

Arkansas Department of Human Services Division of County Operations

Accuracy Initiatives

PARIS Matching: Public Assistance Reporting Information System matching is completed quarterly. We use this service to check to see if our clients are getting public benefits in any other state. We have completed this match consecutively for the last 5 quarters. The matching process was automated in the Curam eligibility system as of November 2018. We have closed **5,529** MAGI Medicaid cases as a result of the PARIS match to date in 2019.

DWS New Hires: We match the entire AR Works enrollment with DWS for new hires each month. From this match, we can see how many enrollees are showing as newly hired in a job and compare the wage data to what we have in our system. This process is automated. The eligibility system receives this file and takes appropriate action to determine if the information has already been reported by the client or if information needs to be requested. If information needs to be requested, the system generates and mails the notice requesting the information from the client. If the client provides the requested information, a caseworker reviews the information and takes appropriate action. If the client does not respond to the request for information, the system automatically closes the case. In 2019 through the month of October, we have closed **33,607** MAGI Medicaid cases as a result of the DWS New Hire match.

Incarceration Match: We match a list of beneficiaries with a list from Department of Corrections daily. In 2019 as of October, we have closed **4,335** MAGI Medicaid cases as a result of the incarceration match.

Death Match: In addition to our monthly match with Dept. of Health, we now also receive information from CMS through the Territories and States Beneficiary Query (TBQ) file. This file gives us information on Medicare beneficiaries who have died. It is an extra data source that we now can use to know about and close cases of deceased beneficiaries. This process has been automated in the Curam system since October 2018. There have also been improvements to the death match process in our legacy system ANSWER where some single member households are closed automatically. In 2019 as of October, we have closed **1,698** MAGI Medicaid cases as a result of the death match.

National Directory of New Hires: This is a match in the SNAP program. We do a monthly match for every new SNAP applicant and SNAP recertification applicant against the National Directory of New Hires. Every third month this includes a quarterly wage match. During 2019 to date, we have closed **752** SNAP cases as a result of this match.

Medicare Match: The Medicare match that we receive from the CMS TBQ file allows us to know about Medicaid beneficiaries who have become eligible for Medicare. AR Works beneficiaries are not eligible for AR Works once they become eligible for Medicare. This match is automated. In 2019 as of October, we have closed **4,424** cases as a result of this match.

Single-Streaming: We implemented single-streaming functionality at the end of June 2018. This functionality helps to prevent staff from sending overlapping coverage in different Medicaid categories to the MMIS system. This has been an issue because Medicaid currently exists in two separate eligibility systems that both send data to MMIS.

New Accuracy Initiatives Under Consideration

Address Verification: This takes our address validation process to a higher level. In addition to the address validation software we have that validates addresses are provided to us, this process helps us to verify that the individual lives at the address they provide us. We are using an existing contract we have with a vendor to send random batches of AR Works recipients through this service. We have sent one sample batch of approximately **5,000** AR Works clients and as a result of this match will be sending notices to approximately **1,200** of those to provide proof of their address. Our goal is to be able to contract for this service as an automated process at application and renewal as a proactive way to prevent this type of error.

Enhanced Incarceration Matching: We are conducting a proof of concept pilot with a company that contracts with multiple states to provide city, county and state correctional agencies with booking software. Our current incarceration match is limited to AR Dept. of Corrections. We have sent a random file of **100,000** AR Works recipients through this process. We received approximately **1,250** individuals to review in the response file. We will use this to determine if pursuing a contract for this service would be cost effective.