

## The Statistics and Target Area Team Process

In accordance with the Intergovernmental Agreement (IGA) between the Department of Economic Security (DES) and the Arizona Health Care Cost Containment System (AHCCCS), the AHCCCS Quality Compliance Administration (QCA) conducts target area reviews for selected DES eligibility sites. A random selection of approved and denied/closed cases is made. These reviews are conducted annually, with the exception of any additional reviews that A-STAT and DES may deem necessary in order to achieve their mutual objective of meeting compliance in particular areas. A-STAT is designed to assist DES local office management by providing statistics on deficiencies discovered in reviewing the targeted area.

A-STAT looks at the actions taken in the review month. The review month is the calendar month prior to the month of the scheduled review. The review will be based upon documents and information in the file (including the OnBase) and rules set forth in the DES policy manual at the time of review.

### Notification

At least 30 days prior to the review, the assigned A-STAT reviewer will contact the Local Office Manager (LOM) and the District Program Manager (DPM) to advise that a targeted area review has been scheduled for that eligibility site. The office will be advised to hold all cases dispositioned in that month and assure that they are scanned to OnBase.

Following the end of the review month, a list of requested cases will be sent with a two-week deadline. Once cases have been made available in OnBase, the review can take up to two weeks to complete.

When the review is completed, A-STAT will send a report of the accuracy rate and deficiencies discovered during review of the targeted area. A-STAT will compare the previous review rating and the current rating period. The accuracy rate will be determined by dividing the total number of cases found to be in compliance by the number of cases reviewed. A-STAT will identify areas that are not in compliance with the IGA, State and Federal regulations, or do not follow the policies and procedures outlined in the DES policy manual.

A copy of the report will be sent to the following:

### DES

Assistant Director, DBME  
Program Administrator, DBME  
Program Services Administrator, DBME  
Policy Manager, FAA  
District Program Manager

### AHCCCS

Assistant Director, DMS  
Program Administrator, QCA

## Provision of Cases

All DES offices will be notified at least 30 days in advance of the upcoming review. Offices will be required to have cases scanned in OnBase for the review. Non-imaged offices will be required to have material cases ready for pick-up in time for the review. Any cases not provided by the scheduled time, as agreed between DES/FAA, will be considered as not having verification. Cases should be scanned within two weeks following the date of request. Requests for additional time to provide cases must be received prior to the two-week deadline.

A-STAT will randomly select cases from reports provided by FAA systems for the targeted area review.

## Plan of Action

A-STAT will request DES/FAA to submit a Plan of Action (POA) to address deficiencies within 30 days from the report date. Each deficiency will need to be addressed with supporting documentation. Requests for additional time must be submitted prior to the end of the 30-day deadline. Any office achieving a score of 95% accuracy or better will not be required to submit a Plan of Action.

## Follow Up

Certain cases will be marked for follow up on the Accuracy Report. DES/FAA is required to follow up on these cases, making necessary corrections and reporting the action taken to AHCCCS as part of the Plan of Action. This follow up will be required, even if the office has achieved a 95% or better accuracy rate.

## Reconsiderations

The eligibility site has 15 calendar days from the report date to request a reconsideration of any deficiencies discovered by the A-STAT team. Requests for reconsideration should be accompanied by case documentation or policy citations. The A-STAT team will respond within 15 days and communicate with DES, if necessary, to seek resolutions.

## Definitions of Case Findings

A-STAT reviews all actions pertaining to the target area. Any deficiencies indicate that the requirements were not met. The findings are cited on the A-STAT worksheet with the following:

- **Verified (V)** - Based on DES/FAA Policy and Procedures, the IGA, State and Federal Regulations, the target area must have verification by hard copy (HC), collateral contact (CC), or participant statement. A deficiency indicates that requirements were not met.
- **Documented (D)** – Documentation to support or clarify the decision was not met
- **Explored (E)** – Exploration of available information not clarified or resolved.
- **Keyed (K)** – Information keyed incorrectly; transposed information; failure to key information

- **Comments** – This section will contain a brief and concise explanation describing the deficiency in the target area. Any other concerns that could affect the case, but do not pertain to the target area, will not be cited, but will be noted in this section.