

## Expectations of Provider Reviews

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## Missouri Medicaid Audit & Compliance Unit (MMAC)

- Provider Enrollment
- Contracts & Terminations
- Provider Review & Lock-in
- Investigations

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## Provider Review & Lock-in Section

- Monitor Participant Service Utilization
- Monitor Provider Program Compliance
- Pre-Enrollment Site Visits

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## Pre-Enrollment Site Visits

- Review location
- Review policies and documentation
- Additional questions

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## Provider Reviews

- Record Retention
  - As required by 13 CSR 70-3.030(3)(A)4
- On-Site and desk reviews

### On-Site Reviews

- Entrance
- Client and personnel record reviews
- Staff Interviews
- Client Interviews
- Exit Questions

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## Review of Records

- Adequate Documentation
  - Defined in 13 CSR 70-3.030(2)(A)
- Time Sheets/Telephony Records
- Nursing Notes
- Training Records
- Employee Records
- Other program requirements

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## Outcome of Record Review

- Findings Letter and Attachment
- Plan of Correction
  - Steps to Correct
  - Person Responsible
  - Date to be implemented
- Possible Sanctions (13 CSR 70-3.030(4))
  - Overpayment
  - Suspension or Termination of MO HealthNet Number

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## Helpful Links

- MO HealthNet Website – <http://dss.mo.gov/mhd/>
- MMAC Website – <http://mmac.mo.gov/>
- MO HealthNet Provider Manuals – <http://manuals.momed.com/manuals/>
- Code of State Regulations – <http://www.sos.mo.gov/adrules/csr/csr.asp>

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