



RON DESANTIS
GOVERNOR

JASON WEIDA
SECRETARY

April 5, 2024

JLAC Received 4.5.2024

Jason Weida, Secretary
Agency for Health Care Administration
2727 Mahan Drive
Tallahassee, FL 32308

Dear Secretary Weida:

Enclosed is a six-month status report on the Auditor General's *Medicaid Managed Care Contract Monitoring Follow-up and Oversight of Health Plan Complaint and Grievance Handling*, Report No. 2024-030, issued October 2023. This status report is issued in accordance with the statutory requirement to report on corrective actions resulting from the Auditor General's recommendations six months from the report date.

Sincerely,

Brian P. Langston
Inspector General

BPL/sgb

Enclosure: Six-Month Status Report on AG Report No. 2024-030

cc/enc: Joint Legislative Auditing Committee
Melinda Miguel, Chief Inspector General, EOG
Stefan Grow, AHCA Chief of Staff
Austin Noll, Deputy Secretary, Medicaid Policy, Quality and Operations
Tom Wallace, Deputy Secretary, Health Care Finance and Data
Karen Preacher, Audit Director, Office of the Inspector General



**Agency for Health Care Administration
Auditor General Operational Audit 2023
Medicaid Managed Care Contract Monitoring Follow-Up and Oversight
of Health Plan Complaint and Grievance Handling (Report No. 2024-030)
Six-Month Status Report as of April 5, 2024**

Finding 1: Enrollee Complaint, Grievance, and Appeal Reports

Agency controls over Medicaid Managed Care health plan complaint, grievance, and appeal data reports and the preparation of compliance action forms need improvement.

Recommendation:

We recommend that Agency management enhance policies and procedures to require that Agency records evidence supervisory review of ECGA Data Summary Reports and take steps to ensure that Compliance Action forms are prepared for all noncompliance issues noted in accordance with Agency policies and procedures.

Agency Response as of April 5, 2024:

The supervisor's signature, indicating review and approval, was added to the Data Summary sheet beginning with August 2023 reviews. The process and procedures have also been updated to include the supervisor review and approval of the Data Summary.

Anticipated Completion Date:

Completed May 2023 for effective date August 2023

Agency Contact:

*Tracy Jeter Cummings
Plan Management Operations*

Agency Response as of October 4, 2023:

ECGA Data Summary Report:

The ECGA Data Summary Reports are reviewed by the supervisor as part of the review process of ECGA reports. The Agency will add a step to the process that will result in the supervisor adding an electronic signature and the date of approval to the Cover Sheet tab in the Data Summary Report confirming review and approval.

Escalation of all Non-Compliance Issues:

The audit that took place was for a time period in the past. The direction previously provided by Agency leadership has not been in effect since Q3 2021. All compliance issues have been documented and escalated beginning with Q4 2021.

Anticipated Completion Date: N/A

ECGA Data Summary Report :

Documentation of the Compliance Coordination Unit Supervisor's review and approval of the ECGA Data Summary Sheet will begin with the review of Q3 2023 reports.

Escalation of all Non-Compliance Issues: N/A

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Agency Contact

Tracy Jeter-Cummings

Medicaid Plan Management Operations

(850) 412-4057