

State of Alaska FY2019 Governor's Operating Budget

Department of Health and Social Services Quality Control Component Budget Summary

Component: Quality Control

Contribution to Department's Mission

Providing federally-mandated quality control auditing for Medicaid, Child Care, and Supplemental Nutrition Assistance Program (SNAP) eligibility and benefit accuracy.

Core Services

- Conduct required Child Care, Supplemental Nutrition Assistance Program (SNAP) and Medicaid program case reviews to determine the accuracy of the eligibility and benefit determinations.
- Review Alaska Temporary Assistance Program and Adult Public Assistance cases to assess the effectiveness of state policies, payment accuracy, and data not available from the automated system.
- Conduct appropriate follow-up activity on data matches between public assistance and federal data bases.
- Conduct special project reviews to ensure program integrity.
- Provide the source data on program performance measurement targets.
- Analyze error trends and initiate corrective action.

Major Component Accomplishments in 2017

The Quality Control staff sampled over 2,300 Supplemental Nutrition Assistance Program, Alaska Temporary Assistance program, Medicaid Payment Error Rate Measure (PERM), Adult Public Assistance, and Child Care Assistance cases in FFY2016.

In FFY2016, Quality Control staff reviewed 982 Supplemental Nutrition Assistance Program cases within reporting deadlines, and had no variances in the federal level re-review process. This contributes significantly to progressive improvement in the state's Supplemental Nutrition Assistance Program payment error rate.

The team completed round four of the Payment Error Rate Measure Medicaid eligibility pilot program based on guidance from Centers for Medicare and Medicaid Services. Adjusted review strategies based on results of round two and three of the Payment Error Rate Measure pilot for all Medicaid eligibility determinations. Round four continued to find issues with the new Alaska's Resource for Integrated Eligibility System (ARIES) and Medicaid applications not being processed timely due to the agency's backlog. The Quality Assurance team used the results from rounds one, two, and three to adjust the pilot proposal for round four, learning from our mistakes in the previous rounds.

Key Component Challenges

Complete assigned reviews and fulfill frequent requests for state-funded program reviews and special evaluation projects.

Maintain efforts that ensure federal Supplemental Nutrition Assistance Program (SNAP) payment accuracy targets are met for Alaska's Supplemental Nutrition Assistance Program, and that the division remains competitive in pursuing national performance bonus awards.

Improve performance outcomes despite pressure from growing caseloads, strained staff resources and vacancies and demands of changing federal program accountability requirements.

Develop effective corrective action plans and identify actions to respond to new federal guidance for assessing the accuracy of Supplemental Nutrition Assistance Program (SNAP) Case Procedural Error Rate (CAPER) and Active cases. Significant changes to the federal side of the review process have been challenging for the state Quality Control staff. With increased requirements and verification standards and lack of Quality Control staff, SNAP cases have been time consuming and staff struggle to meet federal timeframes.

Continue to implement corrective action plans and continuous improvement initiatives for all Medicaid eligibility.

Adjust Payment Error Rate Measure (PERM) pilot proposals and Medicaid Eligibility Quality Control (MEQC) to meet the Centers for Medicare and Medicaid Services (CMS) requirements according to the guidelines but also allow the division to take advantage of the pilots in order to identify system and process issues without an error rate measurement by Centers for Medicare and Medicaid Services.

Significant Changes in Results to be Delivered in FY2019

The final round (five) of the Payment Error Rate Measure (PERM) was started in July 2017 using an outside contractor hired by Centers for Medicare and Medicaid Services (CMS). The review process was aligned with the new proposed Payment Error Rate Measure regulations. The contractor will be completing round five in early 2018. The division saw drastic changes in the final round (five) of the Payment Error Rate Measure Medicaid eligibility pilots, specifically the state's role in the review process. Round five allowed Alaska to test the new review process and will be able to implement changes and corrections prior to Payment Error Rate Measure error rates that are measured. State Quality Control staff did play a vital role in the review process by participating in sections of the review as requested by the contractor. 2018 will begin the Medicaid Eligibility Quality Control (MEQC) project based on guidance from the Centers for Medicare and Medicaid Services (CMS). This component is the final piece of the PERM requirement. Cycle three states (Alaska) will begin proposing projects for MEQC with assistance from CMS.

Statutory and Regulatory Authority

7 CFR 275.10-14	Food Stamp Quality Control
45 CFR 431.800-.820	ME Quality Control
42 CFR 431 and 457	ME and State Children's Health Insurance Program (SCHIP) (PERM)
45 CFR 98(K)	CCDF Error Rate Reporting

Contact Information
<p>Contact: Shawnda O'Brien, Assistant Commissioner Phone: (907) 465-1630 Fax: (907) 465-2499 E-mail: shawnda.obrien@alaska.gov</p>

Quality Control Personal Services Information				
Authorized Positions			Personal Services Costs	
	<u>FY2018</u> <u>Management</u> <u>Plan</u>	<u>FY2019</u> <u>Governor</u>		
Full-time	22	22	Annual Salaries	1,476,202
Part-time	0	0	Premium Pay	0
Nonpermanent	0	0	Annual Benefits	920,184
			<i>Less 2.87% Vacancy Factor</i>	(68,686)
			Lump Sum Premium Pay	0
Totals	22	22	Total Personal Services	2,327,700

Position Classification Summary					
Job Class Title	Anchorage	Fairbanks	Juneau	Others	Total
Elig Qual Cntrl Tech I	10	2	0	1	13
Elig Qual Cntrl Tech II	2	0	0	0	2
Project Assistant	2	0	0	0	2
Public Assist Analyst II	2	0	0	0	2
Public Asst Prog Off	0	0	1	0	1
Research Analyst III	0	0	1	0	1
Social Svcs Prog Coord	1	0	0	0	1
Totals	17	2	2	1	22

**Component Detail All Funds
Department of Health and Social Services**

Component: Quality Control (234)
RDU: Public Assistance (73)

Non-Formula Component

	FY2017 Actuals	FY2018 Conference Committee	FY2018 Authorized	FY2018 Management Plan	FY2019 Governor	FY2018 Management Plan vs FY2019 Governor	
71000 Personal Services	1,495.0	2,318.7	2,318.7	2,318.7	2,327.7	9.0	0.4%
72000 Travel	17.4	35.5	35.5	35.5	35.5	0.0	0.0%
73000 Services	164.6	209.3	209.3	209.3	209.3	0.0	0.0%
74000 Commodities	4.6	25.0	25.0	25.0	25.0	0.0	0.0%
75000 Capital Outlay	0.0	10.0	10.0	10.0	10.0	0.0	0.0%
77000 Grants, Benefits	0.0	0.0	0.0	0.0	0.0	0.0	0.0%
78000 Miscellaneous	0.0	0.0	0.0	0.0	0.0	0.0	0.0%
Totals	1,681.6	2,598.5	2,598.5	2,598.5	2,607.5	9.0	0.3%
Fund Sources:							
1002Fed Rcpts (Fed)	834.0	1,409.4	1,409.4	1,409.4	1,415.1	5.7	0.4%
1003G/F Match (UGF)	819.7	1,149.5	1,149.5	1,149.5	1,192.4	42.9	3.7%
1004Gen Fund (UGF)	27.9	39.6	39.6	39.6	0.0	-39.6	-100.0%
Unrestricted General (UGF)	847.6	1,189.1	1,189.1	1,189.1	1,192.4	3.3	0.3%
Designated General (DGF)	0.0	0.0	0.0	0.0	0.0	0.0	0.0%
Other Funds	0.0	0.0	0.0	0.0	0.0	0.0	0.0%
Federal Funds	834.0	1,409.4	1,409.4	1,409.4	1,415.1	5.7	0.4%
Positions:							
Permanent Full Time	22	22	22	22	22	0	0.0%
Permanent Part Time	0	0	0	0	0	0	0.0%
Non Permanent	0	0	0	0	0	0	0.0%

Change Record Detail - Multiple Scenarios with Descriptions
Department of Health and Social Services

Component: Quality Control (234)
RDU: Public Assistance (73)

Scenario/Change Record Title	Trans Type	Totals	Personal Services	Travel	Services	Commodities	Capital Outlay	Grants, Benefits	Miscellaneous	Positions		NP
										PFT	PPT	
***** Changes From FY2018 Conference Committee To FY2018 Authorized *****												
FY2018 Conference Committee												
	ConfCom	2,598.5	2,318.7	35.5	209.3	25.0	10.0	0.0	0.0	22	0	0
1002 Fed Rcpts		1,409.4										
1003 G/F Match		1,149.5										
1004 Gen Fund		39.6										
Subtotal		2,598.5	2,318.7	35.5	209.3	25.0	10.0	0.0	0.0	22	0	0
***** Changes From FY2018 Management Plan To FY2019 Governor *****												
Replace General Fund with General Fund Match												
	FndChg	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	0	0
1003 G/F Match		39.8										
1004 Gen Fund		-39.8										
Accurately reflect use of general fund authority as match to federal revenues based on prior year actual expenditures and revenue.												
FY2019 Salary and Health Insurance Increases												
	SalAdj	9.0	9.0	0.0	0.0	0.0	0.0	0.0	0.0	0	0	0
1002 Fed Rcpts		5.7										
1003 G/F Match		3.1										
1004 Gen Fund		0.2										
Salary and Health Insurance Increases: \$9.0												
Calculate FY2019 increase to GGU Health Insurance from \$1389 to \$1432 per member per month.												
Totals		2,607.5	2,327.7	35.5	209.3	25.0	10.0	0.0	0.0	22	0	0

Personal Services Expenditure Detail
Department of Health and Social Services

Scenario: FY2019 Governor (14641)
Component: Quality Control (234)
RDU: Public Assistance (73)

PCN	Job Class Title	Time Status	Retire Code	Barg Unit	Location	Salary Sched	Range / Step	Comp Months	Split / Count	Annual Salaries	COLA	Premium Pay	Annual Benefits	Total Costs	UGF Amount
05-2311	Project Assistant	FT	A	GP	Anchorage	200	16D / E	12.0		56,316	0	0	37,656	93,972	45,295
06-4100	Elig Qual Cntrl Tech II	FT	A	SS	Anchorage	99	18M	12.0		82,212	0	0	48,525	130,737	63,015
06-8048	Public Assist Analyst II	FT	A	GP	Anchorage	200	18G / J	12.0		71,292	0	0	43,065	114,357	55,120
06-8166	Elig Qual Cntrl Tech I	FT	A	GP	Anchorage	200	16D / E	12.0		56,656	0	0	37,778	94,434	45,517
06-8167	Elig Qual Cntrl Tech I	FT	A	GP	Anchorage	200	16C / D	12.0		55,296	0	0	37,287	92,583	44,625
06-8191	Elig Qual Cntrl Tech II	FT	A	SS	Anchorage	99	18M / M	12.0		79,987	0	0	47,722	127,709	61,556
06-8192	Elig Qual Cntrl Tech I	FT	A	GP	Anchorage	99	16M / M	12.0		70,895	0	0	42,922	113,817	54,860
06-8195	Public Asst Prog Off	FT	A	SS	Juneau	205	21F	12.0		90,828	0	0	51,637	142,465	68,668
06-8197	Research Analyst III	FT	A	GP	Juneau	205	18K / L	12.0		81,064	0	0	46,595	127,659	61,532
06-8198	Elig Qual Cntrl Tech I	FT	A	GP	Anchorage	200	16B / C	12.0		52,740	0	0	36,364	89,104	0
06-8199	Elig Qual Cntrl Tech I	FT	A	GP	Fairbanks	99	16M	12.0		73,572	0	0	43,889	117,461	0
06-8232	Elig Qual Cntrl Tech I	FT	A	GG	Fairbanks	99	16O / O	12.0		79,188	0	0	45,917	125,105	60,301
06-8233	Elig Qual Cntrl Tech I	FT	A	GP	Anchorage	200	16C	12.0		53,292	0	0	36,563	89,855	0
06-8234	Elig Qual Cntrl Tech I	FT	A	GP	Kenai	200	16G	12.0		61,416	0	0	39,498	100,914	0
06-8396	Elig Qual Cntrl Tech I	FT	A	GP	Anchorage	200	16C / D	12.0		54,211	0	0	36,895	91,106	36,898
06-8519	Public Assist Analyst II	FT	A	GP	Anchorage	200	18B / C	12.0		59,546	0	0	38,822	98,368	39,839
06-8589	Social Svcs Prog Coord	FT	A	SS	Anchorage	200	20J	12.0		83,640	0	0	49,041	132,681	63,952
06-8634	Elig Qual Cntrl Tech I	FT	A	GP	Anchorage	99	16L / L	12.0		66,809	0	0	41,446	108,255	52,179
06-8635	Elig Qual Cntrl Tech I	FT	A	GP	Anchorage	200	16C / D	12.0		53,459	0	0	36,624	90,083	43,420
06-8636	Project Assistant	FT	A	GP	Anchorage	200	16J	12.0		63,960	0	0	40,417	104,377	50,310
06-8639	Elig Qual Cntrl Tech I	FT	A	GP	Anchorage	200	16J / K	12.0		65,863	0	0	41,104	106,967	51,558
06-8658	Elig Qual Cntrl Tech I	FT	A	GP	Anchorage	200	16J	12.0		63,960	0	0	40,417	104,377	50,310

Total Positions:	22	0	0	Total Salary Costs:	1,476,202
Full Time Positions:	22	0	0	Total COLA:	0
Part Time Positions:	0	0	0	Total Premium Pay:	0
Non Permanent Positions:	0	0	0	Total Benefits:	920,184
Positions in Component:	22	0	0	Total Pre-Vacancy:	2,396,386
				Minus Vacancy Adjustment of 2.87%:	(68,686)
				Total Post-Vacancy:	2,327,700
				Plus Lump Sum Premium Pay:	0
				Personal Services Line 100:	2,327,700

PCN Funding Sources:	Pre-Vacancy	Post-Vacancy	Percent
1002 Federal Receipts	1,447,432	1,405,946	60.40%
1003 General Fund Match	948,954	921,754	39.60%
Total PCN Funding:	2,396,386	2,327,700	100.00%

Note: If a position is split, an asterisk (*) will appear in the Split/Count column. If the split position is also counted in the component, two asterisks (**) will appear in this column. [No valid job title] appearing in the Job Class Title indicates that the PCN has an invalid class code or invalid range for the class code effective date of this scenario.

Personal Services Expenditure Detail
Department of Health and Social Services

Scenario: FY2019 Governor (14641)
Component: Quality Control (234)
RDU: Public Assistance (73)

Note: If a position is split, an asterisk (*) will appear in the Split/Count column. If the split position is also counted in the component, two asterisks (**) will appear in this column.
[No valid job title] appearing in the Job Class Title indicates that the PCN has an invalid class code or invalid range for the class code effective date of this scenario.

Line Item Detail (1676)
Department of Health and Social Services
Travel

Component: Quality Control (234)

Line Number	Line Name		FY2017 Actuals	FY2018 Management Plan	FY2019 Governor
2000	Travel		17.4	35.5	35.5
Object Class	Servicing Agency	Explanation	FY2017 Actuals	FY2018 Management Plan	FY2019 Governor
2000 Travel Detail Totals			17.4	35.5	35.5
2000	In-State Employee Travel	In-state travel necessary for Quality Control (QC) staff to conduct case review on Public Assistance recipients to determine correctness of eligibility and benefits. Quality Control case review is a federally required function where cases are selected on a federally approved random sample for Medicaid, Alaska Temporary Assistance Program, and Food Stamp Programs. Supervisor must travel to Anchorage and Fairbanks to meet with regional Quality Control staff.	15.9	32.5	32.5
2002	Out of State Employee Travel	Out-of-State travel by Administrator to meet with Federal Quality Control officials. Data interpretation and corrective action recommendations being made in other states can potentially reduce errors in Alaska's Public Assistance programs; this information is made available through a nationwide exchange.	1.5	3.0	3.0

Line Item Detail (1676)
Department of Health and Social Services
Services

Component: Quality Control (234)

Line Number	Line Name		FY2017 Actuals	FY2018 Management Plan	FY2019 Governor
3000	Services		164.6	209.3	209.3
Object Class	Servicing Agency	Explanation	FY2017 Actuals	FY2018 Management Plan	FY2019 Governor
3000 Services Detail Totals			164.6	209.3	209.3
3000	Education Services	Membership dues, conference fees and training costs.	0.6	1.0	1.0
3003	Information Technology	Software licensing.	0.3	5.0	5.0
3004	Telecommunications	Telecommunications for vendor local, long distance, dedicated telephone lines for office equipment, telecopier expenses and teleconference charges.	1.3	2.0	2.0
3006	Delivery Services	Freight, courier service and postage.	5.3	0.6	0.6
3008	Utilities	Utility costs not covered by lease.	0.1	0.3	0.3
3009	Structure/Infrastructure/Land	Office structure changes to better align with business processes along with storage for files.	0.1	2.0	2.0
3010	Equipment/Machinery	Office machine and equipment repair and maintenance.	1.8	0.5	0.5
3011	Other Services	Other services required to support the quality control unit.	0.4	6.4	6.4
3017	Inter-Agency Information Technology Non-Telecommunications	Admin - Department-wide RSA with Department of Administration, Enterprise Technology Services for Computer EPR.	19.2	13.0	13.0
3017	Inter-Agency Information Technology Non-Telecommunications	H&SS - Information Technology Services (2754)	21.9	0.0	0.0
3018	Inter-Agency Information Technology Telecommunications	Admin - Department-wide RSA with Department of Administration, Enterprise Technology Services for	77.6	27.0	27.0

Line Item Detail (1676)
Department of Health and Social Services
Services

Component: Quality Control (234)

Object Class		Servicing Agency	Explanation	FY2017 Actuals	FY2018 Management Plan	FY2019 Governor
3000 Services Detail Totals				164.6	209.3	209.3
Telecommunications EPR.						
3021	Inter-Agency Mail	Admin - Department-wide		-0.3	0.0	0.0
3022	Inter-Agency Human Resources	Admin - Department-wide	RSA with Department of Administration, Division of Personnel for Human Resource Services.	8.9	12.5	12.5
3023	Inter-Agency Building Leases	Admin - Department-wide	RSA with Department of Administration, Division of General Services for office space leases.	0.0	115.0	115.0
3024	Inter-Agency Legal	Law - Department-wide		0.5	0.0	0.0
3026	Inter-Agency Insurance	Admin - Department-wide	RSA with Department of Administration for insurance.	1.1	1.0	1.0
3027	Inter-Agency Financial	Admin - Department-wide		5.7	0.0	0.0
3036	Inter-Agency Safety	Admin - Department-wide		0.1	0.0	0.0
3037	State Equipment Fleet	Trans - Department-wide	RSA for state equipment fleet costs.	3.4	16.4	16.4
3038	Inter-Agency Management/Consulting	H&SS - Administrative Support Svcs (320)	RSA with DHSS Administrative Support Services for finance and management services.	6.6	3.2	3.2
3038	Inter-Agency Management/Consulting	H&SS - Commissioner's Office (317)	RSA with Department of Health and Social Services, Commissioner's Office for support services.	1.8	1.3	1.3
3038	Inter-Agency Management/Consulting	H&SS - Information Technology Services (2754)	RSA with DHSS Administrative Support Services for information technology support services.	5.6	2.1	2.1
3038	Inter-Agency Management/Consulting	H&SS - Public Affairs (2874)		2.4	0.0	0.0
3038	Inter-Agency Management/Consulting	Labor - Department-wide		0.2	0.0	0.0

Line Item Detail (1676)
Department of Health and Social Services
Commodities

Component: Quality Control (234)

Line Number	Line Name		FY2017 Actuals	FY2018 Management Plan	FY2019 Governor
4000	Commodities		4.6	25.0	25.0
Object Class	Servicing Agency	Explanation	FY2017 Actuals	FY2018 Management Plan	FY2019 Governor
		4000 Commodities Detail Totals	4.6	25.0	25.0
4000	Business	General office supplies and copier supplies for quality control units in Anchorage, Fairbanks, and Juneau, as well as for new positions.	4.6	25.0	25.0
		Computer hardware, software and related supplies.			

Line Item Detail (1676)
Department of Health and Social Services
Capital Outlay

Component: Quality Control (234)

Line Number	Line Name		FY2017 Actuals	FY2018 Management Plan	FY2019 Governor
5000	Capital Outlay		0.0	10.0	10.0
Object Class	Servicing Agency	Explanation	FY2017 Actuals	FY2018 Management Plan	FY2019 Governor
5000 Capital Outlay Detail Totals			0.0	10.0	10.0
5004	Equipment	For equipment repairs beyond those covered in maintenance agreements.	0.0	10.0	10.0

Revenue Detail (1681)
Department of Health and Social Services

Component: Quality Control (234)

Revenue Type (OMB Fund Code) Revenue Source	Component	Comment	FY2017 Actuals	FY2018 Management Plan	FY2019 Governor
5002 Fed Rcpts (1002 Fed Rcpts)			834.0	1,409.4	1,415.1
5019 Federal - Miscellaneous Grants		SNAP - Federal restricted receipts are based on an approved cost allocation plan using staff time studies and document counts to allocate costs by federal program.	834.0	1,409.4	1,415.1
		Title IV A and Title IV A Child Care- Federal restricted receipts are based on an approved cost allocation plan using staff time studies and document counts to allocate costs by federal program.			
		Title XIX Map Admin- Federal restricted receipts are based on an approved cost allocation plan using staff time studies and document counts to allocate costs by federal program.			
		Federal Projects Health- Federal restricted receipts are based on an approved cost allocation plan using staff time studies and document counts to allocate costs by federal program.			

Inter-Agency Services (1682)
Department of Health and Social Services

Component: Quality Control (234)

				FY2017 Actuals	FY2018 Management Plan	FY2019 Governor
Component Totals				154.7	191.5	191.5
With Department of Administration				112.3	168.5	168.5
With Department of Health and Social Services				38.3	6.6	6.6
With Department of Law				0.5	0.0	0.0
With Department of Transportation/Public Facilities				3.4	16.4	16.4
With Department of Labor and Workforce Development				0.2	0.0	0.0
Object Class	Servicing Agency	Explanation		FY2017 Actuals	FY2018 Management Plan	FY2019 Governor
3017	Inter-Agency Information Technology Non-Telecommunications	Admin - Department-wide	RSA with Department of Administration, Enterprise Technology Services for Computer EPR.	19.2	13.0	13.0
3017	Inter-Agency Information Technology Non-Telecommunications	H&SS - Information Technology Services (2754)		21.9	0.0	0.0
3018	Inter-Agency Information Technology Telecommunications	Admin - Department-wide	RSA with Department of Administration, Enterprise Technology Services for Telecommunications EPR.	77.6	27.0	27.0
3021	Inter-Agency Mail	Admin - Department-wide		-0.3	0.0	0.0
3022	Inter-Agency Human Resources	Admin - Department-wide	RSA with Department of Administration, Division of Personnel for Human Resource Services.	8.9	12.5	12.5
3023	Inter-Agency Building Leases	Admin - Department-wide	RSA with Department of Administration, Division of General Services for office space leases.	0.0	115.0	115.0
3024	Inter-Agency Legal	Law - Department-wide		0.5	0.0	0.0
3026	Inter-Agency Insurance	Admin - Department-wide	RSA with Department of Administration for insurance.	1.1	1.0	1.0
3027	Inter-Agency Financial	Admin - Department-wide		5.7	0.0	0.0
3036	Inter-Agency Safety	Admin - Department-wide		0.1	0.0	0.0

Inter-Agency Services (1682)
Department of Health and Social Services

Component: Quality Control (234)

Object Class	Servicing Agency	Explanation	FY2017 Actuals	FY2018 Management Plan	FY2019 Governor
3037 State Equipment Fleet	Trans - Department-wide	RSA for state equipment fleet costs.	3.4	16.4	16.4
3038 Inter-Agency Management/Consulting	H&SS - Administrative Support Svcs (320)	RSA with DHSS Administrative Support Services for finance and management services.	6.6	3.2	3.2
3038 Inter-Agency Management/Consulting	H&SS - Commissioner's Office (317)	RSA with Department of Health and Social Services, Commissioner's Office for support services.	1.8	1.3	1.3
3038 Inter-Agency Management/Consulting	H&SS - Information Technology Services (2754)	RSA with DHSS Administrative Support Services for information technology support services.	5.6	2.1	2.1
3038 Inter-Agency Management/Consulting	H&SS - Public Affairs (2874)		2.4	0.0	0.0
3038 Inter-Agency Management/Consulting	Labor - Department-wide		0.2	0.0	0.0