



Department of Inspector General

Act 413 of 2021 Report

Update on divisions

- Office of Internal Audit:
 - Investigated complaints by hospital and health care facility workers concerning the Continuity of Care Payments
 - Analyzed COVID-19 Care Continuity Emergency Response Reimbursement Payments
 - Investigated caregiver payments for children in foster care
 - Audited Cares Act fund payments to nursing facilities
 - Audited payment to hospitals
 - Analyzed payments for Arkansas cities and counties
 - Reviewed and analyzed the Ready for Business Grant Program
 - Analyzed the Broadband Program
 - Analyzed the Child Care and Development Block Grant.
 - Worked with the Arkansas Department of Workforce Services to identify potential fraud through data analytics.

- Arkansas Fair Housing Commission:
 - New Executive Directive, Ms. Ateca Foreman
 - Hired a multi-lingual intake specialist.
 - Partnered with Legal Aid of Arkansas for training, outreach, and complainant legal support.
 - Eliminated the case backlog.
 - Began utilizing video-conference technology to continue commission meetings during the pandemic and allow the commission to conduct administrative hearings and render decisions on cases. This technology also allows remote witness interviews and ensures the completion of training and conciliation agreements.

- Office of Medicaid Inspector General:
 - Developed an online patient portal that allows sharing of medical records through a HIPAA-compliant electronic interface. The portal reduced the costs of file sharing, decreased the amount of time for conducting an audit, and practically eliminated the need for face-to-face interaction for file sharing.
 - Routinely provided extensions to those providers who needed additional time
 - Furnished education on telehealth to healthcare providers

During the past 17 months, OMIG has monitored new national fraud, waste, and abuse schemes related to Covid-19, including:

- Wasteful laboratory tests to increase money spent for Covid-19 tests
- Opioid prescriptions written without seeing the patient
- Abuse of the ability to provide therapies through telehealth

Significant Department Projects

- Arkansas Development Finance Authority: DIG has entered a Memorandum of Understanding (MOU) with the Arkansas Development Finance Authority (ADFA) to provide oversight of ADFA's internal audit function through December 2021.

 - Reorganization of OMIG and FHC for better efficiency
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Transformation Examples

- Cost control: Because of our efforts to share resources when available, we were able to control costs from one fiscal year to the next. Among other things, we have created savings by reducing the square footage of leased floor space and by reducing the number of vehicles and therefore eliminating maintenance, insurance, and parking costs.
 - Shared Expertise: One of the best outcomes of Transformation has been our ability to share expertise among all three agencies. Neither OIA nor FHC had in-house IT support until the Department was formed. Likewise, OMIG had no one who specialized in HR until the Department was formed and one of the other agencies came on board with an HR expert.
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Staffing

| <u>2015</u> | <u>2016</u> | <u>2017</u> | <u>2018</u> | <u>2019</u> | <u>2020</u> | <u>2021</u> |
|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 33 | 36 | 37 | 39 | 32 | 41 | 38 |

Legislative Initiatives

- ACT 298 of 2019 and Act 671 of 2021 requires the Department of Inspector General to conduct a study of the Arkansas Department of Transportation's (ARDOT) processes and expenditures by October 1, 2023. It also establishes an annual review of the Arkansas Department of Transportation.
- Tax Appeal Commission: Act 586 of 2021 created a new Commission that will be part of the Department beginning July 1, 2022.