

# MISSISSIPPI DIVISION OF MEDICAID

## Eligibility Policy and Procedures Manual

### **100.05.01 MEQC DISAGREEMENT RESOLUTION PROCESS**

The request for reconsideration must be received from the regional office within a 2-week period based on the mailing date of the MEQC findings to the regional office. As indicated, staff in the Bureau of Enrollment will review the information and if the disagreement is appropriate, will forward it to the MEQC supervisor requesting reconsideration. MEQC will:

- Review the regional office’s reconsideration request and make a final decision on the review;
- Make corrections on the MEQC worksheets, if necessary;
- Provide a written notice of the decision to the regional office;
- Make final MEQC findings to CMS within the timeframe and manner required in federal regulations.

NOTE: The finding will not be reconsidered if the request for reconsideration is received more than 2 weeks from the mailing date of the original finding to the regional office.

### **100.05.02 FAILURE TO COOPERATE WITH MEQC**

If the recipient fails to cooperate with Medicaid Quality Control and the investigator is unable to obtain information needed to complete the review, it will be referred back to the regional office for a redetermination. As part of the redetermination process, the information needed by Quality Control will be requested. If the information is not provided, coverage will be terminated because the agency is unable to determine eligibility.

### **100.05.03 CORRECTIVE ACTION**

A corrective action committee at the Division of Medicaid is responsible for reviewing the overall MEQC findings after the review data has been compiled. If the state error rate exceeds federal tolerance, a corrective action plan must be implemented. The Bureau of Enrollment is responsible for identifying major error trends and planning, developing and evaluating the short and long-term responsibilities, tasks, and goals of the corrective action plan. Implementation of the plan involves staff at the state and regional levels working together to eliminate or reduce errors and misspent dollars identified through the MEQC process.