



RICK SCOTT  
GOVERNOR

ELIZABETH DUDEK  
SECRETARY

November 21, 2014

Ms. Elizabeth Dudek, Secretary  
Agency for Health Care Administration  
2727 Mahan Drive  
Tallahassee, FL 32308

Dear Secretary Dudek,

Enclosed is a six-month status report on the Auditor General's *Operational Audit of the Agency for Health Care Administration Statewide Medicaid Managed Care Program Implementation*, Report Number 2014-193, issued May 2014. 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.

If you have any questions about this status report, please contact Mary Beth Sheffield at 412-3978.

Sincerely,

Eric W. Miller  
Inspector General

EWM/szg

Enclosure: Six-Month Status Report of AG Report# 2014-193  
cc/enc: Kathy DuBose, Joint Legislative Auditing Committee  
Melinda Miguel, Chief Inspector General, EOG  
Justin Senior, Deputy Secretary, Division of Medicaid



**Agency for Health Care Administration  
Auditor General 2014 Operational Audit  
Statewide Medicaid Managed Care Program Implementation (Report#2014-193)  
Six-Month Status Report as of November 21, 2014**

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**Finding No. 1:**

The Agency had not developed a detailed staffing plan designed to promote the efficient and effective performance of the Agency's responsibilities after the Statewide Medicaid Managed Care Program (SMMCP) is fully implemented.

**Recommendation:**

To advance the workforce transition and promote the efficient and effective performance of the Agency's responsibilities after the SMMCP is fully implemented, we recommend that Agency management establish, prior to the full implementation of the SMMCP on October 1, 2014, detailed staffing plans with organizational charts for all Medicaid-related functional areas.

**Agency Response as of May 29, 2014:**

*Medicaid and other Agency leadership have worked intensively over the past twelve months to develop a revised organizational model. Major pieces of this model have been detailed and many are already in place. This model will be fully implemented by July 2015, after the SMMC program is operating statewide and after phase down or close out of many major legacy fee-for-service functions. Final determinations regarding the staffing model and staffing level to support the Medicaid program post implementation of SMMC are still underway, as there are uncertainties regarding the workload remaining after full SMMC Program implementation.*

**Status of Finding as of November 21, 2014:**

*Fully Corrected.*

**Agency Response:**

*On October 27, 2014, the Agency submitted to the Department of Management Services a request for approval of changes proposed as part of the reorganization necessary to implement and oversee the Statewide Medicaid Managed Care program.*

*In addition, the Agency has submitted several issues on October 15, 2014 as part of the State Fiscal Year 2015-2016 budget process related to the reorganization.*

*Please see pages 8-10; 32-36, 50-64, 124-129, 142-146 of the document available through the following link: <http://floridafiscalportal.state.fl.us/Document.aspx?ID=11318&DocType=PDF>*

*Please see pages 9-19 of the document available through the following link: <http://floridafiscalportal.state.fl.us/Document.aspx?ID=11322&DocType=PDF>*

*Please see pages 3-6 of the document available through the following link: <http://floridafiscalportal.state.fl.us/Document.aspx?ID=11321&DocType=PDF>*

**Agency Contact**

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