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**IMPROPER MEDICAID BENEFITS & QUALITY CONTROL**

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**QUALITY CONTROL**

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- C. CORRECTIVE ACTION**
- A corrective action committee at the Division of Medicaid will be responsible for reviewing the overall MEQC findings after the data has been compiled at timely intervals.
- The four areas of corrective action and analysis are:
- 1. Program Analysis**

Program analysis uses the analyzed MEQC findings as well as other relevant information to identify causes of errors in eligibility and claims processing. Often, this involves selecting a particular concentration of error types for further analysis. The data and program analysis findings are combined with other relevant information for corrective action planning.
  - 2. Corrective Action Planning**

This activity identifies, evaluates, and selects ways to eliminate or reduce errors in each program process. Corrective actions are designed to make changes in agency policies. Some resulting changes may take substantial deployment of resources and lead time for implementation while others may be short range in nature. However, both types of corrective action measures require the same process of planning, development, and implementation.
  - 3. Corrective Action Implementation**

Corrective action implementation represents the point at which the State agency translates all the preceding information, analysis, and decisions into action. The implementation process includes assignment of responsibility for specific tasks, tracking of task completion, and measurement of progress.
  - 4. Corrective Action Evaluation**

This activity analyzes whether the implemented corrective action has eliminated or reduced the error rates and misspent dollars in the areas of eligibility and liability determinations or claims processing.