

Audit Report

**STAR Kids
Screening and Assessment
Instrument
New Enrollment Timeliness**

**Texas Medicaid and Healthcare
Partnership**

**April 29, 2021
OIG Report No. AUD-21-009**



**Inspector
General**

**Texas Health
and Human Services**



Texas Health and Human Services Office of Inspector General Audit and Inspections Division

STAR KIDS SCREENING AND ASSESSMENT INSTRUMENT NEW ENROLLMENT TIMELINESS

Texas Medicaid and Healthcare Partnership

April 29, 2021

Dear Mr. Westropp:

The Texas Health and Human Services (HHS) Office of Inspector General (OIG) Audit and Inspections Division (OIG Audit) conducted an audit of select long-term care (LTC) eligibility processes at the Texas Medicaid and Healthcare Partnership (TMHP) for new members enrolling in the Medically Dependent Children Program (MDCP).

For newly enrolled members in MDCP during the period from September 1, 2019, to March 31, 2020, (a) the STAR Kids Screening and Assessment Instrument (SK-SAI) data entered into the TMHP LTC Online Portal agrees with the information submitted by the managed care organization (MCO), and (b) evidence in the TMHP LTC Online Portal and the Health and Human Services Enterprise Administrative Report and Tracking (HEART) system supports the completion of SK-SAIs by MCOs within 30 days of receiving initial authorization from the Texas Health and Human Services Commission (HHSC) Program Support Unit.

The attachment to this letter contains additional details on the audit.

Sincerely,

Audrey O'Neill, CIA, CFE, CGAP
Chief of Audit and Inspections

Attachment

cc: Cecile Erwin Young, HHS Executive Commissioner
Sylvia Hernandez Kauffman, HHS Inspector General

Background

MDCP provides services to support families caring for children and young adults with significant and complex medical needs to help them remain in their homes and communities.

Individuals are considered for MDCP entry through an interest list process. HHSC begins the enrollment process by contacting the individual or legal authorized representative. After HHSC receives a completed enrollment packet from the individual or legal authorized representative, the HHSC Program Support Unit notifies the selected MCO to perform an SK-SAI. The SK-SAI is a comprehensive assessment of the individual's physical and functional needs. It is one of the required components used to determine eligibility for the MDCP program.

ATTACHMENT

Section 1: Summary of Audit Results

To accomplish its audit objectives, OIG Audit collected information through discussions and interviews with responsible staff at TMHP and HHSC, and through request and review of supporting documentation maintained by TMHP and the HHSC Program Support Unit.

OIG defined and reviewed the newly enrolled MDCP population to include all 303 individuals who were initially enrolled in MDCP between September 1, 2019, and March 31, 2020. Auditors selected one SK-SAI input file from the audit period and verified TMHP's system performed validation tests and generated both an SK-SAI validation response file, which notifies the MCO whether the SK-SAI is accepted or rejected, and a substantive response file, which notifies the MCO of the status of the medical necessity determination.

Auditors selected a risk-based sample of 30 SK-SAIs (10 percent of the population) with the following characteristics:

- The member was released from the MDCP interest list
- The member lived with a family member¹
- The member had an initial assessment

After identifying population members who met the criteria, OIG Audit sampled members based on each MCO's share of population.

Based on our audit testing, TMHP processes ensured that data entered in the TMHP LTC Online Portal agreed with the information submitted by the MCOs.

Evidence reviewed in the TMHP LTC Online Portal and the HEART system supports the completion of SK-SAIs by MCOs within the required timelines. As a result of OIG Audit's conclusions, there are no recommendations to TMHP.

¹ A "family member" is a person who is related by blood, affinity, or law to an individual.

Objective and Scope

The audit objectives were to determine whether, for newly enrolled members in MDCP:

- The SK-SAI data entered in the TMHP LTC Online Portal agrees with the information submitted by the MCO.
- Evidence in the TMHP LTC Online Portal and the HEART system supports the completion of SK-SAIs by MCOs within 30 days of receiving initial authorization from HHSC Program Support Unit.

The audit scope covered the period from September 1, 2019, to March 31, 2020, and included a review of relevant activities and related significant controls through the end of fieldwork on March 26, 2021.

Criteria

OIG Audit used the following criteria to evaluate the information provided:

- Agreement between the Health and Human Services Commission and Accenture State Healthcare Services LLC for Texas Medicaid Management Information System Takeover, Attachment 22, §§ LTC-0062, LTC-0063, and LTC-0067 (2017)
- STAR-Kids Contract, Attachment B-1 § 8.3.1, v. 1.10 and v. 1.11 (2019 and 2020)
- STAR Kids-Handbook § 2030 (2019 through 2020)
- STAR Kids Handbook, Appendix I, v. 6.0 (2018)

Auditing Standards

Generally Accepted Government Auditing Standards

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

Section 2: Report Team

Report Team

OIG staff members who contributed to this audit report include:

- Audrey O’Neill, CIA, CFE, CGAP, Chief of Audit and Inspections
- Kacy VerColen, CPA, Assistant Deputy Inspector General of Audit and Inspections
- Joel A. Brophy, CIA, CFE, CRMA, CICA, Audit Director
- Yania Munro, CFE, CGAP, Audit Project Manager
- Kathryn Wolf, Staff Auditor
- Toni Gamble, Quality Assurance Reviewer
- Mo Brantley, Senior Audit Operations Analyst

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- Shannon Kelley, Associate Commissioner for Managed Care, Medicaid and CHIP Services

- Katherine Scheib, Deputy Associate Commissioner, Medicaid and CHIP Services
- Michelle Erwin, Deputy Associate Commissioner Office of Policy and Program Medicaid and CHIP Services

Texas Medicaid and Healthcare Partnership

- Terry Westropp, Chief Executive Officer
- John Spann, Chief Financial Officer
- Jeremy York, Portfolio and Delivery Management Associate Director
- Chris Mayfield, Technology Delivery Lead

Section 6: OIG Mission, Leadership, and Contact Information

The mission of OIG is to prevent, detect, and deter fraud, waste, and abuse through the audit, investigation, and inspection of federal and state taxpayer dollars used in the provision and delivery of health and human services in Texas. The senior leadership guiding the fulfillment of OIG's mission and statutory responsibility includes:

- Sylvia Hernandez Kauffman, Inspector General
- Susan Biles, Chief of Staff
- Dirk Johnson, Chief Counsel
- Christine Maldonado, Chief of Operations and Workforce Leadership
- Juliet Charron, Chief of Strategy
- Steve Johnson, Chief of Investigations and Reviews

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