific to documentation, billing and payments.
- Recover overpayments and return underpayments to resolve provider billing errors and educate HHS program participants on correct billing documentation.



# Inspector General

Texas Health and Human Services



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Audit and Inspections  
Division

# The Audit and Inspections Process: How We Ensure Communication and Transparency

## Coordination with HHS program areas

- Notify HHS and DFPS agency programs, contractors and providers they have been selected for audit or inspection.
- Meet with HHS and DFPS program area policy experts to gain an understanding of applicable policy and criteria.
- Share preliminary issues and provide HHS and DFPS program areas with recommendations to obtain and integrate feedback before releasing a report.

## Interaction with the selected entity during the audit or inspection

- Gather information and gain an understanding of the entity's business operations and billing processes.
- Communicate initial requests for documents, claims and billing records during the planning phase.
- Conduct on-site visits, including unannounced visits, during planning and fieldwork as appropriate.
- Perform on-site or remote test work during audit or inspection fieldwork.
- Share preliminary issues with the entity throughout fieldwork and incorporate feedback into audit results as appropriate.

## Coordination with HHS program areas

- Provide detailed information for each issue identified by auditors and inspectors.
- Explain issues, criteria and areas requiring improvement or operating out of compliance.
- Distribute a draft report for responses or comments from the selected entity.
- Include management responses and comments in the final report.

## Publication of audit and inspection processes and reports

- Provide transparency of key audit or inspection phases to promote a better understanding of the process.
- Publish final audit and inspection reports on the OIG's website.

## Contact us

**Main Number: (512) 491-2000**

**Website: [ReportTexasFraud.com](http://ReportTexasFraud.com)**

**Engage with us:**



## Outcomes

Audits may identify overpayments and disallowed costs or other issues and provide recommendations to improve performance, mitigate risks, address control weaknesses and reduce privacy and IT security vulnerabilities. In addition, auditors refer potential fraud to OIG Investigations.

Inspections may identify overpayments and offer recommendations to improve performance, mitigate risks and address control weaknesses.

[Visit us online](#) for more information about the OIG and the Audit and Inspections Division, including:

- The OIG Audit and Inspections annual plan
- An overview of the OIG audit process
- OIG resources for providers
- Final audit and inspection reports

