

1. Does the webinar information pertain to dental offices as well?

Yes. The Recovery Audit encompasses **ALL** fee for service and managed care claims

2. What address will be used to send the letters to? Practice, billing, or correspondence address?

DataMetrix typically sends provider correspondence to your billing address. However, you can request that DataMetrix send it to a specific address by emailing us at MSDOMRecoveryAudit@data-metrix.com so that your provider profile can be updated with your desired address.

3. How many years does Medicaid require providers to keep medical documentation for audit before shredding?

In accordance with Miss. Code Ann. § 43-13-118, it shall be the duty of each provider participating in the medical assistance program to keep and maintain books, documents, and other records as prescribed by the division of Medicaid in substantiation of its claim for services rendered Medicaid recipients, and such books, documents, and other records shall be kept and maintained for a period of five (5) years or for whatever longer period as may be required or prescribed under federal or state statutes and shall be subject to audit by the division. The division shall be entitled to full recoupment of the amount it has paid any provider of medical service who has failed to keep or maintain records as required herein.

4. How far will Medicaid go back to audit claims?

The Recovery Audit Contractor (RAC) audit is a three-year claims look-back period from the date the claim was filed in accordance with 42 CFR § 455.508, unless a different time period is authorized by DOM.

5. Will auditors still be coming out to the main location of the business to do audits as well or will this new system take the place of that?

The RAC contractor is required to conduct onsite audits in addition to desk audits. Therefore, auditors will go onsite to businesses for the purposes of conducting onsite provider audits.

6. What is the timeframes for the Rebuttal period?

Providers who receive a preliminary findings letter may request a rebuttal. This notification will indicate how the Provider can enter into a discussion period with DataMetrix. Providers may submit additional documentary evidence and

written argument against the proposed overpayment within **20 days** of the date of the findings letter

7. What is the purpose of this webinar? Is this new?

The purpose of the webinar was to educate providers on the RAC program and introduce providers to the new RAC contractor. The Medicaid Recovery Audit Contractor (RAC) program was established as a measure for States to promote the integrity of the Medicaid program. The program was established in 2012.

8. Are these audits at random?

DataMetrix utilizes data analysis techniques to identify overpayments and underpayments. This process is called "targeted review". DataMetrix does not target a claim solely because it is a high dollar claim. DataMetrix targets claims that contain information that leads us to believe an overpayment or underpayment has occurred.

9. Is there a provider portal available to review the status of claims?

DataMetrix is working on creating a provider portal. DataMetrix will conduct a provider webinar to educate providers on how to utilize the provider portal once it is available.

10. Will the audits be done per client or per program?

Medicaid RACs will review claims submitted by providers of items and services or other individuals furnishing items and services for which payment has been made under section 1902(a) of the Act or under any waiver of the State Plan to identify underpayments and overpayments and recoup overpayments for the States. For purposes of this contract, **ALL** managed care and fee-for-services claims are encompassed in this audit.

11. When does this begin? What is the look back period?

DataMetrix became the RAC for the Mississippi Division of Medicaid effective April 1, 2017. In accordance with 42 CFR § 455.508, Data Metrix will not review claims that are older than three (3) years from the date of the claim, unless approval of a different time period has been authorized by DOM.

12. Does DataMetrix replace the usual physical audits?

No. The RAC program is a supplemental approach to Medicaid program integrity efforts. The Mississippi Division Medicaid (DOM), Office of Program Integrity will continue its auditing efforts.

13. Is there a list of issues the RAC has identified and the Division of Medicaid has approved for review already?

No. The DOM will publish the list of any issues that have been approved on the following website: <https://medicaid.ms.gov/providers/recovery-auditor-contractors/>

14. FQHCs are paid a PPS rate and are not fee-for-service. Are FQHC clinics subject to these RAC audits?

Yes, FQHCs are subject to RAC audits.

15. How does one go by requesting the five (5) day extension?

Providers can request a five (5) day extension by calling DataMetrix at 866-880-0608 or emailing MSDOMRecoveryAudit@data-metrix.com

16. Can you speak in more detail about what happens when a Hearing is requested and granted?

The Division of Medicaid's appeal process is outlined in the Miss. Admin. Code, Part 300: Appeals. Please visit the following website to access the Appeals Section of the Miss. Admin. Code: <https://medicaid.ms.gov/wp-content/uploads/2014/01/Admin-Code-Part-300.pdf>.