



GLOBAL SECTION B SUBCOMMITTEE REQUESTS FOR INFORMATION OFFICE OF INSPECTOR GENERAL

Inflation Impacts:

The Office of Inspector General (OIG) has seen travel costs increase due to a rise in mileage, hotel, vehicle rental, and meal reimbursement expenses for its numerous surveyors who travel throughout the state. This increase is partially due to an increase in travel post-pandemic and a significant decrease in the number of hotels that accept the "State Rate," which has required the division to authorize hotel expenses at actual cost.

DPHHS 2025 Annual Plan:

OIG directly supports the DPHHS HB 190 annual plan and mission statement by serving Montanans in their communities to improve health, safety, well-being, and empower independence. To accomplish this, OIG promotes the efficiency, effectiveness, and integrity of DPHHS programs and ensures the health and safety of Montanans served by health care facilities. OIG provides a range of services, including certifying and licensing of healthcare facilities, detecting and investigating public assistance program fraud and abuse, and recovering overpayment claims for SNAP, TANF, and Medicaid. Additionally, Certificate of Need (CON) validates long-term care needs for communities across the state.

The Department and OIG have a primary goal to improve customer service, find operational efficiencies, and reduce expenses.

First Goal: To improve customer service

Proactive training and building relationships with health care facilities for both Certification and Licensure Bureaus.

Objective:

- Certification repurposed a position specifically to conduct trainings for facilities as well as staff, assisting facilities in understanding the complex federal regulations and procedures, which will reduce potential citations. This position also brings consistency in staff training, surveys and report writing.
- Licensure has also increased trainings by presenting at several regional and state organization meetings.



- 2024 is the first year for the new trainer position. The OIG will use this year's count of trainings as our base year. It is anticipated that presentations will increase by 10% each additional year.

Second Goal: To find operational efficiencies:

Objective: To streamline the processes and office operation.

- The Certification Bureau has streamlined scheduling of surveys, when appropriate, to reduce travel expenses and accommodate the significant increase in workload that the Bureau has experienced. The Certification Bureau regularly experiences 20% more complaints than historical averages pre-COVID.
- The Licensure Bureau anticipates seeing additional cost savings in travel and accommodation expenses by implementing cross-training amongst two programs. Therefore, a single staff surveyor can be in a distant location and do more than one type of survey.
- Created a Program Support and Improvement Section which combines smaller programs to improve overall efficiency for planning, designing, organizing, and reporting. Also creates a single point of contact for procurement and contracting.

Describe efficiencies and/or cost savings achieved over the past biennium or those planned for the next biennium.

- These are incorporated into the OIG division presentations and reports, as described above.

If you have not developed quantitative measures as part of your annual plan, what metrics should we consider in evaluating the program's effectiveness? (add standard measures/metrics you may already report on with our federal partners; look at any strategic plans you have for state plans, etc.)

- The Program Compliance Bureau (PCB) is responsible for statistical monitoring reports included in the division report and fact sheets. All sections of the OIG are responsible for tracking their statistics and producing reports.
- CMS evaluates Certification for compliance with the Mission & Priority document, CLIA requirements, and budget. These numbers will be included in the next division report.
- Lastly, the Licensure Bureau will include a chart detailing the number and types of surveys in the next division report.



Describe any direct or indirect interactions your division has with justice-involved individuals.

- The PCB refers cases of egregious recipient fraud to the United States Office of Inspector General for prosecution. Cases of provider fraud are referred to the Montana Department of Justice Medicaid Fraud Control Unit (MFCU). The PCB collaborates with federal partners during their investigations.
- Additionally, the Certification and Licensure Bureau may encounter justice-involved individuals when they seek care in a certified and/or licensed entity.