Recipient on Review

- Background
- User Access & Roles
- Reports
- Resolving Leads
- Examples
- Prioritizing & Reminders
- Questions
Background
Background

- NC Medicaid is mandated by legislative requirement, SL 2017-57 section 11H.15.(a), to use NCTracks to identify potential fraud, waste and abuse regarding providers and recipients.
- Pondera is the vendor selected to provide potential fraud, waste and abuse leads.
- Recipient on Review (ROR) reports are the products derived from the leads that Pondera provides.
Alert Types

- Date of Death (DOD)
- Incarceration (INCAR)
- Out of State (OOS)
User Access & Roles
NCTracks Operations Portal Access

- Access to the ROR is through the NCTracks Operations Portal
- Staff are provisioned in NCTracks by the County’s Security Officer and/or backup
- Security Officer submits request for access through NCTracks ShareNET
- Once staff is provisioned in NCTracks, an email notification should be received to set up a Multi-Factor Authentication
NCTracks Operations Portal Roles

- Medicaid Eligibility Services (MES) provided guidance on user roles

- A Division and Role/Function must be chosen

  - Division: DHB (FL-2 PA)

  - Function/Role for Medicaid staff and Program Integrity (PI) staff:
    - State DSS Recipient – DSS County Recipient
    - State DSS Prior Approval – DSS County PA
    - State Report2Web – General User
    - State Report2Web – Secure User (PI Staff)
Questions on User Access to NCTracks Operations Portal

Wanda McLeoud
919.813.5352
Wanda.Mcleoud@dhhs.nc.gov
Reports
NCTracks Home Screen
Report2Web Homepage

Access to the Active and Cumulative Reports
Recipient on Review Report

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Recipient on Review Report

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RECIPIENT ON REVIEW - ACTIVE
AS OF: 08/21/2018

COUNTY CODE: 025 - CRAVEN

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Excel Format
Recipient on Review Active Report

The daily Active report lists all recipients whose alert has a review status of ACTIVE at the time the report was created.

A recipient will remain on the report until the review status has been updated with another code on the Recipient Review screen in NCTracks.

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NCDHHS Division of Health Benefits | Recipient on Review | December 2019
## Recipient on Review Active Report (continued)

### Why does the Active Report not match the Recipient on Review search screen in NCTRACKS?

The ROR Search screen only displays recipients with an ACTIVE review status **AND** ACTIVE eligibility.

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# Recipient on Review Cumulative Report

The Cumulative Report is a weekly report and can be used as a management tool to ensure staff are working leads timely.

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REPORT: BM00300-R0020
PAYER: DMA

RECIPIENT ON REVIEW - CUMULATIVE
MN/DD/CCYY TO MN/DD/CC/YY

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</tbody>
</table>

TOTALS BY STATUS:
TOTAL ITEMS IN ACTIVE STATUS: XXX, XXX, XXX
TOTAL ITEMS IN MATCHED STATUS: XXX, XXX, XXX
TOTAL ITEMS IN VERIFIED FALSE STATUS: XXX, XXX, XXX
TOTAL ITEMS IN VERIFIED TRUE STATUS: XXX, XXX, XXX
TOTAL ITEMS IN VERIFIED TRUE BY OTHER SOURCE STATUS: XXX, XXX, XXX
TOTAL ITEMS IN VOID STATUS: XXX, XXX, XXX

* * * END OF REPORT * * *
```
Resolving Leads
Resolving Leads

• Working the ROR report in NCTracks can be done using two different screens

  • The RECIPIENT ON REVIEW SEARCH SCREEN: should be used for recipients with an **ACTIVE** review status and **ACTIVE** eligibility

  • The RECIPIENT SEARCH SCREEN: should be used for working recipients with an **ACTIVE** review status and **INACTIVE** eligibility
Recipient on Review Search Screen
Recipient on Review Search Screen
Recipient on Review Search Screen

(continued)

Click the **blue** Recipient ID hyperlink to go to the Recipient Detail screen
Recipient Detail Screen

Scroll to the “Review” menu (red arrow)
Cookie Crumb Trail (gold arrow)
Recipient Detail

Review menu

**Recipient: PIGG, PORKIE P - ID: 000000000X**

* indicates a required field

### DECEASED

<table>
<thead>
<tr>
<th>Ref Number</th>
<th>Source DOD</th>
<th>Data Source</th>
<th>Age at Death</th>
<th>Review Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### INCARCERATED

<table>
<thead>
<tr>
<th>Ref Number</th>
<th>Entry Date</th>
<th>Release Date</th>
<th>Facility Name</th>
<th>Data Source</th>
<th>Review Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>12/30/2014</td>
<td>04/14/2016</td>
<td>Newberry County Sheriff Office</td>
<td>Appriss</td>
<td>A-ACTIVE</td>
</tr>
</tbody>
</table>

### OUT OF STATE

<table>
<thead>
<tr>
<th>Ref Number</th>
<th>OOS Begin Date</th>
<th>OOS End Date</th>
<th>Data Source</th>
<th>Review Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>02/04/2018</td>
<td>02/14/2018</td>
<td>Enformion</td>
<td>A-ACTIVE</td>
</tr>
</tbody>
</table>
Recipient Review
Expanded View

This is a Recipient on Review Out of State

<table>
<thead>
<tr>
<th>Recipient:</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Redacted]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Status</th>
<th>Ref Number</th>
<th>OOS Begin Date</th>
<th>OOS End Date</th>
<th>Data Source</th>
<th>Review Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>A-ACTIVE</td>
<td>10613</td>
<td>09/11/2008</td>
<td>04/23/2018</td>
<td>[Data Source]</td>
<td>[Review Status]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>First Name:</th>
<th>Last Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Redacted]</td>
<td>[Redacted]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address1:</th>
<th>Address2:</th>
</tr>
</thead>
<tbody>
<tr>
<td>4477 13rd St</td>
<td>City: San Diego</td>
</tr>
<tr>
<td></td>
<td>State: CA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MI:</th>
<th>AKA1:</th>
<th>AKA2:</th>
<th>Phone:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>[Redacted]</td>
</tr>
</tbody>
</table>

Review Comments: [Blank]

Update Cancel
Updating Review Status

Select the appropriate Review Option from the Review Status dropdown and click UPDATE to secure your selection.
Recipient Review
Update Successful

To save your actions, click SAVE
A message displays: ‘Are you sure you want to save?’
Click OK to save the update
Click CANCEL to cancel the update
Recipient Review
Save Successful

IF YOU DO NOT SEE THIS MESSAGE, THE UPDATE HAS NOT BEEN SAVED
Recipient Search Screen
Recipient Search

Scroll to Recipient and select Recipient Search
Enter the search criteria: the RECIPIENT ID \textbf{AND} in the ID Type select CNDS
Click FIND to complete the search
Click the blue Recipient ID hyperlink to go to the Recipient Detail screen.
Recipient Detail Screen

Scroll to the “Review” menu (red arrow)
Cookie Crumb Trail (gold arrow)
Review Status Options
Review Status Options

• **True**: County verified the *exact* information in the ROR report and it *DOES* impact the recipient’s eligibility

• **True NOIMP**: County verified the *exact* information in the ROR report and it *DOES NOT* impact the recipient’s eligibility

• **Source**: Verified true from *another* source
  The county was aware of the change *before* the ROR report
Review Status Options (continued)

- **False**: The county verified the information on the report was false OR the verified data did not exactly match the Recipient Review screen.

- **CLSD-NODOC**: This status provides counties an update option for the older closed records. This option is used to remove updates older than one year.
Review Status Options
(continued)

- **VOID:** If the review record is determined to be invalid for a technical reason or system error, the review warning record can be updated with a status of ‘VOIDED’, effectively canceling the review.

  - Only NCTracks technical staff can void a review record.

  - If the county determines that a review should potentially be voided, contact Melissa Artis, Melissa.artis@dhhs.nc.gov in NC Medicaid Eligibility Services, for approval and disposition.
Example 1 – Date Of Death

• On 3/5/19 Recipient on Review provided a lead that Tomisina Stone passed away on 2/23/2019

• Caseworker ran Online Verification (OLV). OLV shows Mr. Stone passed away 2/23/19, not spouse listed above

• The caseworker further verified through an online obituary that Mr. Stone had in fact passed away on 2/23/19

• DSS was already aware of Mr. Stone’s passing

What Review Status choice should be selected on the NCTracks Recipient Review page?
Example 1 – Answer

County verified lead as:

FALSE

Worker documents and completes all necessary actions in NC FAST, changes the Review Status and enters comments of results on the Review screen.
Example 2 – Date of Death

• On 5/15/19 Recipient on Review provided a lead that John Smith passed away on 5/2/19

• Worker research in NC FAST shows no prior report of death. Online checks verifies that John Smith passed away 5/2/19

What Review Status choice should be selected on the NCTracks Recipient Review page?
Example 2 – Answer

County verified lead as:

TRUE

Worker documents and completes all necessary actions in NC FAST, changes the Review Status and enters comments of results on the Review screen
Example 3 – Incarcerated

• On 3/1/19 Recipient on Review provided a lead that Jerry Bird entered the local county jail on 2/3/2019 with a release date of 2/22/2019

• The worker researched and verified the information with the local jail. All information matched the Recipient on Review report

What is the “Best” Review Status that should be selected on the NCTracks Recipient Review page?
Example 3 – Answer

County verified lead as:

TRUE NOIMP

Worker documents and completes all necessary actions in NC FAST, changes the Review Status and enters comments of results on the Review screen.
Example 4 – Incarcerated

- On 4/15/19 Recipient on Review provided a lead that Kerry Fisher entered the local county jail on 3/8/2019 with a release date of 4/10/2019

- Worker’s researched lead by calling local jail and verifying through OLV Ms. Fisher was not incarcerated during that time in the County jail; however, she is on probation through 12/31/2019

What is the Best Review Status should be selected on the NCTracks Recipient Review page?
Example 4 – Answer

County verified lead as: FALSE

Worker documents and completes all necessary actions in NC FAST, changes the Review Status and enters comments of results on the Review screen.
Example 5 - Out of State

- On 5/15/19 Recipient on Review provided a lead that Suzy Sunshine was living Out of State from 1/15/19 – 5/10/19
- Suzy Sunshine reported to her caseworker on 4/2/2018 that she moved to Florida in March to live permanently with her new husband. The case continues as caseworker has not closed case correctly

What Review Status choice should be selected on the NCTracks Recipient Review page?
Example 5 – Answer

County verified lead as:

SOURCE

Worker documents and completes all necessary actions in NC FAST, changes the Review Status and enters comments of results on the Review screen.
Example 6 - Out of State

• On 6/21/19 Recipient on Review provided a lead that Jasmine Guy lived Out Of State in New Jersey (NJ) from 3/7/2016 – 6/1/2019

• Worker researched case and discovered that Jasmine has been receiving Supplemental Security Income (SSI) benefits in NC since 12/2018. Prior to December she was receiving benefits in NJ. Jasmine is on NC Food and Nutrition Services case with her mother

• Notes on Medicaid application dated 11/5/2018 indicate Mrs. Guy stated the family relocated to NC from NJ

What Review Status choice should be selected on the NCTracks Recipient Review page?
Example 6 – Answer

County verified lead as:

SOURCE

Worker documents and completes all necessary actions in NC FAST, changes the Review Status and enters comments of results on the Review screen.
Prioritizing & Reminders
Prioritizing

- 1\textsuperscript{st} Priority: ACTIVE eligibility recipients listed on the ROR search screen
  - Date of Death
  - Out of State & Incarcerated

- 2\textsuperscript{nd} Priority: INACTIVE eligibility recipients with an active alert from the reports
  - Date of Death
  - Out of State & Incarcerated
Helpful Reminders

• Reports should be worked daily
  • Begin review within 5 days
  • Begin online matches
  • Evaluate the impact the response has on eligibility
  • Take appropriate action in NC FAST
  • Update appropriate Review Status Option in NCTracks within 20 days
Helpful Reminders
(continued)

• If your verifications indicate the recipient should not have been receiving NC Medicaid or Health Choice benefits, a Program Integrity referral may be necessary

• County staff must update the Date of Death (DOD) on the person page, even if the case is closed

• Assess all hold decisions to ensure proper communication between NC FAST and NCTracks
COMING SOON

Today’s Webinar, “Recipient on Review Training – Resolving Leads and Prioritizing” will be posted to the NC Medicaid Division of Health Benefits website at the following link

https://medicaid.ncdhhs.gov/training
QUESTIONS
Reference Links

Session Law 2017-57, Section 11H.15.(a):
SL 2017-57, Section 11H.15.(a) – NCTracks Enhancements to Prevent and Detect Fraud, Waste, and Abuse

Terminal Message December 2, 2019:
Recipient on Review Training - Webinar
https://lists.ncmail.net/mailman/listinfo/dssterminalmessage

Coming Soon:
Recipient on Review Training - Webinar
https://medicaid.ncdhhs.gov/training
Future Questions

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Angela Saddler
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